



**REQUEST FOR PROPOSAL (RFP)**  
**FOR**  
**INFORMATIONAL TECHNOLOGY (IT) SERVICES**

**SOLICITATION NUMBER:** RFP RC-001-2026  
**TITLE:** IT Services Contract  
**RFP CLOSING DATE/TIME:** March 16, 2026, at 3:00 p.m. (EST)

In compliance with this RFP and with all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name Printed

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Fax Number

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**Note:** Russell County does not discriminate against faith-based organizations in accordance with the Code of Virginia § 2.2-4343.1 or against an Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

## RFP SUBMISSION FORM

Name of RFP: **IT Services Contract**  
RFP Number: **RFP RC-001-2026**  
Closing Date/Time: **March 16, 2026, at 3:00 p.m. (EST)**

### SECTION I - COMPANY IDENTIFICATION AND OWNERSHIP DISCLOSURE

Company: \_\_\_\_\_ Contact Person: \_\_\_\_\_  
\_\_\_\_\_  
Title: \_\_\_\_\_  
Address: \_\_\_\_\_ Telephone No: \_\_\_\_\_  
Remittance \_\_\_\_\_ FAX No: \_\_\_\_\_  
Address: \_\_\_\_\_ Email: \_\_\_\_\_

Indicate Which: Corporation ☐ Partnership ☐ Sole Prop. ☐  
Minority Owned/Controlled Bus. Yes ☐ No ☐ Small Bus. Yes ☐ No ☐

Organized under the laws of the State of \_\_\_\_\_

Principal place of business at \_\_\_\_\_

FEIN: \_\_\_\_\_

Following are the names and address of all people who have an ownership interest of 3% or more in the Company: (Attach more sheets if necessary)

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_

\_\_\_\_\_

SECTION II - CONFLICT OF INTERESTS

This solicitation is subject to the provisions of Section 2.2-3100 et. seq., Virginia Code Annotated and the State and Local Government Conflict of Interests Act.

The Offeror [ ] is [ ] is not aware of any information bearing on the existence of any potential organizational conflict of interest.

SECTION III – COLLUSION

I certify that this submission is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting an offer for the same services, materials, supplies, or equipment, and is in all respects fair and without collusion or fraud. I understand collusive bidding is a violation of the State and Federal law and may result in fines, prison sentences, and civil damage awards.

I hereby certify that the responses to the above representations, certifications, and other statements are accurate and complete. I agree to abide by all conditions of this RFP and certify that I am authorized to sign for the Offeror.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name (Printed)

\_\_\_\_\_  
Title

**OFFEROR MUST COMPLETE AND RETURN THIS FORM WITH ITS PROPOSAL PACKAGE**

## **PURPOSE**

Russell County seeks a qualified contractor to provide Informational Technology Services for its governmental facilities. Russell County desires to establish a four-year service contract, with option of two re-negotiated "one-year extensions" for informational technology services for the County's non-school related IT systems and equipment.

The primary purpose of the RFP for Russell County IT services is to ensure system maintenance service for all County's non-school related IT systems on a timely and consistent basis.

## **SCOPE OF SERVICES**

### **1. Services**

- a) Contractor agrees to perform to the County's satisfaction the technical services set forth in the attached "Specification of Services" ("Services") with the standard of care and skill customarily provided in the industry for performance of such services, and to devote such amount of its business during the Term as is necessary to fulfill all its duties and obligations hereunder.
- b) Contractor agrees that should County determine, in its sole discretion, that any of Contractor's agents or employees has been unable to discharge duties for any cause or has failed or refused to perform Services under this Agreement in a manner satisfactory to County, then County shall notify Contractor in writing of such opinion. Contractor shall immediately substitute the agent or employee with a replacement acceptable to County.

A description of various IT Scope of Services under consideration is attached to this document as **Appendix 1**. Location of Services to be provided is attached as **Appendix 2**.

### **2. Payment for Services**

- a) In full consideration for the Services, County shall pay Contractor a fee per hour of \$\_\_\_\_\_ in accordance with the rates and guidelines set forth in the attached "Specification of Compensation."
- b) Contractor shall issue a monthly invoice to the County detailing all work performed during the previous month. County shall pay these monthly invoices within 30 days of receipt.
- c) On notice to Contractor, County may withhold payments for unsatisfactory performance results and/or question any item reflected on Contractor's invoice. Pending settlement or resolution of the issue, County's nonpayment shall not constitute a default of this Agreement. County shall pay all invoiced amounts not in dispute.
- d) County must consent in writing prior to Contractor's working in excess of the maximum work values set forth in the attached Specifications.

### **3. Contractor's Capacity and Responsibilities**

- a) It is expressly understood that Contractor shall perform the Services as an independent contractor and is not an agent, associate, partner, joint venture, or employee of the County. Contractor agrees that the manner in which it performs its obligations under this Agreement is solely within its direction and control subject to the terms and conditions of the attached Specifications, and that it is not entitled to tax withholding, Worker's Compensation, unemployment compensation or any employee benefits, statutory or otherwise.
- b) Contractor understands and agrees that its employees, agents, and representatives will not be treated as employees of the County for any purpose and are not entitled to receive pension or other retirement benefits, medical, dental, severance, leaves of absence, sick leave, death, disability, vacations, tuition assistance or any other County benefit.
- c) Contractor shall not have the authority to enter into any contract or agreement to bind County and shall not represent to third parties that Contractor has such authority.
- d) Contractor represents and warrants that its personnel have or will obtain and maintain all necessary licenses, permissions, certifications, authorizations, registrations, and approvals required for the provision of Services under this Agreement; that all Services included in the Specifications shall be performed in a professional manner by qualified personnel in accordance with recognized industry standards, and that all projects will be timely completed, even if doing so requires Contractor to work evenings and weekends.

### **4. Confidentiality of Information**

- a) Contractor acknowledges and agrees to make best efforts to maintain in a secure fashion the confidentiality of any tangible or intangible information revealed, obtained or developed during the course of or in connection with the performance of the Services, including without limitation any information (in whatever media) contained in any staff or health, personnel record, or about the operations, programs, finances, administration, or any other information or data about which Contractor becomes aware which is or may be a confidential and proprietary nature ("Confidential Information").
- b) Contractor acknowledges and agrees that it shall treat all Confidential Information with the strictest confidence and secrecy and shall not disclose any Confidential Information to any third party, or use Confidential Information for Contractor's own purposes or other than for the benefit of County in performing the Services under this Agreement, during the term of this Agreement and at all times, without the prior written consent of County. Contractor also agrees that any dissemination of Confidential Information within its own business operation shall be restricted to "a need-to-know basis" for the purpose of performing the Services hereunder.
- c) This provision shall survive expiration or termination of this Agreement. All notes, memoranda, records and writings consisting of any Confidential Information or made by Contractor relative to the business of County shall be and remain the property of County

and shall be destroyed or handed over to County on demand and in any event on the termination of this Agreement.

## **5. Property Rights**

- a) Contractor agrees that all work product, tangible or intangible, including any image, computer program, report, document, data, copyrightable work, invention, improvement, discovery, design or other intellectual property right conceived, created or developed by Contractor, solely or with others, related to the performance of Services under this Agreement, and all copies of any of the foregoing ("Deliverables"), are the sole, exclusive and absolute property of County and shall be disclosed thereto, it being intended that such Deliverables shall be deemed „works made for hire". Contractor agrees to assign all rights therein to County.

## **6. Assignment**

Contractor may not assign, transfer, subcontract, delegate or otherwise dispose of its interest or delegate any part of its duties hereunder without the prior written consent of County. No such assignment shall relieve Contractor from liability with respect to any of its obligations or liabilities hereunder. This Agreement shall be binding on any assigns.

## **7. Compliance with Laws**

Contractor agrees to comply at its expense with all applicable federal, state, county and local laws, ordinances, regulations, and codes in the performance of its obligations under this Agreement, including but not limited to the procurement of licenses, permits and certificates where required.

Contractor warrants to County that it has full legal right to enter this Agreement and that neither the Services to be performed nor any work product (Deliverable) to be provided will violate any agreement or infringe the rights of any third party, including any contract right, patent, copyright, or other property right.

## **8. Insurance**

Consultant will secure, purchase, and maintain, at its own expense, the following insurance policies in full force and effect during all periods of Service covered by this Agreement:

Statutory workers compensation covering the Service will be performed, disability benefits and employer's liability coverage in amounts not less than \$500,000 per accident or disease.

Commercial general liability insurance with limits of \$500,000 per occurrence, bodily injury, and property damage \$500,000 per occurrence. This policy shall be written on an "occurrence" basis, shall apply on a primary basis irrespective of any other insurance, whether collectible or not.

Each insurance policy described above shall be endorsed to name Russell County Virginia as an “**Additional Insured**” for all activities covered by this Agreement. The definition of Additional Insured shall include all of County’s trustees, officers, employees, agents, and representatives. Further, coverage for the Additional Insureds shall apply on a primary basis irrespective of any other insurance, whether collectible or not.

Contractor will, at least ten (10) days before the initial period of Services undertaken pursuant to this Agreement, and prior to any expiration or anniversary of the respective policy terms, deposit the certificates of insurance evidencing compliance with all insurance provisions noted above. Contractor accepts that failure to provide adequate or proper certification of insurance, specifically including County as “Additional Insured,” shall immediately be deemed a breach of contract.

It is further agreed that Contractor will require all subcontractors and others acting under its direction or control in performing the Services to: (a) execute an insurance and indemnification agreement in favor of County with the Indemnifying Parties agreeing to the same terms and conditions as is contained herein, (b) maintain the same insurance coverage set forth herein, and (c) provide certificates of insurance evidencing the required coverage and naming County as “Additional Insured.”

### **Indemnification**

Contractor shall, at its own expense, defend, indemnify and hold harmless the County, its officers, employees, representatives and agents, from and against any loss, liability, damages, costs or expenses (including attorney’s fees) of any nature whatsoever arising from any claim or action, including any claim or action against County for infringement of any patent, copyright, trade secret or other intellectual property, related to Contractor’s provision of the Services contemplated by this Agreement or breach of any obligation, representation, or warranty set forth herein. Contractor shall have the right to conduct the defense of any such claim or action and all negotiations for its settlement. County may participate in any such defense or negotiations to protect its interest.

### **9. Breach of Agreement: Termination**

- a) Any of the following events shall be deemed an event of default:
  - (i) Contractor does not fulfill its obligations to *[maintain and install software/equipment]* in accordance with the Specification of Services.
- b) In any case where Contractor has failed to perform or has delivered non-conforming goods or services, County may deliver a “Notice to Cure” to Contractor, detailing the instances of noncompliance. Contractor shall have 10 days to reply and recommend remedial action. If Contractor and County agree, Contractor shall have 30 days after receipt of the Notice to cure the noncompliance. If a solution cannot be reached within 10 days after Contractor’s receipt of the Notice, County may terminate this Agreement.
- c) The County may terminate this Agreement, in whole or in part, at its convenience, on no less than thirty 30 days’ written notice to Contractor.

- d) On any termination of this Agreement, Contractor shall stop work, terminate all subcontracts, and deliver to County all Confidential Information, County property, works for hire and such work in process as the County may request. County shall have no liability to Contractor beyond payment for Services rendered to and accepted by County prior to the effective date of the termination. Contractor may recover actual cancellation costs incurred before the effective date of termination if Contractor submits a claim for such costs, supported by third party invoices, to County within thirty (30) days of receipt of the termination notice. The remedies provided herein with respect to any termination are exclusive and in lieu of any other remedies available at law or equity.
- e) Any cancellation or termination by County, whether for default or otherwise, shall be without prejudice to any claims or damages or other rights of County against Contractor. If any fees or expenses have been prepaid by County, Contractor shall refund a pro rata portion of such fees or expenses.

## **SPECIFICATION OF COMPENSATION**

### **I. COST ESTIMATE STATEMENT**

Contractor shall prepare and submit to County for approval the Specification of Services statement annexed hereto. The Specification of Services statement shall include:

- (i) Description of the overall services to be performed,
- (ii) Estimated costs,
- (iii) Names and billing rates of the individuals.

### **II. MANAGEMENT AND MONITORING RESPONSIBILITY**

The Contractor and County Administrator will review the progress of the work each month.

### **III. GENERAL BUSINESS CONSIDERATIONS:**

Bid proposals will be evaluated on several criteria deemed to be in the best interests of Russell County, including, but not limited to, contract price, experience level of employees, company business profile, ability to meet specific IT needs as detailed in Appendix 1 on a timely and consistent basis.

Considerations of the information technology services of this RFP include, but not limited to, the following:

1. Bidder business profile, including bidder company history, length of time in business, number, and qualifications of IT service technicians, at both a senior and apprentice level.
2. Capability to provide routine IT services on a timely and auditable basis.
3. Ability to service the entire range of vendors and unit types to be found on the County's base of installed equipment.
4. Availability of trained and experienced service technicians and helpers.



5. Price for delivery of services for the contract period described in the RFP.

## ISSUING OFFICE

The Russell County Administrator is the issuing officer for this Request for Proposals (RFP) and the point of contact for questions.

Lonzo Lester, County Administrator  
137 Highland Drive, Suite A, Lebanon, VA 24266  
Phone: (276) 889-8000  
E-mail: [lonzo.lester@russellcountyva.us](mailto:lonzo.lester@russellcountyva.us)

## ANTICIPATED RFP SCHEDULE

Issuance of RFP Documents	March 16, 2026
Deadline for Proposal Submission Offeror	March 16, 2026

Each offeror must provide three (3) printed copies of the proposal; one printed copy should be marked "Original." The outside of the sealed envelope or box containing the proposals should be marked with the offeror's name and clearly labeled "**Russell County IT Services Contract**" before delivering to the Issuing Office. **In order to be considered, all proposals must be physically received by the Issuing Office before 3:00 p.m., EST, on March 16, 2026.**

Proposals should be delivered to:

<i>If by USPS mail:</i>  Russell County Lonzo Lester, County Administrator 137 Highland Drive, Suite A, Lebanon, VA 242466	<i>If by overnight courier:</i>  Russell County Lonzo Lester, County Administrator 137 Highland Drive, Suite A Lebanon, VA 24266
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**Telephone, facsimile or electronically transmitted proposals will not be accepted. Proposals received after the specified closing time will not be given further consideration.**

## **ADDITIONAL SERVICES**

The County reserves the right to request services in addition to those specified or implied by this Request for Proposal (RFP), that are within the scope of services normally performed by the Offeror, at any time during the term of the resulting contract.

## **PROPOSAL PREPARATION**

An authorized representative of the Offeror shall sign the proposal. All information requested should be submitted. Failure to submit all information requested may result in the Russell County requiring prompt submission of missing information and/or giving lowered evaluation of the proposal. Proposals which are substantially incomplete or lacking key information may be rejected by Russell County. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.

Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content. The offeror's proposal should provide all the information that it considers pertinent to its qualifications for the project, and which respond to the Scope of Services described.

Each copy of the proposal should be bound or contained in a single volume where practical. All documents submitted with the proposal should be contained in that single volume.

Ownership of all data, materials and documentation originated and prepared for Russell County pursuant to the RFP will belong exclusively to Russell County and be subject to public inspection in accordance with the Virginia Freedom of Information Act (FOIA). Trade secrets or proprietary information submitted by an offeror shall not be subject to public disclosure under the Virginia FOIA; however, the Offeror must invoke the protections of Section 2.2-4342(D) of the Code of Virginia, in writing, either before or at the time the data or other material is submitted. Offerors must specifically identify the data or materials to be protected and state the reasons why protection is necessary. Russell County reserves the right to ask for additional clarification prior to establishing protection.

## **SELECTION PROCESS**

This contract will be awarded utilizing the process of competitive negotiation as prescribed in § 2,2-4302.2 (A) (4), *Code of Virginia*.

A proposal evaluation committee shall engage in individual discussions with two or more offerors deemed fully qualified, responsible, and suitable based on initial responses and with emphasis on professional competence, to provide the required services. Repetitive informal interviews may be utilized. At the conclusion of these discussions, based on evaluation factors published in this Request for Proposal and all information developed in the selection process to this point, the proposal evaluation committee shall select in the order of preference two or more offerors whose professional qualifications and proposed services are deemed most meritorious.

Negotiations shall then be conducted, beginning with the offeror ranked first. If a contract satisfactory and advantageous to the public body can be negotiated at a price considered fair

and reasonable and pursuant to contractual terms and conditions acceptable to the evaluation committee, an award shall be made to that offeror. Otherwise, negotiations with the offeror ranked first shall be formally terminated and negotiations conducted with the offeror ranked second, and so on until such a contract can be negotiated at a fair and reasonable price.

## **PROPOSAL EVALUATION CRITERIA AND SCORING**

Factors to be considered by the proposal evaluation committee in determining which Offeror(s) will be selected for interviews/discussions will include, but are not necessarily limited to:

- a) Qualification and experience of staff assigned to this contract;
- b) Availability and time commitment of staff assigned to this contract;
- c) Understanding of the scope of services requested in this RFP;
- d) Recent relevant experience related to IT systems;
- e) Approach or method of providing the requested services;
- f) Methods for ensuring accountability and responsiveness to the County;
- g) Non-Binding Estimate of Cost;
- h) The results of interviews and/or discussions with Offerors; and
- i) References.

## **REJECTION OF PROPOSALS**

The County of Russell reserves the right to cancel this Request for Proposal or reject any or all proposals received.

## **PROPOSAL ACCEPTANCE PERIOD**

Any proposal in response to this RFP shall be valid for ninety (90) days. At the end of the ninety days, the offer may be withdrawn at the written request of the Offeror. If the offer is not promptly withdrawn (within five business days) at that time, it remains in effect until an award is made or the solicitation is canceled.

## **QUESTIONS/COMMENTS CONCERNING THIS RFP**

Pursuant to Virginia Code §2.2-4316, questions or comments concerning this RFP shall be submitted in writing via email to [Lonzo.lester@russellcountyva.us](mailto:Lonzo.lester@russellcountyva.us) or by regular mail to Lonzo Lester, 137 Highland Drive, Suite A, Lebanon, VA 24266.

## **CONTRACT AWARD**

The award of any contract will be made in accordance with the statutes for competitive negotiation for professional contracts contained in Virginia Code § 2.2-4301. It is the County's intent to enter into a contract with the successful Offeror. If the County determines in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror. Upon the award or the announcement of the decision to award a contract as a result of this solicitation, the County will provide email notification to all offerors.

## **NOTICE OF AWARD/PROTEST**

All offerors shall be provided a written Notice of Award via email. Any offeror who desires to protest the decision to award the contract shall submit such protest in writing to Lonzo Lester, County Administrator, 137 Highland Drive, Suite A, Lebanon, Virginia 24266 no later than ten days after the announcement of the decision to award. The written protest shall include the basis for the protest and the relief sought. The County Administrator shall issue a decision in writing within ten days stating the reasons for the action taken. This decision shall be final unless the offeror appeals within ten days of receipt of such written decision by invoking administrative procedures meeting the standards of § 2.2-4365, *Code of Virginia*, if available, or in the alternative by instituting legal action as provided in § 2.2-4364. Nothing in this subsection shall be construed to permit an offeror to challenge the validity of the terms or conditions of the Request for Proposal. Pending final determination of any protest or appeal, the validity of a contract awarded and accepted in good faith in accordance with this RFP shall not be affected by the fact that a protest or appeal has been filed.

## **ETHICS IN PUBLIC CONTRACTING**

By submitting a proposal, Offeror certifies that its proposal is made without collusion or fraud and that it has not offered or received any kickbacks or inducements from any other offeror, supplier or subcontractor in connection with their proposal, and that it has not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged. Furthermore, the provisions, requirements, and prohibitions contained in Sections 2.2-4367 through 2.2-4377 of the Virginia Code, pertaining to bidders, offerors, contracts and subcontractors, are applicable to this RFP, as are the provisions, requirements, and prohibitions contained in Sections 2.2-3100 through 2.2-3131 of the Virginia Code.

## **DEBARMENT STATUS**

By submitting their proposals, Offerors certify that they are not currently debarred by the Commonwealth of Virginia, Russell County, Virginia, or any other locality from submitting bids or proposals on contracts for the type of Services/deliverables covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.

In compliance with this Request for Proposals and to all the conditions imposed herein, the undersigned offers and agrees to furnish the services in accordance with the attached signed proposal or as mutually agreed upon in writing by subsequent negotiation.

Company Name and Address:

Date:

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Name:

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Title:

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Telephone:

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Email:

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Signature:

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## **Appendix 1**

### **List of Informational Technology Services**

#### **Informational Technology Services**

- Cabling
- Surveillance Site Planning/Mapping
- Surveillance System Installation
- Surveillance System Management
- PC Installation
- PC Repair
- PC Setup
- Printer Installation
- Printer Repair
- Copier Repair
- AS400
  - Work with Varying Devices
  - Various Network Settings
  - Client Access Installation
  - IBM Line Printer Repair
  - Legasuite Maintenance
  - Virtual Printer Setup
  - Work with Outque
- Microsoft Office Installation & Repair
- Cell Phone Setup
- Cell Phone Repair
- Data Recovery
- Data Backup
- Setup and Maintenance of BrightSign
- VPN Setup and Maintenance
- Various Firewall Support
- Work with POE Phones
- Email and Internet Security
- Norton and Malwarebytes Maintenance
- Maintenance of Registrar Voting Machines
- Access Point Setup, Installation, and Maintenance
- Installation and Maintenance of Cell Phone Extenders
- Switch and Patch Panel Installation and Maintenance
- Various Visual Aid Installations
- Guard911 Installation and Maintenance
- Network Scanning
- Complete Cabling Renovation
- Aid Virginia Supreme Court in Maintaining Circuit Court Clerk and District Court Clerk
- Audio Visual Installation and Maintenance
- Telemetry Support
- Maintain Email Accounts
- Maintain dotgov Account
- Maintain IIS Server

## **Appendix 2**

### **Maintenance Service Specifications**

#### **Informational Technology Service Locations**

- Russell County Government Center
  - Board of Supervisors Office
  - Treasurer's Office
  - Commissioner's Office
  - Assessor's Office/Reassessment Contractor
  - Building Inspector's Office
  - Community Work Program
  - Conference Center
  - Virginia Tech Extension Office
  - Emergency Management Office
  - Maintenance Department
- Russell County Courthouse
  - Commonwealth Attorney's Office
  - Circuit Court Clerk's Office
  - Circuit Court Judge's Office
  - District Court Clerk's Office
  - Court Security
- Russell County Sheriff's Office
- Russell County 911 Center
- Russell County Registrar's Office
- Russell County Social Services
- Russell County Public Library
  - Lebanon Library
  - Honaker Library
- Russell County PSA
  - Administrative Office
- Russell County Canneries
  - Castlewood Cannery
  - Honaker Cannery
- Russell County Community Centers
- Russell County Animal Shelter
- Russell County Solid Waste Department