

# Early Learning Coalition of Escambia County

## Invitation for Bids on

### Managed Information Technology Services

The Early Learning Coalition of Escambia County (herein referred to as the “Coalition”) is seeking bids for Managed Information Technology Services from local providers to partner with, and provide support for, our company Information Technology (IT) staff efforts to ensure that our Information Technology needs are consistently and adequately maintained.

#### **Purpose:**

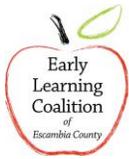
The Coalition, by requesting bids, is using the opportunity to reevaluate our existing services and partnerships to maintain the best combination of quality and value available. We seek to ensure a partnership is maintained with a local Managed IT Service Provider to operate as a supplement to our existing IT staff for monitoring and maintaining our infrastructure, and to function as a backup for our internal IT staff in the event that our internal IT staff are unable to adequately address any issue(s) that may arise.

#### **Provisions and Requirements:**

To ensure that potential contractors are capable of providing satisfactory service, the Coalition would like to specify the following provisions:

- The Coalition requires that all person who have access to any of the Coalitions’ privileged information, must be capable of furnishing proof of the successful completion of Level Two background screening and agreements to maintain confidentiality for all potential Contractor staff who may work with, or have access to, privileged Coalition data.
- The Coalition expects that our Managed Services Partner will work with our internal IT staff to manage Administrative Access to Coalition IT systems and other IT assets.
- The Coalition owns and maintains its’ own Data Backups, Infrastructure, and Software Licensing. Due to this, the Coalition requires that potential Contractors preferred solutions be compatible with, or tailored to operate with, the IT solutions the Coalition has chosen to utilize.
- The Coalition requires the potential Contractor to provide workstation and server remote access services to designated individual(s) in the Coalition respectively at both the user and the administrative level.
- The Coalition is seeking health and log monitoring of all covered servers and workstations by our IT services partner, as well as providing alert and/or remediation activities in a timely manner as required.
- The Coalition requires Managed Service Provider to provide as part of any contract an agreed upon minimum number of service support hours for emergent needs IT support that exceed the scope of

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other agreed upon services, either in support of Coalition IT staff, or in lieu of Coalition IT staff when the emergent needs exceed their abilities or expertise. Additionally, rates and terms will be agreed upon for emergent requirements that exceed the minimum service support hours. This requirement is not intended to be used for preplanned projects and similar work outside the scope of contracted services, but for response to unplanned or emergency type requirements, such as unscheduled software deployments, server failures or security breaches.

- The Coalition requires regular meetings with designated Managed Service Partner staff and Coalition IT staff at least once per quarter for status reviews and/or planning.
- This agreement will be for one (1) year, with the option to renew each year, for up to no more than three (3) optional renewal years.

### **General Technology Information:**

The Coalition is currently using the most current version(s) of Windows 10 as its' primary workstation Operating System, with updates occurring on the Current Branch "fast ring".

The Coalition is operating its virtualized infrastructure on VMware with virtual machines running Windows Server 2012R2, Windows Server 2019, with one installation of Windows Server 2003 SP2 that is expected to be retired within the next calendar year.

The Coalition is currently utilizing Cisco and HP switches, and Meraki routing, firewall, and wireless access points.

The Coalition's backup solution includes server assets only, and operates at the VM-level, with backups stored locally, and off-site in a geographically distant location.

The Coalition is transitioning its' core server infrastructure from individual servers to a High-Availability host-cluster with automatic failover using VMware VSAN. The Managed Services Partner must be fully capable of supporting the Coalition IT staff with that configuration as a part of the agreement.

### **Primary Points of Contact:**

The point of contact for discussions regarding the technical aspects of this Request for Bids is David Whipps, who can be contacted via phone or email at 850-439-5519, or [dwhipps@elcscambia.org](mailto:dwhipps@elcscambia.org). Additionally, discussions regarding the service performance requirements shall include the Coalition Executive Director, Walter Watson, 850-595-5402, [bwatson@elcscambia.org](mailto:bwatson@elcscambia.org)