

**Information Technology, Network Administration, and Technical Support Services  
Request for Proposals (RFP), #RFP2023.2024-0003**

**I. Organization Information**

The Early Learning Coalition of the Big Bend Region, Inc. (ELC) operates as a not-for-profit corporation and incorporated as the Leon School Readiness Coalition in 2001 as required by the School Readiness Act of 1999 (F.S. 411.01). In response to legislative requirements, ELC has gone through several transitions, mergers as well as name changes, and expanded its service area in 2005 to encompass the seven counties it serves today.

Headquartered in Tallahassee, Florida, ELC currently has 48 employees and proudly serves Gadsden, Jefferson, Leon, Liberty, Madison, Taylor, and Wakulla Counties. A contracted partner with the Florida Department of Education's (DOE) Division of Early Learning (DEL), ELC is responsible for the administration of the School Readiness (SR) and Voluntary Prekindergarten (VPK) programs.

**II. Statement of Need**

ELC is inviting qualified companies who have a demonstrated history of providing information technology, network administration, and technical support services to submit proposals for the services described in this solicitation, ***Information Technology, Network Administration, and Technical Support Services Request for Proposals (RFP), #RFP2023.2024-0003***.

Responsive proposals should demonstrate Vendors have a minimum of five years' experience providing information technology services; on-site, cloud, and remote network administration; on-site and remote technical support services; and the staffing capacity to provide these services in a high-quality manner with excellent customer service at a reasonable cost to the organization.

**III. Contract Term**

The initial Term of the Contract resulting from this solicitation will be for a five-year period. The length of the renewal period will be determined during Contract negotiations following F.S. 287.057 which allows one renewal for a period equal to the original Contract term or subsequent renewals not to exceed a combined period of three years, whichever is greater.

Any renewal is subject to the same terms and conditions set forth in the initial Contract and any written Amendments signed by the parties. Any renewal is contingent upon the satisfactory performance of the Vendor and subject to the availability of funds.

ELC anticipates the first Term will begin on July 1, 2024, or on the date the Contract is signed by the last party required to sign ("execution date"), whichever is later, and end June 30, 2029, or five years from the date executed.

**IV. Definitions**

In this Request for Proposal (RFP), capitalized terms used herein shall have the meanings ascribed thereto in Chapter 287, Florida Statutes, and Section 411.01, Florida Statutes, and, in addition, the following terms shall have the meanings specified below, unless otherwise expressly provided or unless the context otherwise requires:

**Agreement:** A legally binding Contract ("Agreement") between ELC and a Contractor for the provision of commodities (goods and/or services) that includes Terms and Conditions, Scope of Work (SOW), Appendices, Exhibits, Attachment(s), and any Amendments.

**Amendment:** A document by which substantial changes are made to the terms of an executed Contract. Any Amendments will be incorporated as part of the original Contract.

**Attachment:** A document or material object added to the Contract or Proposal.

**Board:** ELC's governing body.

**Board Member:** A member of ELC's governing body.

**Information Technology, Network Administration, and Technical Support Services  
Request for Proposals (RFP), #RFP2023.2024-0003**

**Contract:** See Agreement. Contract and Agreement have the same definition and may be used interchangeably throughout the RFP.

**Contractor(s):** The Vendor(s) selected to provide the goods and/or services outlined in the SOW under the Terms and Conditions of the awarded Contract.

**Evaluation Team:** The Evaluation Team (Eval Team) reviews and scores all Proposals and presentations

**Executive Committee:** Committee consisting of officers and committee chairs from ELC’s Board.

**Invoice:** A standardized form used by Contractor to request payment from ELC which itemizes the completed deliverables and billing rates outlined in the Contract for a specified billing period.

**Proposal:** A written Proposal prepared in response to this RFP using ELC’s Proposal template which includes all required document uploads.

**Respondent:** A Vendor who submits a Proposal in response to this RFP.

**Scope of Work (SOW):** The Scope of Work (SOW) outlines the specific deliverables, timelines, and responsibilities the Contractor must perform in accordance with the executed Agreement.

**Term:** The initial Term of the Contract resulting from this solicitation will begin on July 1, 2024, or the date the last required party signs ELC’s Professional Service Agreement (Agreement), whichever is later, and end five years from that date. Upon written Agreement, the Contract may be renewed, in whole or in part in accordance with subsection 287.057(13). F.S. Any renewal is subject to the same terms and conditions set forth in the initial Contract and any written Amendments signed by the parties. Any renewal is contingent upon the satisfactory performance of the Vendor and subject to the availability of funds.

**V. RFP Schedule**

<b>Procurement Schedule</b>	<b>Due Date</b>	<b>Time (EST)</b>
1. Release RFP	05/01/2024	8:00 AM
2. Deadline to e-mail Notice of Intent (NOI)	05/07/2024	6:00 PM
3. Deadline to e-mail Technical Questions	05/07/2024	6:00 PM
4. Anticipated Date to Post FAQ’s on ELC’s website	05/09/2024	6:00 PM
5. Proposal Due Date (E-mail PDFs to ELC)	05/15/2024	12:00 PM
6. Public Opening of all Proposals (Zoom Meeting)	05/15/2024	12:01 PM
7. Formal Evaluation Period	05/15/2024 to 05/30/2024	
8. Proposal Presentations	05/24/2024	TBD
9. Anticipated Date to Post Notice of Intent to Award (NOIA)	05/30/2024	9:00 AM
10. Anticipated End of 72 Hour (Three Business Days) Period to Protest NOIA.	06/04/2024	9:00 AM
11. Anticipated End of 10 Calendar Day Period for Formal Written Protest*	06/14/2024	9:00 AM
12. Anticipated Contract Start Date	07/01/2024	

**Letter of Intent (LOI)** to apply forms must be received on or before **Tuesday, May 07, 2024, by 6:00 p.m. Eastern Standard Time (EST)** as indicated by the date stamp applied by the LOI template. The purpose of the **LOI** is to collect the company name, e-mail address, and contact person for each Respondent so ELC can e-mail an invitation to you for the Public Opening of all proposals and efficiently communicate any notices regarding this RFP to all interested parties.

**Information Technology, Network Administration, and Technical Support Services  
Request for Proposals (RFP), #RFP2023.2024-0003**

For consideration, submit your proposal on or before **Wednesday, May 15, 2024, by 12:00 p.m. EST** as indicated by the date stamp applied by the proposal application template.

\*The receipt of a formal written protest stops the solicitation process per 120.57(3)(c), F.S. ELC must receive any formal written protest post-marked or hand-delivered before the end of the ten (10) calendar day period (see above RFP Schedule).

Failure to file a formal written protest within the time prescribed in section 120.57(3)(c), F.S. shall constitute a waiver of proceedings under chapter 120, Florida Statutes.

Only proposals submitted electronically using the required template on or before **Wednesday, May 15, 2024, by 12:00 p.m. EST**, will be considered for review. The application template will not allow Respondents to submit late or incomplete proposals.

Prior to engaging in any agreement for services with the selected Respondent ("Contractor"), ELC will conduct reference checks and verify the Contractor is not on any state or federal discriminatory, excluded, convicted felon, or debarred lists that would deem its firm ineligible.

ELC reserves the right to select more than one firm from the RFP and engage with them for any part of the work outlined in the Statement of Work (SOW).

**VI. General Instructions to Respondents**

**Electronic Submission**

A. Letter of Intent and Technical Question Forms

**Complete and submit each form no later than 6:00 p.m., Tuesday, May 7, 2024 (see links below in each numbered sub-section).**

1) Letter of Intent (LOI) Form

Use the below link to the LOI Form to communicate your company's intent to submit a Proposal in response to this RFP. ELC uses the company name, e-mail address, and contact person information from the LOI Form to efficiently communicate any notices/updates regarding this solicitation to all interested parties.

➤ <https://form.jotform.com/241211215334137>

2) Technical Question Form

Use the following link to submit your technical questions:

➤ <https://form.jotform.com/241213072423139>

B. Required Proposal Template

ELC must **receive** all electronic Proposals by **12:00 p.m. EST, Wednesday, May 15, 2024**. Use the following link to complete/submit your Proposal:

➤ <https://form.jotform.com/241093711954154>

Plan for possible heavy system traffic and submit your Proposals *at least one hour prior to the noticed deadline time* to avoid having the system reject any late or incomplete Proposals.

**VII. Notice of Intent to Award (NOIA)**

The Contract shall be awarded to the Respondent whose Proposal is determined to be the most advantageous to ELC, based on the highest scores awarded by a three-person Eval Team who will use standardized scoring criteria (scoring rubrics) when they review/score Proposals and presentations. All Respondents who submit a timely LOI will receive an e-mail with a link to the NOIA when ELC posts it online.

**VIII. Sole Point of Contact**

**A. Limitations on Contacting Early Learning Coalition Personnel**

**Information Technology, Network Administration, and Technical Support Services  
Request for Proposals (RFP), #RFP2023.2024-0003**

Cone of Silence – Effective as of the issuance of this solicitation and ending at the end of the 72-hour period following the date ELC releases a Notice of Intent to Award (NOIA), no person, entity, or other organization shall contact and/or discuss any matter pertaining to this RFP with any of the following:

- ELC board members
- Any ELC employees (including officers)
- Any Eval Team member

All inquiries must be directed in writing via e-mail to the contact noted below in **Section VIII. B.** Any person, entity, or other organization that violates this provision may be disqualified from this RFP.

**B. Sole Point of Contact (“Contact”)**

ELC will only respond to written communications regarding this RFP. All communications will be reviewed by the Sole Point of Contact (“Contact”):

Helen Giraitis, M.P. Aff., Procurement and Contract Manager  
Early Learning Coalition of the Big Bend Region, Inc.  
2639 North Monroe St., Building C-300  
Tallahassee, FL 32303  
Email: [procurement@elcbigbend.org](mailto:procurement@elcbigbend.org)

**ELC will not accept any phone calls regarding this RFP.** To submit a formal written protest to a posted NOIA, send all communications to the Contact at the address in **Section VIII B.**

ELC must receive any formal written protest, along with a bond equal to 1% of the award amount, post-marked or hand-delivered or on or before the end of the ten (10) calendar day period for (see RFP Schedule in **Section V**).

**IX. Procurement Information**

**A. Prohibition of Lobbying**

Any Respondent or lobbyist (paid or unpaid) for a Respondent is prohibited from having any private communication concerning any procurement process or any response to the procurement process with any ELC board member or any employee (including officers) who has not been designated by ELC as the Single Point of Contact after the official issuance of the solicitation and until completion of contract award to the selected Respondent. A proposal from any Respondent will be disqualified when the Respondent (or a lobbyist, paid or unpaid, for the Respondent) violates this condition of the procurement process.

**B. Frequently Asked Questions (FAQ)**

This RFP will not include a bidder’s conference. ELC will accept written technical questions submitted via the 401(k) TPA FAQ Form in **Section VI A. 2)** by **6:00 p.m., Tuesday May 7, 2024**, and will post a FAQ document on its website by **6:00 p.m., Thursday, May 9, 2024**.

**C. Right to Reject Proposal and Waive Non-material Irregularities**

ELC reserves the right to accept or reject any or all Proposals and/or to readvertise, waive any non-material irregularities and technicalities contained therein, and may, at its sole discretion, request a clarification of other information to evaluate any or all Proposals. Respondents may be required to submit evidence of qualifications or any other information as ELC may deem necessary.

In consideration of ELC’s evaluation of submitted Proposals, the Respondent expressly waives any claim for damages, of any kind whatsoever, in the event ELC exercises its rights provided for in this section.

**D. Conflicts of Interest**

Respondents shall disclose with their response the name of any officer, director, employee or other agent who is also an employee of ELC. Respondents shall also disclose the name of any

**Information Technology, Network Administration, and Technical Support Services  
Request for Proposals (RFP), #RFP2023.2024-0003**

ELC employee who owns, directly or indirectly, an interest of five percent (5%) or more in the respondent's business or its affiliates. All respondents must disclose any business or family relationships with any officer, director, subcontractor, contractor, or employee of ELC..

**E. No Prior Involvement**

Vendors, Contractors, Subcontractors and individuals that have assisted in preparation of the RFP or with project management oversight are precluded from bidding or preparing a reply for this solicitation.

**F. Tied Offers/Bids**

In the event two companies have tie scores for their Proposals and one is a minority-owned business, preference will be given to the minority-owned business. If no minority business submits an offer, preference will be given to the business that is veteran- or women-owned. However, no preference will be given if all top Respondents are women- or veteran-owned businesses and are not minorities. No preference will be given to firms that do not qualify as minority, women, or veteran-owned businesses. See Section VIII (Diversity) for additional information.

**G. Preparation Costs Associated with Proposal**

All costs incurred in the preparation of a Proposal in response to this solicitation will be the responsibility of the Respondent and will not be reimbursed by ELC.

**H. Public Information**

All submitted proposals, including any attachments, shall become public record upon their delivery to ELC in accordance with Chapter 119, Florida Statutes. You may e-mail questions pertaining to all aspects of this RFP to the **Contact** identified in **Section VIII**.

**X. Compliance with Laws**

The Successful Respondent ("Contractor") shall for itself, and it shall cause each of its employees, agents, representatives, and contractors and subcontractors to continuously comply with all federal, state, and local laws, rules, regulations, codes, ordinances, statues, and orders of any public authority bearing on the performance of the awarded contract. Contractor shall ensure throughout the duration of the contract that it, and all its contractors and subcontractors of any tier, shall be properly licensed and certified continuously throughout the duration of all work performed and services provided on accordance with the resulting contract. All such licensing and certification shall be at the sole cost of each contractor and subcontractor. Upon request, the Contractor shall furnish to ELC copies of any licenses, permits or certification required to comply with any law, rule, regulation, code, ordinance, statute, and order referenced herein. Lack of knowledge by the Contractor will in no way be a cause for relief from responsibility. Any Contractor selected to do business with ELC will be required to attest to compliance with the following federal and state rules and regulations:

- Equal Employment Opportunity (EO 11246 as amended by EO 11375 and supplemented by regulation 41 CFR part 60)
- Copeland "Anti-Kickback" Act (18 USC 874 and 40 USA 276c)
- Davis-Bacon Act, as amended (40 USC 276a to a-7)
- Contract Work Hours and Safety Standards Act (40 USC 327-333)
- Rights to Inventions Made Under a Contract or Agreement (37 CFR part 401)
- Clean Air Act (42 USC 7401 et seq) and Federal Water Pollution Control Act (33 USC 1251 et seq), as amended
- Byrd Anti-Lobbying Amendment (31 USC 1352)
- Debarment and Suspension (ED 12549 and E0 12689)
- Remedies Clause (45 CFR 92.36 (i)(2))
- Energy Policy and Conservation Act (Pub. L. 94-163 & 45 CFR part 92.36 (i)(13))
- Background Screening Requirements (Sections 435.03 and 435.04, F.S.)

**Information Technology, Network Administration, and Technical Support Services  
Request for Proposals (RFP), #RFP2023.2024-0003**

Contractor must comply with anti-discrimination laws and may not exclude any person(s) from participating in, deny any person(s) the proceeds or benefits of, nor otherwise subject any person(s) or Subcontractors to any form of discrimination based on the grounds of race, creed, color, national origin, age, sex, or disability. Any person, who is providing commodities or contractual services, or possible subcontract, must comply with the Americans with Disabilities Act of 1990, Public Law 101-336, as amended. Any person with a qualified disability shall not be denied equal access and effective communication regarding any Reply documents or the attendance at any related meeting or Reply opening. If accommodations are needed because of a disability, please contact ELC Procurement at Procurement@elcbigbend.org at least five (5) business days prior to the publicly noticed event.

**XI. Diversity**

ELC is committed to supporting diverse business industries and populations by ensuring participation by minority-, veteran-, and women-owned business enterprises in the economic life of the state ([Statutes & Constitution :View Statutes : Online Sunshine \(state.fl.us\)](#), **F.S. 287.09451**). Minority, veteran, and women-owned business enterprises are strongly encouraged to participate in this solicitation.

ELC will verify the minority-, veteran-, and women-owned status of all finalists on the State of Florida's Certified Vendor Director at [OSD \(myflorida.com\)](#). Respondents may view the State's certification requirement online at [Get Certified / Office of Supplier Diversity \(OSD\) / Agency Administration / Florida Department of Management Services - DMS \(myflorida.com\)](#).

**XII. Procurement Constraints**

**A. Contractor Disqualification**

An entity or affiliate, who has been placed on a discriminatory vendor list, pursuant to Section 287.134, FS, is disqualified from submitting a Proposal.

The Florida Department of Management Services is responsible for maintaining discriminatory Vendor information on its website. An entity or affiliate who has been placed on the Discriminatory Vendor List may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity.

**B. Convicted Vendor List**

The Florida Department of Management Services (DMS) maintains a list of any convicted vendors on its website. A person or affiliate who has been placed on the Convicted Vendor List following a conviction for a public entity crime may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity.

**C. Suspended Vendor Lists**

DMS maintains a list of suspended Vendors on its website. A person or affiliate who has been placed on the Suspended Vendor List for contractual default may be excluded from award of a contract unless the vendor corrects its failure within the time frame provided by the contracting entity, pays any additional cost incurred for re-procuring the services, or is legally excused by the agency from default.

**D. IRS Form W-9**

ELC is required by federal law to perform "Taxpayer Identification Number" (TIN) matching for all vendors with the United States Internal Revenue Service (IRS). The selected Vendor will be required to submit a completed W-9 form.

**E. No Lobbying**

In accordance with sections 11.062 and 216.347, F.S., no funds from the PO/Contract may be used for lobbying the state Legislature, the judicial branch, or any state Agency. Acceptance of these PO/Contract terms indicates Contractor is aware of and currently complies with the described lobbying activity restrictions. Contractor shall require all subcontracts include this

**Information Technology, Network Administration, and Technical Support Services  
Request for Proposals (RFP), #RFP2023.2024-0003**

certification language, which is a material representation of fact upon which the Parties placed reliance when they made or entered into this transaction.

**F. Conflicts of Interest/No Prior Involvement**

Vendors, Contractors, Subcontractors, and individuals that have assisted in preparation of the RFP or with project management oversight are precluded from bidding or preparing a Proposal for this solicitation. The Vendor and/or Contractor shall not compensate in any manner, directly or indirectly, any officer, agent, or employee of ELC for any act or service that he/she may do, or perform for, or on behalf of, any officer, agent, or employee of the vendor and/or Contractor. No officer, agent, or employee of ELC shall have any interest, directly or indirectly, in any Contract or purchase made, or authorized to be made, by anyone for, or on behalf of, ELC. The Contractor shall have no interest and shall not acquire any interest that shall conflict in any manner or degree with the performance of the services required under the Contract resulting from this RFP.

**G. Additional Constraints**

Failure to have performed any previous contractual obligations with ELC in a manner it deems satisfactory will be sufficient cause for disqualification. To be disqualified under this provision, the Respondent must have:

- 1) Previously failed to adequately perform in a prior Contract with ELC, been notified by ELC of the unsatisfactory performance, and failed to correct the inadequate performance to the satisfaction of ELC; or
- 2) Had a Contract terminated by ELC, by any State agency, or by any other organization for cause.

## Appendix A: Scope of Work (SOW)

### I. Overview of ELC's Network

The following information provides an overview of the equipment, operating systems, and software used in ELC's network housed at its main location in Leon County. ELC currently has 48 full and part-time employees. The majority of ELC's staff work at the Leon County office which also serves as the meeting location for in-person board meetings. ELC has four satellite locations in Gadsden, Madison, Wakulla, and Taylor Counties.

#### Physical Servers

- Dell Power Edge Server R330 (Physical Domain Controller)
- Dell Power Edge Server R740 (ESXi Server)
- Cisco Business Edition 6000 Server (UCSC-C220-M4S, Hosts Phone System Voicemails)

#### Virtual Servers

- ELC's On-Site PBX system includes Cisco Call Manager and Cisco Unity Connection virtual servers to coordinate automated call handlers, direct-inward-dial extension, hardware audio conferencing bridges, and voicemail to email.
- VMware Vsphere Essentials Software

#### Firewalls

- Cisco ASA 5506-X-Network Security Firewall Appliance (3)

#### Security/AV Software

- Webroot SecureAnywhere is installed on all machines and servers.
- Cisco Umbrella - Content Filtering for Web-browsing
- EventTracker Security Information and Event Management (SEIM)
- Provides 24/7 alerts for security incidents relating to the Firewall or Active Directory
- Bitdefender Enterprise Antivirus

#### Router

- Cisco 4321 Network Router (ISR4321-V/K9)

#### Battery and Back-up Equipment

- APC Symetra Smart UPS Battery Backup Unit (4 Batteries)
- Datto Offsite Back-up License

#### Switches

- Cisco 2690-X 48LPS-L Internet Port Switch (3)
- Cisco 2690-X 24LPS-L Internet Port Switch (1)

#### Wireless

- Cisco WLC Controller with three (3) access points.

#### Phones

- Cisco Call Manager and Cisco Unity Connection Servers with 50 Cisco handsets and three (3) spider conference speakers.
- During declared disasters, such as COVID-19, all staff use mobile phones for business use whenever ELC determines they must work remotely.
- All staff office phones may be forwarded to their assigned business phones during any office closure.
- ELC would like to move to a cloud-based phone option



## Appendix A: Scope of Work (SOW)

### Email

- Office 365 hosted cloud-based exchange using a combination of Office 365 business premium and Office 365 business essentials licenses.

### Remote Access

- Cisco AnyConnect VPN
- Approved employees can connect in to access files on the internal file server

### Software

- Microsoft Outlook e-mail, Microsoft Office 365 Pro, SharePoint, Adobe Acrobat Pro, Adobe Creative Suite, Microsoft Edge, Abila MIP, EFS Mod Portal (DEL Portal for Providers, Parents, and Coalitions).
- ELC uses Zoom and MS Teams for video conferencing.

### Printers/Scanners

- ELC has ten (10) Konica Minolta Business Class multi-function copiers attached to the network. Some staff have desktop scanners or printer-scanners.

### Desktops/Laptops

- ELC has approximately sixty-five (65) workstations throughout the seven-county service area; this includes staff and customer computers.

### Internet Service Providers

- Comcast Business Class 300 – Leon and Gadsden Offices
- Century Link – Wakulla Office
- Uniti Fiber 500 Mbps Internet – Leon Office

## II. Required Task List

### Server Maintenance

- Review network configuration and hardware and update as necessary to optimize network performance and minimize downtime and outages.
- Test software patches and security hotfixes for compatibility.
- Upgrade, repair, and maintain all components of the network described in **Section II**.
- Troubleshoot various network issues and conduct periodic system checks to ensure all systems work reliably.
- Deploy new software and update all licenses prior to their expiration dates.
- Manage multi-access point wireless network.
- Maintain network connectivity at all locations.
- Maintain and service extensive SharePoint Intranet.

### Desktop/Laptop Maintenance

- Install or relocate desktops/laptops and IT-related equipment (printers, scanners, tablets, and smartphones).
- Install authorized software.
- Document each workstation name currently connected to the network.
- Document each username, ID, permissions, all assigned equipment connected to the network, and all assigned software.
- Document the computer operating system and version number.
- Clear the cache: Review each workstation and clear the internet cache to clear files that slow the virus scans, eliminate corrupted files and assist in identifying spyware.

## Appendix A: Scope of Work (SOW)

- If spyware and viruses are detected, perform the services necessary to eliminate these files. Develop a corrective action plan, as appropriate. Minor issues can be addressed during preventative maintenance; more complex issues may need to be scheduled for future action.
- Check the antivirus definition date to ensure that all scheduled updates have been performed properly and effectively. Perform updates as required.
- Delete all quarantined files to rid the workstation of known viruses and identify files that could be potential problems.
- Perform all critical Microsoft Windows updates.
- Perform a scan disk on each computer and document any anomalies. Follow this documentation step with a corrective action plan as appropriate.
- Review the event log to determine any potential problems. Follow this step with a corrective action plan as appropriate.
- Analyze the hard drive capacity and free drive space to improve performance.

### Technical Support Services

- Technical support for all systems, computers (desktops, laptops), e-mail, telephones, smartphones and tablets, and printers.
- Configure workstation computers and create user accounts as needed
- Configure new servers as needed.
- Set up and troubleshoot network printers, scanners, and copiers.
- Submit a monthly report that details all service requests and their status.
- Utilize a ticket management system to track all user requests for technical assistance.
- Attend monthly contractor meetings and ad-hoc meetings to plan upgrades to network and software packages as needed.
- Server as Security Officer and Local Administrator for EFS system.
- Inventory Management – Maintain an inventory of all active and decommissioned network components and user profiles which include their assigned computers connected to the network, software access, and office telephones.
- Inventory Reporting – Maintain an active inventory of all computer technology equipment currently in storage and identify each item's equipment condition. Clearly mark all equipment recommended for disposal (no longer needed or broken/not operable).
- Provide remote technical support to all computers and equipment attached to the network.
- Provide a customer call center and/or online request system during ELC's business hours [as well as after hours and weekends as needed] for all users to request support. ELC would like to have a customer call center because end users often need to speak with a technical support analyst to describe the problems they are experiencing.
- **One dedicated technician on-site at least one day/week.**
- Assist ELC with procurement specifications for any network equipment, software, and/or licenses needed to operate the network efficiently and cost-effectively.

### Network Security and Online Backups

All production servers are currently backed up locally using a Datto backup appliance and service subscription. ELC's goal is to move to the cloud. All machines and services have Webroot Secure Anywhere installed on them. Internet traffic is filtered by Cisco Umbrella content filtering for web browsing.

## **Appendix A: Scope of Work (SOW)**

### **Security Tasks**

- Monitor network for unauthorized access
- Maintain all directories and file permissions
- Maintain and update firewalls
- Configure and maintain network user permissions
- Provide secure remote access
- Adhere to confidentiality agreement wherein the contractor cannot disclose network or any data-related details to any third party
- Ensure all systems have proper firewalls and reliable data security software.

### **Back-up Tasks**

- Contractor must provide recovery online backup samples twice a year to prepare for an emergency response.
- Contractor must provide a timeframe of the amount of time required for said backups to be furnished.
- Back-up procedures include physical and cloud network storage.
- Manage secure off-site backup of crucial data.
- Perform other preventative maintenance quarterly:
  1. Disk space checkup
  2. Dust
  3. Review event logs
  4. Provide proactive network monitoring
  5. Daily backups (Datto)

### **Emergency Mitigation, Preparedness, Response and Recovery**

- Maintain Business Continuity/Disaster recovery plans and periodically test through simulated adverse events.
- Review ELC's Emergency Management Plan and ensure it includes all necessary components to effectively mitigate, plan, respond, and recover from any Declared Disasters or adverse events that may impact any or all of ELC offices.

## Appendix B: Evaluation and Scoring

### A. Evaluation:

Each timely proposal determined to meet all minimum requirements will be evaluated by three (3) Reviewers. If one Reviewer determines he/she has a conflict of interest with a Respondent, that proposal will be reviewed by an alternate reviewer. If two Reviewers (which may include the alternate reviewer) determine they have conflicts with a Respondent, that Proposal will be disqualified. **The total score for each Proposal will be determined by summing the individual scores submitted by each Reviewer.**

In the event of a tie score, both Respondents will have an equal rank. If Respondents have tie scores in first place, ELC will follow the guidelines outlined in the RFP in **Section IX. F. (Tied Offers/Bids).**

### B. Scoring Rubric

All proposals will be evaluated by three (3) reviewers using the same criteria and eligible points for each section as noted below in the following table (Scoring Rubric)..

Respondent #:	Respondent Response Criteria	Evaluator #:	
Evaluation Criteria		Eligible Points	Evaluator Assigned Points
<b>Fatal Errors:</b>			
<b>Proposal Due Date/Time</b>	Respondent submits application after the posted due date <u>and</u> time per the date and timestamp applied via the JotForm application template.	0	N/A
<b>Cone of Silence</b>	Respondent violates the Cone of Silence by attempting to call or personally contact any of the parties identified in <b>Section VIII A.</b>	N/A	N/A
<b>Proposal Evaluation:</b>			
<b>Vendor Organization, Size, and Structure (Section II)</b>	Respondent completes the CMBE table and: <ul style="list-style-type: none"> <li>• Checks Yes as a CMBE</li> <li>• Checks Yes in at least one of the other Designations</li> <li>• Provides MFMP documentation showing they have registered as a Vendor</li> <li>• Provides SunBiz.org documentation</li> <li>• Completes the Vendor Business Information Table (including revenues)</li> <li>• Reports at least five (5) years' experience working with Organizations Similar to ELC (See 'Vendor's Total Number of Years Working With' table</li> <li>• Describes Vendor's business organization, size and structure and how it supports their work providing Information Technology, Network Administration, and Technical</li> </ul>	0 – 5	

## Appendix B: Evaluation and Scoring

Respondent #:	Respondent Response Criteria	Evaluator #:	
Evaluation Criteria		Eligible Points	Evaluator Assigned Points
	<p>Support Services to organizations similar to ELC</p> <ul style="list-style-type: none"> <li>• Has no conflict of interest with an ELC Board Member or Employee.</li> </ul>		
Current Professional Associations and Awards/Recognitions <b>(Section III)</b>	<ul style="list-style-type: none"> <li>• Respondent describes current professional associations and any awards/recognitions. Proposal includes a page for Section III even if response is N/A.</li> <li>• <b>Proposals that list 'N/A' cannot receive more than one (1) point.</b></li> </ul>	0 – 5	
Vendor's Experience and Qualifications of Key Staff Who Will Provide Services Outlined in the SOW, Appendix B <b>(Section IV)</b>	<ul style="list-style-type: none"> <li>• Respondent has at least five (5) years' experience providing Information Technology, Network Administration, and Technical Support Services included in the check-box selections.</li> <li>• Identifies and describes Project Lead with job title, degrees/certifications, years of experience managing projects that involve on-site and remote network administration, data security, training, and recovery, network disaster management, and on-site and remote technical support services and primary responsibilities.</li> <li>• Describes Respondent's capacity (types of positions and experience) which qualify them to provide services described in SOW. Proposal includes one-page summaries for each individual that will provide any of the services outlined in the SOW.</li> </ul>	0 – 25	
Experience with Different Types of Organizations <b>(Section V)</b>	<p>Respondent describes:</p> <ul style="list-style-type: none"> <li>• The types of information technology services Vendor has provided for government, not-for-profit, early learning coalitions or similar coalitions;</li> <li>• Methodology used to administer their networks, PBX, and ensure data security; Types of technical support provided; number of users supported;</li> <li>• Includes the names of three different types of organizations Vendor</li> </ul>	0 – 15	

## Appendix B: Evaluation and Scoring

Respondent #:	Respondent Response Criteria	Evaluator #:	
Evaluation Criteria		Eligible Points	Evaluator Assigned Points
	contracted during the most recent five years.		
Written References <b>(Section V)</b>	<p>Proposal includes three (3) references with all required information and show Vendor worked with organizations similar to ELC, completed work similar to the tasks outlined in ELC's SOW, and completed all services in a satisfactory manner.</p> <p>Reduce rating if Respondent does not provide three (3) written/signed references.</p> <p>Reduce rating if written references do not clearly describe the services provided and describe their satisfaction with the completed work.</p> <p>Respondent may provide references from current clients.</p>	0 – 10	
Proof of Past Performance <b>(Section VI)</b>	<p>Respondent demonstrate Vendor's success in satisfactorily completing the project objectives for three clients. Projects must include the business or organization names and dates you provided contracted services.</p> <p>Reduce scoring if Respondent does not provide three clear examples of their performance.</p> <p>Reduce scoring if Respondent does not clearly demonstrate how the Vendor successfully completed the project.</p>	0 – 20	
Maximum Monthly Budget Estimate for Each Term <b>(Section VII)</b>	<p>Respondent's inserts and completes Tables A and B in <b>Section VII</b>.</p> <p>Respondent includes the estimated hours provided for different positions in their budget tables.</p> <p>Fixed Monthly Budget for initial and renewal terms are reasonable. for the services required in the SOW.</p>	0 – 10	
Value Added Services <b>(Section VIII)</b>	<p>Respondent clearly describes what distinguishes Vendor from others that provide Information Technology, Network Administration and Technical Support Services to organizations similar to ELC.</p> <p>Identifies all value-added services that will benefit ELC.</p>	0 – 5	

## Appendix B: Evaluation and Scoring

Respondent #: Evaluation Criteria	Respondent Response Criteria	Evaluator #:	
		Eligible Points	Evaluator Assigned Points
Implementation Plan <i>(Section IX)</i>	Proposal describes the: <ul style="list-style-type: none"> <li>• Methodology to review all components of ELC’s current network;</li> <li>• Plan to provide technical support for all computing equipment in all offices and for employees working remotely;</li> <li>• Describes of technical support staffing available during ELC’s business hour</li> <li>• Process for logging/tracking customer requests for technical assistance, wait times in queues, and process for monitoring call center and/or on-line request portal to ensure high quality support with minimum wait times;</li> <li>• Types of technical support provided on-site for users and network equipment;</li> <li>• Respondent’s approach for emergency response, mitigation, planning, and recovery.</li> </ul>	0 – 5	
Evaluation Panel Presentations and Scoring  <i>(Not part of written proposal)</i>  <b>(Section X)</b>	<ul style="list-style-type: none"> <li>• Presentation follows the question outline e-mailed to all Respondents whose Proposals meet the minimum requirements.</li> <li>• Respondent adheres to time limits</li> <li>• Presentation conveys Respondent’s capacity to deliver all elements of the SOW effectively and on a timely basis.</li> </ul>	0 – 10	
<b>Total Points</b>		<b>0 – 110</b>	

## Appendix F: One Page Experience Summaries

Include one-page experience summaries of each person who will provide any of the services described in **Appendix B (Statement of Work)**.

**Experience summaries should include the following items to show the background for each employee that may provide any of the services outlined in the SOW:**

- Employee Name
- Date Hired by Respondent's Company
- Current Position (Title) and Primary Responsibilities
- Education/Training:
  - Degree, Name of Institution of Higher Education or Technical School, Completion Dates.
  - Current Enrollment in Degree or Technical Training Program – *Optional*.
  - Respondent may wish to include this information to show the ongoing education or training programs of their current employees.
  - Include Degree/Program Name, Name of Institution of Higher Education or Technical School, Credits Completed, Anticipated Graduation Date.
- Technical Certifications Relevant to Network Administration, Technical Support for Computer Systems and Applications, and Telephone Systems and Software– Name of Certification, Date Received.
- Previous Positions Held at Respondent's Company with Start and End Dates (the current position should be described in response to question 3 in this outline).
- Prior Experience (with other employers) in Network Administration, Technical Support for Computer Systems and Applications, and Telephone Systems and Software.
  - List Company, Last Position Held, and Beginning/Ending Dates of Employment.
- Professional Awards/Recognition – Name of Award/Recognition and Date Received.

**Note:**

Respondents may choose to limit their experience summaries to a maximum number of years that it has determined sufficiently conveys the ***depth of experience of each employee that may provide any of the services outlined in the SOW.***

**Reminder:**

- Follow all technical specifications described in **Appendix C**.

**Employee Summary Page Limit:**

- One (1) page *for each employee summary*.
- Each employee summary should start on a new page.
- ELC will remove any additional pages if any individual employee summary exceeds one page. Respondents should ensure no individual employee summary exceeds one page, so it does not appear incomplete to reviewers.



## **Appendix G: Supplemental Documentation x**

**Appendix G** may be used if the Respondent has required documentation that cannot be accessed via hyperlinks to a specific website.

This may include the following items requested in Appendix C: