



JEFFERSON COUNTY COMMISSION

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Jefferson County Modernization RFP

Domain Consolidation, Microsoft 365 Migration, Identity Architecture, PIV Smart Card System, Endpoint Protection, and Optional Network Infrastructure Support

Issued by:

Jefferson County Procurement Office
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Cover Letter

Jefferson County, West Virginia invites qualified vendors to submit proposals for a comprehensive IT modernization initiative. This project includes:

- Consolidation of multiple domains under the newly acquired **jeffcowv.gov**
- Migration to **Microsoft 365**, with **E1 licensing as the baseline**, and **G3/G5 licensing for executives and directors**
- Deployment of **Azure AD identity architecture**
- Implementation of a **FIPS 201-compliant PIV smart card system**, including issuance equipment and credential lifecycle management
- Modernization of endpoint protection using **Microsoft Defender for Endpoint (MDE)**
- Optional support for **network infrastructure upgrades**, including **DNS, DHCP, and firewall segmentation**

Vendors must provide options and pricing for both **on-premise and cloud-based solutions** for **Certificate Authority (CA), DNS, and DHCP**, with recommendations based on manageability, security, and long-term sustainability.

Jefferson County is a **non-profit, tax-exempt government entity** with a small IT team of five. Proposals must reflect fiscal responsibility, robust support, and inspection-ready documentation.

Key Dates:

- Deadline to Express Interest: **November 24, 2025**
- Deadline for Clarifying Questions: **December 8, 2025**
- Final Proposal Submission Deadline: **December 30, 2025 by 17:00 EDT**

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Project Overview

Current Environment:

- Two environments with mixed on-prem Exchange servers
- ~400 employees (not all require full suite)
- 140 virtual machines across 6 ESXi hosts and 2 SANs
- 310 computers
- Multiple domains to consolidate: jeffersoncountywv.org, JCPAwv.org, jces.a.org, jcecc.local, jcsdwv.org, jcda.org, jcprc.org, wvfp.org, jcdsr.org
- Existing Microsoft 365 E3 licensing

Modernization Goals:

- Consolidate domains under **jeffcowv.gov**
- Migrate mailboxes, archives, and services to Microsoft 365
- Replace all on-prem domain controllers with **Azure AD**
- Introduce **PIV smart card authentication** for secure access
- Deploy **Microsoft Defender for Endpoint** across all devices
- Evaluate and implement **cloud vs on-prem options** for **CA, DNS, and DHCP**
- Provide robust **on-site engineering support** and **training** for Jefferson County's IT team

Scope of Work

1. Domain Consolidation & Microsoft 365 Migration

- Migrate all email accounts to jeffcowv.gov
- Preserve compliance and retention policies
- Decommission legacy Exchange servers
- Provide phased migration strategy with rollback plans

2. Identity Architecture

- **Option A: Azure AD Buildout**
- **Option B: Hybrid On-Prem AD with Azure Sync**
- Include GPO structure, VIP tiering, and conditional access policies

3. PIV Smart Card System

- FIPS 201-compliant smart cards
- Issuance equipment: printers, encoders, laminators, secure key injection tools
- Integration with Active Directory, Exchange, surveillance, and access control systems
- Support for digital signing, non-repudiation, and email encryption
- **Two CA options required:**
 - **Option A: Cloud-Based CA** (e.g., Microsoft Entra ID integration)
 - **Option B: On-Prem AD CS with HSM**
- Vendors must recommend best-fit model and provide lifecycle cost comparison

4. Endpoint Protection

- Deploy Microsoft Defender for Endpoint
- Configure Insider Risk Management
- Define device compliance policies and hardening

5. Network Infrastructure (Optional)

- Vendors may propose optional services for:
 - DNS/DHCP modernization
 - Firewall segmentation
 - VLAN reconfiguration
 - Zero Trust alignment
- **Two options required for DNS/DHCP:**
 - **Option A: Cloud-Based**
 - **Option B: On-Premise**

6. Training & Support

- Administrator and end-user training
- Fillable SOPs and training logs
- SLA-backed helpdesk and escalation paths
- Empowerment of county IT staff through documentation and knowledge transfer

Proposal Submission Requirements

Vendors must submit:

- Executive Summary
- Technical Proposal (including both options for CA, DNS, DHCP)
- Migration Timeline & Risk Mitigation Plan
- Staffing Plan & Government Experience
- Compliance Certifications (FIPS 201, NIST SP 800-73, CJIS, FedRAMP)
- Pricing Worksheet (initial investment + 3/5-year sustainment)
- Licensing Breakdown (E1 baseline, G3/G5 for VIPs)
- SLA Terms & Support Matrix
- References from similar deployments
- Completed Vendor Packet

Submission Instructions:

- Email proposals to: gabriel.a.areizaga@jeffcowv.gov
 - Subject Line: "Modernization RFP – [Vendor Name]"
 - Format: PDF for narrative, Excel for pricing
 - Deadline: December 30, 2025 by 1700 EDT
-

Evaluation Criteria

Criteria	Weight
Cost-Effectiveness & Taxpayer Value	25%
Technical Capability & Architecture	20%
Government Experience & Compliance	15%
Support Quality & Staffing	15%
Phased Execution & Risk Mitigation	10%
Documentation & Training	10%
ROI Model & Sustainability	5%

Vendor Packet

I. Vendor Information

Field	Response
Company Name	
Primary Contact	
Email Address	
Phone Number	
DUNS / SAM Registration	
Years in Business	
Government Experience	

II. Technical Proposal Checklist

Requirement	Included? (Y/N)	Notes
FIPS 201-compliant smart cards		
Card issuance equipment		
Card management software (CMS)		
PKI integration (Cloud & On-Prem CA)		
Integration with AD & Exchange		
Secure print release		
Door access integration		
Digital signing & email encryption		
On-site implementation		
Admin & end-user training		
SLA-backed support		

III. Pricing Worksheet

Item / Service	Unit Cost	Quantity	Total Cost	Notes
Microsoft 365 E1 Licensing				Baseline
Microsoft 365 G3 Licensing				Directors
Microsoft 365 G5 Licensing				Executives
Smart Cards				
Card Readers				
Issuance Equipment				
CMS Licensing				
CA (Cloud Option)				
CA (On-Prem Option)				
DNS/DHCP (Cloud Option)				
DNS/DHCP (On-Prem Option)				
Implementation Services				
Training				
Support (Year 1)				
Lifecycle Refresh (Year 3+)				

IV. Performance Rubric

Category	Max Points	Vendor Score	Notes
Compliance with PIV Standards	25		Must meet FIPS 201, NIST SP 800-73
Technical Functionality	20		Must support all listed use cases
Cost and ROI Modeling	20		Must include initial and sustainment costs

Category	Max Points	Vendor Score	Notes
Implementation and Training Plan	15		Must include fillable SOPs and training logs
Support and Lifecycle Services	10		SLA terms, patching, and helpdesk access
Vendor Experience	10		Government references preferred
Total	100		Minimum score for consideration: 75

V. Expectation Memorandum

Jefferson County expects all vendors to:

- Deliver **inspection-ready documentation** for all phases
- Ensure all systems are **compliant with state and federal standards**
- Provide **transparent pricing** with lifecycle cost modeling
- Empower county staff through **training and autonomy**
- Maintain **SLA-backed support** and proactive schedules
- Submit all materials in **fillable format** for internal review
- Provide **both cloud and on-prem options** for CA, DNS, and DHCP
- Include **seat-level licensing breakdown** with E1 as baseline, G3/G5 for VIPs
- The desired contract is one in which the vendor delivers, installs, implements, and passes an acceptance test on equipment and software, training, and documentation.
- Any equipment proposed must have technical support available during normal business hours and 24/7 support if needed.

Appendices

Appendix A: Environment Assumptions Table

Item	Estimated Count
Total Employees	400
Workstations	310
Virtual Machines	140
ESXi Hosts	6
SANs	2
Domains to Consolidate	9
VIP Users (G3/G5 Licensing)	~75
Standard Users (E1 Licensing)	~325
Initial PIV Cards	Vendor to propose baseline
On-Prem DCs to Replace	All

Appendix B: Acceptance Test Checklist

- 10 employees authenticate to Windows and O365 using PIV
- Mail routing validated during mailbox migration
- MDE shows 95% compliance across endpoints
- SPF, DKIM, DMARC pass for 7 days post-cutover
- CA backup/restore tested and documented
- SOPs and runbooks delivered in editable format
- Knowledge transfer sessions completed and logged

Appendix C: SLA Matrix (During Migration and Post Migration up to 6 months)

Priority	Description	Response Time	Resolution Time
Critical	County-wide outage	1 hour	8 hours
High	VIP account lockout	2 hours	24 hours

Priority	Description	Response Time	Resolution Time
Medium	Site-specific issue	1 business day	3 business days
Low	Routine request	2 business days	10 business days

Appendix D: Licensing Breakdown Template

License Tier	Estimated Count	Notes
Microsoft 365 E1	~325	Standard users
Microsoft 365 G3	~50	Department heads
Microsoft 365 G5	~25	Executives / VIPs

Appendix E: Contractual Terms Summary

Payment / Retainer

Provide a payment schedule by percentage according to the following:

- A payment schedule for the delivery and installation. The payment schedule shall be developed to assure that no more than 80% of the contract amount will be paid to vendor until the final milestone is achieved. The final milestone shall be successful completion of the installation, training and functional demonstration or test.
- Payment for services rendered by the Respondent in accordance with the agreed payment schedule shall be invoiced monthly.
- Payment on invoices shall be Net 30 days after receipt of invoice.

Evaluation Criteria

Proposals will be evaluated based on:

- Alignment with project objectives and scope
- Experience with government clients
- Quality and usability of proposed CMS
- Clarity and transparency of pricing
- Demonstrated ADA and IPC compliance
- Migration strategy and support
- Responsiveness and proposed timeline
- Ability of the equipment and software to meet Jefferson County's general and specific requirements, as shown in the response, and verified by references and/or functional demonstration.
- Software packages available now and enhancements planned.
- Vendor's ability to support the software.
- Total cost which considers both initial acquisition and ongoing operating costs.

- Results of reference checks and on-site/off-site demonstrations.
- Level, quality and type of client training and technical assistance provided.
- Upward compatibility for future growth.
- Ease of use and operation of the system according to Jefferson County's general and specific requirements.
- Quotes should respond to all requirements of this RFP to the maximum extent possible. Vendors are asked to clearly identify any limitations or exceptions to the requirements inherent in the proposed system. Alternative approaches will be given consideration if that approach clearly offers increased benefits to Jefferson County.

Legal

Price is an important consideration in this process, but not the only consideration. Other factors include track record of successes at other municipalities or utilities, identification and understanding of the County's requirements as embodied in the following list of questions, and experience and qualifications of key personnel.

This will be a competitive negotiation process. The County reserves the right to reject all bids and issue another Request for Proposal (RFP). This RFP does not commit Jefferson County to reimburse vendors for proposal submission costs. During the evaluation process, the County reserves the right to request additional information or clarifications from the respondents or to allow corrections of errors or omissions.

Jefferson County reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether or not that proposal is selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in this request for proposal, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between Jefferson County and the firm selected.

Proposals shall not be available for inspection by responders to this RFP until interviews and field visits are completed and a contract has been awarded and accepted. After contract award, all proposals become matter of public record and are available for inspection by the general public.

If, in the opinion of Jefferson County, a Quote contains false or misleading statements of references that do not support a function, attribute, capability or condition as contended by the vendor, it might be rejected.

Jefferson County reserves the right to obtain clarification of any point in a vendor's quote or to obtain additional information necessary to properly evaluate a particular quote. Failure of a vendor to respond to such a request for additional information of clarification may result in rejection of a vendor's quote.

Jefferson County will develop a contract for purchase. The bidder will supply a sample contract that will provide a guideline for Jefferson County to use in developing a contract.

The contents of the quote and all statements made within it will become, at the option of Jefferson County, a contractual obligation if a contract ensues. Failure of the successful bidder to accept this obligation may result in cancellation of the award.

All materials submitted in response to this RFP will become the property of Jefferson County. It is understood that the proposal will become part of the official file on this matter without obligation on the part of the County except as to the disclosure restrictions as identified by the respondent.

The respondent must invoke the protection of this section prior to or upon submission of the data or other materials, and must identify the specific area or scope of data or other materials to be protected and state the reasons why protection is necessary.

Potential vendors are solely responsible for their own expenses, if any, in preparing a response to this Request for Proposal. This would include any costs incurred during functional demonstrations or subsequent negotiations.

The County does not anticipate providing any work space or equipment to the Respondent. Respondents should identify any work space, equipment, or general supplies needed to perform the work related to this RFP in their response.

In the event that the selected Respondent shall for any reason or through any cause be in default of the terms of the contract, The County may give the Respondent written notice of such default by certified mail/return receipt requested. Unless otherwise provided, the Respondent shall have ten (10) days from the date such notice is received to cure the default. Upon failure to cure the default, The County may immediately cancel and terminate the contract as of mailing date of the default notice, and the vendor shall be responsible for all damages resulting from such default. Upon termination, the Respondent shall cease performance of any further work under the contract and turn over to The County any work in process for which payment has been made. In the event of violations of law, safety or health standards and regulations, the contract may be immediately cancelled and terminated by The County and provisions herein with respect to opportunity to cure default shall not be applicable.

The County may at any time, and for any reason, terminate the contract by written notice to the Respondent specifying the termination date, which shall be not less than thirty (30) days from the date such notice is mailed. Notice shall be given to the Respondent by certified mail/return receipt requested.

In the event of such termination, the Respondent shall be paid such amount as shall compensate the Respondent for work satisfactorily completed and accepted by The County at the time of termination. If The County terminates the contract, the Respondent shall withdraw its personnel and equipment, cease performance of any further work under the contract, and turn over to The County any work completed or in process for which payment has been made.

This proposal and any resulting contract shall be governed in all respects by laws of the State of West Virginia "without regard to its choice of law rules," and any litigation with respect thereto shall be brought in the Circuit Court of Jefferson County, West Virginia. The contract shall comply with all applicable Federal, State, and Town laws, rules, ordinances, and regulations, which may in any manner affect the performance of the Contract.

The proposal of any contractor or contractors who engage in collusion shall be rejected. Any contractor who submits more than one proposal in such manner as to make it appear that the proposals submitted are on a competitive basis from different parties shall be considered a collusive contractor.

Except as otherwise permitted by law, proposals shall remain irrevocable for a period of one hundred and twenty (120) calendar days pursuant to receipt of the proposal. No Respondent who is permitted to withdraw a proposal shall, for compensation, supply any material or labor to or perform any subcontract or other work agreement for the person or firm to whom the contract is awarded or otherwise benefit, directly or indirectly, from the performance of the project for which the withdrawn proposal was submitted.

After the date and time established for receipt of proposals by the County, any contact, in regard to the proposal initiated by any Respondents with any County official, other than the Purchasing Agent and the

County staff acting at the direction of the County Commission is expressly prohibited. Any unauthorized contact may be deemed grounds for disqualification of any Respondent from further review.

The County reserves the right to modify the scope after reviewing the proposals, and may request such a modified scope for the top proposal(s).

Equal Opportunity

The County complies with all federal and state Equal Opportunity Laws, orders and regulations and shall not discriminate against any applicant on the basis of age, race, color, religion, sex, disability, national origin, marital status, veteran status or sexual orientation.

Final Notes

This RFP reflects Jefferson County's commitment to modernization, security, and taxpayer value. Vendors must deliver proposals that are:

- Technically sound
- Operationally sustainable
- Financially transparent
- Compliant with federal standards
- Empowering to Jefferson County's internal IT team

We look forward to reviewing your proposal.