

THE EARLY LEARNING COALITION  
OF THE BIG BEND, INC. PRESENTS

**REQUEST FOR  
PROPOSALS (RFP)  
# 2021.2022-0001**

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INFORMATION TECHNOLOGY  
NETWORK ADMINISTRATION AND  
TECHNICAL SUPPORT SERVICES



**Information Technology Network Administration and Technical Support Services  
Request for Proposals (RFP) #2021.2022-0001**

**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 that serve the Big Bend Region and have a demonstrated history of providing network administration, data security, 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) #2021.2022-0001.”**

Qualifying companies should have experience providing onsite, cloud, and remote network administration and technical support services for a minimum of five years. Must have 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 original contract term (“Term”) will be for period of two years. After completion of the first Term, ELC may renew the agreement annually up to three successive one-year terms contingent upon satisfactory performance and availability of funds. ELC also may exercise the option to apply an extension period, up to a total of six months, after completion of the last contract year initiated.

ELC anticipates the first Term will begin July 1, 2022, and end June 30, 2024.

**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:

**Amendment:** A document by which substantial changes are made to the terms of an executed Contract. Changes requiring an amendment include, but are not limited to, adjustments in Term, costs, services, and methods of payment. Any amendments will be incorporated as part of the original contract.

**Attachment:** A document or material object added to the contract's proposal.

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

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

**Contract:** An agreement between ELC and a Contractor for the procurement of services. A formal contract consists of the core contract, all attachment(s), and any amendments.

**Contractor(s):** The entity(ies) providing services under the terms of the Contract.

**Evaluation Team:** Team responsible for reviewing and scoring each proposal.

**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.

**Proposal:** A document submitted by the Proposer in response to this RFP submitted in the required format.

**Proposer:** A prospective entity that responds to this RFP.

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**V. General Instructions to Respondents**

**Electronic Submission**

ELC recognizes that technical issues may prevent some Proposers from signing the required forms electronically with digitally verified signatures. Therefore, Proposers may choose one of the following options when signing all required forms:

**A. Manual completion of all forms that require signatures and dates**

- Proposers may sign all required forms manually in **blue ink** and include scanned color copies with their applications saved as PDF files.
- Any Proposer who manually signs all required forms must maintain the original signed forms and send them to ELC upon request.

**B. Electronic completion of all forms that require signatures and dates**

- Proposers who choose to sign electronically must use DocuSign, Adobe Sign, or similar software which date stamps the document and secures it from any future modifications.

**VI. RFP Schedule**

<b>Procurement Schedule</b>	<b>Due Date</b>	<b>Time (EST)</b>
1. Release RFP	04/13/22	8:00 a.m.
2. Deadline to e-mail Notice of Intent (NOI)	04/20/22	6:00 p.m.
3. Deadline to e-mail technical questions	04/20/22	6:00 p.m.
4. Anticipated date to post FAQ's on ELC's website	04/25/22	6:00 p.m.
5. Proposal due date (E-mail PDFs to ELC)	05/02/22	6:00 p.m.
6. Public Opening of all Proposals (Virtual Meeting)	05/02/22	6:01 p.m.
7. Formal Evaluation period	05/03/22 to 05/26/22	
8. Proposal presentations	05/13/22	TBD
9. Anticipated Date to post Notice of Intent to Award (NOIA)	05/26/22	9:00 a.m.
10. Anticipated end of 72-hour (Three Business Days) period to protest NOIA.	05/31/22	9:00 a.m.
11. Executive Committee reviews and votes on Network Administration and Technical Support Services Contract	06/09/22	9:00 a.m.
12. Anticipated end of 10 calendar day period for formal written protest	06/10/22	9:00 a.m.
13. Board of Directors votes on Executive Committee recommendations for the Network Administration and Technical Support Services contract.	06/16/22	11:30 a.m.
14. Anticipated Contract Start Date	7/1/2022	

**Notice of Intent (NOI)** to apply forms must be received via e-mail on or before **Wednesday, April 20, 2022, by 6:00 p.m. EST** as indicated by the date stamp applied by ELC's e-mail server. The purpose of the **NOI** is to collect the company name, e-mail address, and contact person for each Proposer 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.

For consideration, e-mail proposals in the required format outlined in **Appendix C** on or before **May 2, 2022, 6:00 p.m. Eastern Standard Time (EST)** as indicated by the date stamp applied by ELC's e-mail server.

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\*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 complete proposals prepared in the required format and received electronically as a PDF, on or before **May 2, 2022, by 6:00 p.m.**, will be considered for review. Proposals will be determined eligible after verifying they have met the posted deadline date and time; been prepared in the required format; and include all properly completed required forms (no blanks and all required signatures/dates) and documentation.

Prior to engaging in any agreement for services with the selected Proposer (“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).

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

The Contract shall be awarded to the Proposer whose response is determined to be the most advantageous to ELC, taking into consideration cost and technical merits. All Proposers who submit a timely NOI will receive an e-mail with a link to the NOIA when it is posted on the date noted in the RFP Schedule.

**VIII. Sole Point of Contact**

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

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 persons serving on ELC board and committees.
- Any ELC staff.
- Any proposal evaluation 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., Contracts and Grants Administrator  
Early Learning Coalition of the Big Bend Region, Inc.  
2639 North Monroe St., Building C-300  
Tallahassee, FL 32303  
Email: [purchasing@elcbigbend.org](mailto:purchasing@elcbigbend.org)

All e-mail communications shall include one of the following four subject headers:

- **RFP 2021-2022.0001 – Notice of Intent**
- **RFP 2021-2022.0001 – Proposal**
- **RFP 2021-2022.0001 –Technical Questions**
- **RFP 2021-2022.0001 – Intent to Protest**

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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 post-marked or hand-delivered or on or before the end of the ten (10) calendar day period for (see RFP Schedule in **Section VI**).

**IX. Procurement Information**

**A. Prohibition of Lobbying**

Any Proposer or lobbyist (paid or unpaid) for a Proposer is prohibited from having any private communication concerning any procurement process or any response to the procurement process with any ELC board member, CEO, or any employee 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 Proposer. A proposal from any Proposer will be disqualified when the Proposer (or a lobbyist, paid or unpaid, for the Proposer) 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 via e-mail at [purchasing@elcbigbend.org](mailto:purchasing@elcbigbend.org) by **Wednesday, April 20, 2022, at 6:00 p.m. EST**, and will post a FAQ document on its website on **Monday, April 25, 2022, at 6:00 p.m. EST**. ELC will also e-mail a link to the FAQ document to all Proposers who submit a NOI via e-mail at [purchasing@elcbigbend.org](mailto:purchasing@elcbigbend.org) on or before **Wednesday, April 20, 2022, at 6:00 p.m. EST**.

**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 Offers. Proposers 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 Proposer expressly waives any claim to damages, of any kind whatsoever, in the event ELC exercises its rights provided for in this section.

**D. Conflicts of Interest**

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

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

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**H. Public Information**

All submitted proposals and 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 Proposer ("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, statutes, and orders of any public authority bearing on the performance of the awarded contract. The Successful Proposer 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 Successful Proposer 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 Proposer will in no way be a cause for relief from responsibility. Any Proposer 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.)

Contractor must comply with antidiscrimination 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 the OSCA General Services Office at (850) 410-5300 at least five (5) business days prior to the event.

**XI. Diversity**

ELC is committed to supporting diverse business industries and populations through 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 \(myflorida.com\)](#). Proposers may view the State's certification

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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.

- 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 Proposer must have:  
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
- Had a contract terminated by ELC, by any State agency, or by any other organization for cause.

**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. 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 Reply 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.

**Appendix A**  
**Notice of Intent (NOI) to Submit a Quote**

<b>Network Administration and Technical Support Request for Proposals (RFP) 2021.2022-0001</b>	
<b>Solicitation Number</b>	<b>RFP# 2021.2022-0001 Network Administration and Technical Support Request for Proposals</b>
<b>Proposer Company Name</b>	
<b>Proposer Company Address (Street, City, State, ZIP Code)</b>	
<b>Contact Name</b>	
<b>Contact Title</b>	
<b>Contact Phone Number</b>	
<b>Contact e-mail</b>	

E-mail this completed form to [purchasing@elcbigbend.org](mailto:purchasing@elcbigbend.org) by ***Monday, Wednesday, April 20, 2022, 6:00 p.m.***



## Appendix B: Scope of Work (SOW)

### I. Overview of ELC's Network

The following information provides an overview of the equipment, operation 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 five satellite locations in Gadsden, Jefferson, 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 B: 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 thirteen (13) 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, Gadsden, and Madison 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 hot-fixes 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**

- Installation or relocation of desktops/laptops and IT related equipment (printers, scanners, tablets, and smart phones).
- Installation of authorized software.
- Document each individual workstation name currently connected to the network.
- Document each individual username, ID, permissions, all assigned equipment connected to the network, and all assigned software.
- Document the computer operating system and version number.

## Appendix B: Scope of Work (SOW)

- Clear the cache: Review each workstation and clear the internet cache in order to clear files that slow the virus scans, to eliminate corrupted files and to assist in identifying spy ware.
- 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 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.
- Setup 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 items 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 during the 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

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

Webroot SecureAnywhere installed on them. Internet traffic is filtered by Cisco Umbrella content filtering for web-browsing.

### **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**

- Proposer must be able to provide recovery online backup samples twice a year to prepare for an emergency response.
- Must be able to provide timeframe of 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:
  - Disk space checkup.
  - Dust.
  - Review event logs.
  - Provide proactive network monitoring.
  - 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, response, and recovery from any Declared Disasters or adverse events that may impact any or all of ELC offices.

## Appendix C: Required Proposal Outline

ELC has opted to implement a Request for Proposals (RFP) procurement methodology to obtain offers from qualified computer service/information technology companies.

### I. **Technical Formatting Specifications – Required, No Exceptions.**

- A. All proposals shall be formatted in Arial 11-point font with three-quarter (0.75) inch margins on all sides (top, bottom, left, and right).
- B. All pages, except the table of contents, will include the page number, centered, in the bottom margin.
- C. Begin page numbering in Section 1, starting with page 1.
- D. Each new section of the **Required Proposal Outline** shall start at the beginning of a new page.
- E. Save completed proposals and supplemental materials in a single combined PDF file.
- F. Electronic proposals file names must include “Company Name: **RFP 2021-2022.0001**” where “Company Name” shows the Proposer’s Company Name followed by this RFP identification number:

#### **Illustrative Fictional Example:**

<u>Company Name</u>	<u>PDF File Name</u>
ABC Computer Solutions	ABC Computer Solutions: RFP 2021-2022.0001

- G. Do not include photos, graphics, or tables/charts in any section of your proposal except **Appendix D (Proposer Response Fixed Monthly Rate Quote)**.
- H. ELC will disqualify any proposal that does **NOT** include a **Table of Contents** and **Section 1 (Proposer Name and Contact Information)**. The Table of Contents will serve as the proposal’s cover page – do not submit a separate cover page.
- I. Failure to adhere to all technical formatting specifications above will disqualify the Proposer’s proposal.

### II. **Technical Specifications – Page Limits**

- A. Each section must have at least one page (required).
- B. When a section page limit allows more than one page, Proposers may submit *fewer* than the maximum limit but **shall NOT exceed any specified page limits for any section**.

During the initial application review, *ELC will remove any pages that exceed the page limits for each section*. Reviewers will only evaluate the content that falls within the specified page limits. Therefore, proposers should adhere to all page limits so reviewers will have the opportunity to review each section of their proposals in its entirety.

### III. **Required Proposal Outline:**

Proposer’s proposal must adhere to the following proposal outline without exception, including section title with section number, section order, and observe all specified page limits. *All items are required unless otherwise noted as optional.*

#### **Table of Contents (0 Points, Limit 1 page)**

- A. Insert RFP# 2021.2022-0001 and Proposer’s company name, centered, in the header of the Table of Contents page. Use this header on all pages throughout your proposal except required appendices or attachments.
- B. Below the header, center, and format “Table of Contents” in the require font using bold letters.
- C. Include all section titles in the following Required Proposal Outline and show the page number (if one page) or the beginning and ending page numbers (if more than one page).
- D. Do NOT insert a page number in the bottom margin of the Table of Contents page.

## Appendix C: Required Proposal Outline

### Section I – Proposer Name and Contact Information (0 Points, Limit 1 page)

*Proposers who fail to include all information outlined in Section I below will be disqualified.*

- A. RFP Number – **RFP# 2021.2022-0001**
- B. Company Name
- C. Street Address
- D. City
- E. State
- F. ZIP Code
- G. Federal Employee Identification Number (FEIN)
- H. Company Phone Number – (Area Code) (999) - (9999), Ext.
- I. Company Website
- J. Primary Contact [Enter First Name, Last Name, and Title].
- K. Primary Contact Phone Number [Enter (Area Code) (999) - (9999), Ext.]
- L. Primary Contact E-mail Address
- M. Date Company Incorporated:
  - o Date Incorporated
  - o The selected Proposer must provide a copy of the company's articles of incorporation *prior to* executing an agreement for services.
- N. Type of Business – Enter “Not for Profit” or “For Profit”
- O. Describe any disciplinary action taken against the Proposer or any individual employed by the Proposer by the State of Florida within the last three (3) years
- P. Describe all filed or pending lawsuits against the Proposer within the last three (3) years.
  - Write “N/A” for the last two bullets if they do not apply

### Section II – Company Organization, Size, and Structure (0 - 5 Points; Limit 2 pages)

- A. Location of Office(s) from which Proposer will conduct business
- B. Proposer company size (number of employees)
- C. Documentation the company is a Minority/Women/Veteran-Owned Business
  - Provide a link to its Listing in the State of Florida Certified Vendor Directory (<https://osd.dms.myflorida.com/directorries>) or
  - Provide a link to another government entity' that recognizes it qualifies for this status; or
  - If Proposer cannot provide an active link to the document online, but has an active registration as a Minority-/Women-/Veteran-Owned Business, include a scanned copy and insert it into the **Appendix G—Required Supplemental Documents**; or
  - Indicate “N/A” for the third bullet if your company has not been certified as a Minority Business Entity (MBE) by a government entity and/or Proposer's company does not meet the requirements in **288.703 F. S.**
- D. Revenue Earned During Last Three Calendar Years:
  - 2019 Revenue
  - 2020 Revenue
  - 2021 Revenue
- E. Percent of Revenue from Government Contracts
- F. Percent of Revenue from Not- For-Profit Organizations
- G. Percent of Revenue from Private Businesses
- H. List the Primary Services Your Company Provides
- I. Describe Your Organizational Structure and How It Supports Execution and Delivery of Your Primary Services.

## Appendix C: Required Proposal Outline

### Section III – Current Professional Associations and Awards/Recognitions (0 – 5 Points; Limit 1 page)

- A. List all current/active professional associations and awards or recognition received in the past 5 years.
- Write “Current Professional Associations and Awards/Recognitions – Not Applicable” in this section if Proposer does not have any associations or awards/recognition to report.
  - Remember to start next section at the beginning of the next page.

### Section IV – Qualifications of Key Staff Who Will Provide Services Outlined in the Scope of Work, Appendix B (0 - 20 Points; Limit 2 pages)

- A. Identify the primary individual who will manage this contract and include his/her job title, degrees/certifications, and years of experience managing projects that involves on-site and remote network administration, data security, training and recovery, disaster recovery, and on-site and remote technical support services.
- B. Describe the primary responsibilities of the contract manager.
- C. Describe your capacity in terms of positions (managers, supervisors, and technical staff) and their experience which qualifies them to provide network administration services and both remote and on-site technical support services.
- D. Create a one-page experience summary for each individual that will provide any of the services included in the **SOW** and place it in **Appendix F (One Page Experience Summaries)**.

### Section V – Experience with Different Types of Organizations and References (0 - 15 Points; Limit 2 pages)

- A. Without identifying client or organization names, briefly describe the types of information technology services you have provided for government, non-profit, and early learning coalition (or similar coalitions authorized in Florida Statute) contracts in the past five years including:
- Types of equipment you have used to administer their networks, business phone systems and equipment (PBX), and ensure system and data security.
  - Types of operating systems or software you have used to administer, their networks, business phone systems and equipment (PBX), ensure system and data security, and back-up and restore data.
  - Types of application software you have supported.
  - Number of users supported (show a range from low to high).
  - Types of technical support (telephone, remote access, on-site).
  - Number of users supported in government, not-for-profit, and early learning coalition, or similar coalition contracts (smallest to largest).
- B. List the names of government/not for profit agencies that have contracted with Proposer for at least three consecutive years and show the beginning and ending contract dates in parentheses. Informational (*will not be used for references*).
- C. List the names of other early learning coalition organizations and/or other coalitions designated in Florida Statute that have contracted with Proposer for at least three consecutive years with the beginning and end years in parentheses. Informational (*will not be used for references*).

## Appendix C: Required Proposal Outline

### Section VI – References (0-5 Points; Limit 1 Page)

Provide three references from government, not-for-profit, early learning coalition or similar coalitions, or private businesses that currently contract with you or have contracted with you in the most recent three years.

References should include:

Company Name  
Company Street Address, City, State, and ZIP Code  
Reference First and Last Name  
Office Phone Number  
Cell Phone Number  
E-mail address

Proposers should make sure their reference phone numbers and e-mails are current.

### Section VII – Proof of Past Performance (0-15 Points; Limit 2 pages)

In addition to the list of references, the proposer shall provide a minimum of three (3) past performance citations to show that the proposer has successfully completed work that is similar to or directly related to the tasks and deliverables described in this Statement of Work (SOW). The past performances cited are to be within the past three (3) years. The citations shall include the following information:

- Summary of work performed that directly relates to this SOW.
  - A plus for cloud migration/servers
- Status of work (i.e., on-going, complete).
- Summary of staff used (by number and position).
- Date of work performance.
- Written permission to contact client for reference.

### Section VIII – Proposer's Fixed Monthly Rate (FMR) and Budget Quote for Each Term (0-10 Points, Limit 1 Page)

Proposer must complete the tables in **Appendix D** and insert them into this section. Only tables A and B are required. Proposer must respond to the questions in Table C but do not have submit any optional services. All tables must fit on one page.

This will be a fixed-price contract using a **Fixed Monthly Rate (FRM)** for all services described in the SOW. The FRM will apply for the original term, any renewals, and the optional six-month extension.

Proposer shall develop a quote for a FMR and a price quote for the original two-year term and each one-year renewal that will cover all services described in **Appendix B (SOW)**.

In developing the budget, Proposer may show different rates, estimated monthly hours, and total cost for each position deemed necessary. These estimates shall be based on the information provided in the SOW and RFP.

- The FRM will be based on the sum of the estimates of all positions included in the Monthly Budget.
- The first term (original contract) budget will be based on the FMR X 12 months X 2 year.
- Each one-year renewal will be based on the FMS X 12 months X 1 year.



## Appendix C: Required Proposal Outline

ELC requires network administration and telephone/remote access coverage to end user computers during its regular business hours ((M-Th 7:00 a.m. to 6:00 p.m.; Fr 8:00 a.m. to 12 p.m.). On-site technical support may require up to 15 hours/week or 65 hours/month. Most of the on-site technical support will be conducted at the Leon Office.

ELC's normal operating hours may temporarily change during natural disasters or any event that impacts the physical locations or networking capacity of any of ELC's business offices. Contractor may also plan certain network administration activities and/or respond to natural disasters or events impacting any of ELC's office locations outside of normal business hours. The network must be operational 24/7.

### Monthly Budget

The monthly budget table provides necessary detail and justification to support the Contractor's **FMR**. The actual number of hours for each position may vary throughout the year. However, Contractor must agree to submit a monthly invoice using the final negotiated **FMR** and monthly reports summarizing services. ELC may ask the selected Proposer (Contractor) to provide additional information with their invoices if the monthly summary reports do not provide sufficient detail to show units (hours, calls, on-site visits, etc.) or projects completed.

### Total Cost for Original Term and Renewals

Using the **FMR** from the **Monthly Budget** table in **Appendix D**, complete the **Annual Budget** table starting with the original two-year contract term and enter an annual amount for the three subsequent one-year renewals. ELC may opt to extend the contract for a period not to exceed six months after the last completed term. Contractor agrees to charge the **FMR** for each month included in the extension.

*ELC reserves the right to negotiate the best terms and pricing after selecting the Proposer it deems as the most responsive.*

### Section IX – Implementation Plan (0-15 Points, Limit 3 Pages)

This section shall describe how your company plans to provide network administration and technical support services. Please respond to the following questions:

- Describe what steps you will take to review all components of ELC's current network including equipment, software licenses, and concerns that may need to be addressed.
- Describe how you plan to provide technical support for all computing equipment in ELC's offices in Leon, Jefferson, Madison, Wakulla, Taylor, Madison Counties and to all employees who may be working physically in those offices or remotely.
- ELC's number of users may range from 50 to 65 employees, temporary staff, interns, volunteers, and visitors. How many technical-support team members will be available during ELC's business hours to answer questions and provide technical assistance?
- Describe how you log and track customer requests for technical assistance. How long do your customers typically wait in queue when they call and/or use your on-line portal for technical assistance? How do you monitor your call center and/or on-line requests for technical support to ensure high quality service with minimum wait times?
- What kinds of technical support do you provide on-site for end-users, their equipment, the server(s), and phone system (PBX)?
- Describe your company's approach for managing declared disasters or emergencies that may impact any of ELC's locations and its network infrastructure, data security, training, and data integrity. Describe how your company plans, responds, mitigates, and recovers from for any potential external threats to its clients' systems, e-mail, and data.

## Appendix D: Proposer Response Fixed Monthly Rate (FMR) and Total Cost Quote

### Required Budget:

Proposer must complete the following two tables for its FMR and annual budget. Offer may add positions, as necessary, to fully describe its staffing requirements required to carry out all SOW requirements but cannot exceed the one-page limit for the required and optional tables.

#### A. Fixed Monthly Rate (FMR) Budget:

Staffing Requirements	Hourly Rate*	Hours/Month	Total Cost (Hourly Rate X Hours/Month)
<b>Positions</b>			
1. Network Administrator			
2. Project Manager			
3. Customer Support Manager			
4. Customer Support Analyst			
5. Technical Support On-site for Desktops/Laptops/Printers/and other equipment connected to the network.			
6. Technical Support Onsite for Telephone System (PBX)			
7. Add positions as necessary			
<b>Fixed Monthly Rate or FMR (Sum of Items 1-7) **</b>			

\*Proposer may build travel costs into rates for positions that require frequent travel to ELC's offices.

#### B. Total Cost:

<b>Contract Budget</b>	
Contract Term	Fixed Monthly Rate (FMR) X Months X Years
First Two-Year Term	= FMR X 12 months X 2 years
Third Year Term (First Renewal) <sup>1</sup>	= FMR X 12 months x 1 year
Fourth Year Term (Second Renewal)	= Same as above
Fifth Year Term (Third Renewal)	= Same as above
<b>Maximum Possible Total Contract Cost Not Including Six-Month Extension</b>	<b>= Total Amount of Above Rows</b>

<sup>1</sup>Renewals satisfactory performance and availability of funds.

#### C. Additional Costs Not Included in Proposer's Fixed Monthly Rate:

Describe what types of services and/or expenses are not included in the **FMR** (required).

Optional – If you have additional services not included in the SOW that you would like to offer and will invoice separately, complete the following table for each service.

Additional Service Description	Normal Rate or Fee	Discounted Rate or Fee

## **Appendix D: Proposer Response Fixed Monthly Rate (FMR) and Total Cost Quote**

Should ELC wish to request quotes for these additional services included in Table C during the active contract period, Proposer shall provide quotes using the rates or fees included in this proposal.

## Appendix E: Evaluation and Scoring

### A. Evaluation:

Each timely proposal determined to meet all minimum requirements will be evaluated by five (5) Reviewers. If one Reviewer determines he/she has a conflict of interest with a Proposer, that proposal will be reviewed by an alternate reviewer. If two Reviewers (which may include the alternate reviewer) determine they have conflicts with a Proposer, 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 Proposers will have an equal rank. If Proposers have tie scores in first place, ELC will follow the guidelines outlined in the RFP in **Section VIII. F. (Tied Offers/Bids)**.

### B. Scoring Rubric

All proposals will be evaluated by five reviewers using the same criteria and eligible points for each section.

Proposer #: Evaluation Criteria	Proposer Response Criteria	Evaluator #:	
		Eligible Points	Evaluator Assigned Points
<b>Fatal Errors:</b>			
<b>Proposal Due Date</b>	Proposer submits application after the posted due date <u>and</u> time per the date and timestamp applied via ELC's e-mail server.	0	N/A
<b>Technical Formatting Specifications</b>	Proposal does not adhere to the required technical formatting specifications at the beginning of Appendix C.	0	N/A
<b>Cone of Silence</b>	Proposer violates the cone of silence by attempting to call or personally contact any of the parties identified in Section VIII A.	N/A	N/A
<b>Table of Contents</b>	Proposal will be rejected if this section does not follow the formatting requirements or is incomplete or missing.	0	N/A
<b>Proposer Name and Contact Information (Section 1)</b>	Proposal will be rejected if Section I does <u>not</u> contain all items (A through P) <u>and</u> any items <b>other than O and/or P</b> include a N/A response.	0	N/A
<b>Proposal Evaluation:</b>			
Organization, size, and structure of Proposer's company ( <b>Section II</b> )	Section II contains responses to all items (A through I). Only item A.4) may have a N/A response.	0 – 5	
Current Professional Associations and Awards/Recognitions ( <b>Section III</b> )	Section III describes current professional associations and any awards/recognitions. Proposal includes a page for Section III even if response is N/A.	0 – 5	
Qualifications of Key Staff Who Will Provide Services Outlined in the SOW, Appendix B	Identifies and describes contract manager with job title, degrees/certifications, years of experience managing projects that involve on-site and remote network administration,	0 – 20	

## Appendix E: Evaluation and Scoring

Proposer #:	Proposer Response Criteria	Evaluator #:	
Evaluation Criteria		Eligible Points	Evaluator Assigned Points
(Section IV)	data security, training, and recovery, network disaster management, and on-site and remote technical support services and primary responsibilities. Describes Proposer'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.		
Experience with Different Types of Organizations ( <i>Section V</i> )	Proposer describes the types of information technology services they have provided for government, not-for-profit, early learning coalitions or similar coalitions; methodology used to administer their networks, PBX, and ensure data security; types of technical support provided; number of users supported; includes the names of organizations in each sector that Proposer contracted with for at least three (3) consecutive years.	0 – 15	
References ( <i>Section VI</i> )	Proposal includes three (3) references with all required information.	0 – 5	
Proof of Past Performance ( <i>Section VII</i> )	In addition to references, provide three past performance citations to demonstrate your firm's success	0 – 15	
Proposer Response Fixed Monthly Rate (FMR) and Budget Quote for Each Term ( <i>Section VIII</i> )	Proposer's inserts and completes Tables A and B from <b>Appendix D</b> in Section VIII. Proposer answers the questions above Table C.  FMR and budget for each Term is reasonable. for the services required in the SOW.	0 – 10	
Implementation Plan ( <i>Section IX</i> )	Proposal describes the methodology to review all components of ELC's current network; plan to provide technical support for all computing equipment in all offices and for employees working remotely; count of technical support staff available during ELC's business hours to provide technical assistance, 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	0 – 15	

## Appendix E: Evaluation and Scoring

Proposer #:	Proposer Response Criteria	Evaluator #:	
Evaluation Criteria		Eligible Points	Evaluator Assigned Points
	minimum wait times; types of technical support provided on-site for users and network equipment; and Proposer's approach for emergency response, mitigation, planning, and recovery.		
Proposer Presentations <i>(Not part of written proposal)</i>	Presentation follows the outline e-mailed to all Proposers whose Proposals meet the minimum requirements. Proposer adheres to time limits Presentation conveys Proposer's capacity to deliver all elements of the SOW effectively and on a timely basis.	0 – 10	
<b>Total Points</b>		<b>0 – 100</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 Proposer'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*.
  - Proposer 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 Proposer'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:**

Proposers 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. Proposers 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 Proposer has required documentation that cannot be accessed via hyperlinks to a specific website.

This may include the following items requested in Appendix C: