



Section I: Introduction

The Gulf Coast Children's Advocacy Center (GCCAC) is seeking bids for a qualified contractual Information Technology (IT) support in Bay, Gulf, Calhoun, Jackson, Holmes and Washington counties. This outsourcing strategy has been designed to secure a broad and reliable range of services from a vendor prepared to take the defined responsibilities for the tuning, reliability, and integration of the Gulf Coast Children's Advocacy Center's information systems. The qualified vendor would provide necessary technical services that include but are not limited to:

End User Support

- Help desk monitoring and ticket resolution
 - Up to 80 End users in 6 counties
 - One server currently with the need to expand communication to several offices.
- On-Call monitoring
- Other end user questions and support
- New user setup (including ordering necessary equipment).
- Software installations
- License usage / expiration monitoring

Network Monitoring and Support

- Internet connectivity monitoring and troubleshooting
- Internet/LAN connectivity monitoring and troubleshooting
- Network device management and updates

Server Monitoring and Support

- Ensure server infrastructure remains in operational state
- Monitor system reports and alerts
- Ensure essential systems are up to date on updates/patches
- Ensure essential systems are backed up as agreed upon by GCCAC

Service Monitoring and Support

- Ensure infrastructure remains in operational state
- Monitor service reports and alerts

Network Security Support

- Provide network audit and recommendations
- Monitor security status for intrusions / threats
- Provide periodic feedback on operational security

The vendor will resolve computer systems and network issues in accordance with standard and acceptable maintenance and support benchmarks. The successful vendor will be expected to organize HELP DESK service calls efficiently and to ensure that there is NO significant computer downtime during normal working hours, generally 8:00AM to 5:00PM, Monday through Friday, in addition to after hour support that is rare. The vendor is expected to report on the status of technology issues and communicate effectively with GCCAC Administration staff.

Section II: Submission Time and Place

Responses to this RFP may be submitted by email to:

Brent Patrick
Chief Operations Officer
Gulf Coast Children's Advocacy Center Inc.
210 East 11th Street
Panama City, Florida 32401
brent.patrick@gulfcoastcac.org

All responses are due by Thursday, September 15th 2019 by 5:00PM.

Section III: Statement of Work

GCCAC is requesting proposals from providers of support, maintenance, and repair of computers, network hardware and peripherals, and system software to provide such support services. GCCAC intends to outsource certain work and tasks for the installation, servicing, maintenance, repair, and related activities for computer and network hardware and peripherals, network administration and network management, and related information technology services.

The selected vendor will be required to provide the following support features for the described network below:

- Initial Assessment - Evaluate all technology and correct any issues in the system while setting up the system for monitoring and alerting

Asset Tracking - Track all hardware and software inventory connected to the network

The selected vendor shall have the ability for select content to be restricted to all staff.

Quarterly management meetings

- Annual strategic planning meeting
- Quarterly health check
- Project planning and guidance
- Technology procurement consulting
- Hardware warranty coordination
- Monthly reporting
- Proactive monitoring of the network and server environment
- Proactive server and workstation operating system patch controls
 - Identify current patch levels and Windows update process during onboarding.
 - Configure servers to utilize updates.
 - Monitor and Manage Microsoft patch releases.
 - Review the patches and provide list of those that will be deployed during the next mutually agreed upon maintenance window.
 - Review list with GCCAC personnel.
- Maintaining proactive virus protection
- Quarterly security penetration assessments
- Maintaining backups and proactively ensuring that they are working
- Password administration
- 24/7 Help Desk support
 - Provide hands-on engineering support for server and network infrastructure at GCCAC's main and remote locations.
 - Enable users to more effectively perform their job functions by providing help desk support.
- Local remote and on-site support
 - Follow-up and resolve alerts generated from the support center.
 - Troubleshoot and resolve application issues as necessary.
 - Perform maintenance on hardware, network, equipment, etc.
 - Back-up jobs troubleshooting and remediation.
 - Active Directory and Group Policy management.
 - Escalations from the Help Desk.
 - Vendor management - Coordinate incidents, troubleshoot issues, etc.
- Remote help desk support
 - Receive, resolve and close inbound break/fix, support, and maintenance service requests generated through the Help Desk system.
 - Attempt to resolve issues through client interaction or using support tools on site or remotely for GCCAC's remote locations.
 - Triage to determine appropriate escalation and follow through to a successful resolution. - Identify appropriate solution point for hardware, software, and network issues.
 - Administer user privileges, password resets, etc
 - Review of tickets, escalations, priorities, for the week.
 - Coordinate the hardware and software installation of new or replacement computers)

GCCAC's network environment

- Microsoft platform
- 1 server
- 1 Firewall
- 1 Switch

(The network will be expanding)

The award of the contract will be made to a vendor, whose proposal receives a favorable evaluation and recommendation of the selection committee, with final approval by the CEO and Board of Directors. GCCAC reserves the right to accept whichever proposal is felt to be in the best interest of and provide the best value to GCCAC as well as to reject any and all bids for any or no reason, including price.

Additional Submission Requirements

E-Verify: The Agent must certify that they do not knowingly employ, hire, or currently employ an unauthorized alien.

Agree to sign client confidentiality agreement.