

Request for Proposal Response



T3

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Submitted To:
Florida Clerk of Court Operations Corporation
2560-102 Barrington Circle
Tallahassee, FL 32308
11/19/2021

Description of Requested Services

The Florida CCOC is requesting outsourced IT & Managed services and support for their Tallahassee, FL based location. FL CCOC is requesting general IT support services including, but not limited to:

- Remote nightly backups to their server(s) including the NAS and critical laptops including a regularly tested recovery process
- Routine software updates to server(s), desktops, laptops and network devices
- Routine security assistance, updates and audits
- Technology Strategy Planning
- Solution Design
- 24/7 email and network monitoring with escalation protocols based on severity of unscheduled outages
- Procurement management
- Changes to location and/or configuration of equipment, software and installation for both existing and new purchases
- Planned and on-call services including emergency response to server issues
- Onsite and remote help desk support
- Monthly reporting
- Development of customized policies related to use of technology
- Unit evaluation and testing
- Configuration and testing for hardware and software
- Delivery and setup of machines on site
- Life Cycle Management including process for end-of-life notifications, replacements and decommissioning/disposal
- Oversight of software licensing control and renewals
- Asset Management to maintain inventory stock units on behalf of CCOC

Proposal Services Provided by:

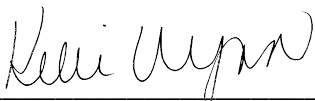
RL Murphy LLC d/b/a T3 | FEIN: 45-5070747

Kelli Wynn, President

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Signature:  Kelli Wynn, President

Date: 11/19/2021

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COMPANY BACKGROUND AND PROFICIENCIES

For more than 40 years, T3 (formerly known as Alpha Data Systems) has been a trusted source for IT support in the Tallahassee and the greater Big Bend Area. We have a team of dedicated professionals that take a personal interest in our customer's security, success, and satisfaction.

T3 takes great pride in providing both professional yet fully personalized support. This means, we take seriously your business continuity and your data security starting with each T3 employee receiving a level II background check. In addition to generally accepted best practices for MSP providers, we are also in the process of getting MSP verified. The MSP Verify™ is a certification for managed service providers, designed to provide assurance, generate trust, and communicate transparencies of our practices to our customers. In other words, how we securely handle your data is as important as how we provide business continuity and uptime for your IT needs. MSP Verify™ uses a licensed CPA firm, highly skilled in the MSP arena, that thoroughly pushes us through an audit process in order to validate we are using the best practices, tools and products to secure your data. At T3, we are going above and beyond our competitors to ensure you can focus on your business and let us focus on your IT.

In this world of ever-growing risk of ransomware and cyber security attacks, we also offer Security Awareness Training for each of our customers and their employees. We have partnered with KnowBe4, a world-class leader in Security Awareness Training, to enable your employees to make smarter security decisions every day.

We thank you in advance for trusting us to deliver superior IT support along with personalized friendly customer service with each call.

Note: RL Murphy d/b/a T3 has never been involved in any litigation during the past five (5) years or since its formal inception.

QUALIFICATIONS OF EMPLOYEES

Listed employees and their core competencies stated are as they relate to this IT proposal for FL CCOC. All of our employees have had Level II background checks and all have signed a non-disclosure form.

Robert “Rusty” Mulvaney

Core Competencies:

- Certified Microsoft Systems Administrator
- Certified Comp TIA A+/IT Network
- Highly skilled in security awareness and best practices for network configuration
- Strategic and tactical planner, recognized for his ability to implement scalable solutions to improve productivity for both on-premise and cloud solutions
- Extensive experience in firewalls, VPN's, switches
- Extensive experience in cloud application implementation and support services (Microsoft Azure, Amazon Web Services, etc.)
- Highly skilled with VMWare configurations for both on-premise and remote support
- Extensive experience in monthly, quarterly and annual security compliance audits and respective reporting needed for a variety of industries (medical, CPA, non-profit, and other small business areas)
- Highly skilled in O365 subscriptions, Active Directory & Windows 7-10 & Server 2012-2019
- Excels in communication skills, problem-solving skills and ability to balance multiple priorities
- Website design, implementation and support

Professional Experience:

With over 20 years of experience, Rusty has implemented and managed wide variety of IT projects, including a custom-built SharePoint application that ran the core business processes for the non-profit Leon Advocacy and Resource Center. In addition, he has designed and implemented large scale network infrastructures for Walmart, Home Depot along with smaller businesses and non-profit such as Big Bend AHEC. Rusty continues to stretch his knowledge of new and advanced technologies, methodologies and security practices.

Derek Hartsfield

Core Competencies:

- Certified CND: Certified Network Defender/Cyber Security
- Extensive network design, configuration, implementation, and support
- Extensive knowledge of Active directory, Windows Server 2012-2019 and Windows 7-10
- Excellent knowledge of best practices around security, management, control & monitoring
- Extensive experience in Veeam, Datto, and N-Able backup and recovery softwares and methodologies
- Highly skilled in 3rd party vendor management
- Highly skilled at Remote Monitoring software N-Able
- Clear communicator with focus on relationship building

Professional Experience:

With over 25 years of IT network administration work as the Director of IT for Mainline Information Systems, Derek as fully supported, configured, maintained, and secured customer's networks. Derek has worked with HP and the Florida Department of Elder Affairs as their distributed computer specialist installing and integrating server hardware, VPN's, VoIP services and PC applications for over 14 counties in the state of Florida.

Myra Miller

Core Competencies:

- Extensive knowledge and experience in customer service training and support
- Excellent in client relationship management
- Extensive experience in migrating customers from on-premise SQL server based applications to cloud based applications and support
- Highly skilled in investigating and troubleshooting customer's system issues
- Extensive knowledge of best practices in HIPAA, ePHI compliance and cyber security awareness training
- Implementation and support of accounting software, medical software and proprietary custom software all using client-server applications with a Microsoft SQL database or FoxPro database
- Strong knowledge of all Microsoft Office products

Professional Experience:

With over 20 of service at T3, Myra is a highly skilled customer service trainer for a vast majority of software programs. She has an excellent ability to convey information with our customers in a courteous and positive manner. She has helped 100's of organizations select, purchase and implement new software including training and ongoing support throughout the life of the organization. She has an outgoing personality and truly loves talking with and serving our customers with a strong focus to problem solving and problem resolution.

Kelli Wynn

Core Competencies

- Customer centric, solutions focused leader with experience in leading and implementing large scale technology projects from design through to implementation
- Customer relationships are Kelli's top priority while technical and professional skills include:
 - Custom Software Development
 - Website design, support, and management
 - Relational database design
 - System migration and Integration
 - Business Analysis and IT Planning
 - Project management with accountability to timelines, deliverables, and budgeting
 - Implementing and training for accounting software programs; QuickBooks, Sage, AccountMate
 - Preparing a variety of technical and training documentation for a wide range of business topics
 - Strong problem solving skills with ability to balance multiple priorities

Professional Experience:

With over 30 years in the business and technology arena, Kelli has worked as a senior project manager and technology consultant for Arthur Andersen, LLP and Advanced Strategies consulting both previously and located in Atlanta, GA. In addition to her degree in Management Information Systems and Accounting from the Florida State University, Kelli provides excellent interpersonal skills, she builds and maintains strong alliances driving all projects and efforts to successful completion.

REFERENCES

<u>CUSTOMER</u>	<u>CONTACT PERSON</u>	<u>CONTACT NUMBER</u>	<u>CUSTOMER SINCE</u>
Balance Disorders, Dr. Charles Maitland	Patty Brice, Office Manager	850-878-3592	2002
Big Bend AHEC	Allison Wiman, Director	850-224-1177	2020
Family Dermatology of N FL	Cassandra Eades Office Manager	850-402-9444	2019
Florida Tax Watch	Dominic Calabro	850-222-5052	2021
Harvard & Associates, CPA	John Harvard, Owner	850-339-6344	2016
Lohrengel & Associates	Peter Lohrengel, Owner	850-222-3000	2020
Spinal Associates, Dr. Michael Reed	Aaron Hall, Office Manager	850-257-7097	2013
Southeastern Dermatology	Brooke Ford, Office Manager	512-550-6194	2021
Tallahassee Lenders Consortium	Karen Miller, Director	850-559-5278	2012
Waylon Graham, Attorney at Law	Waylon Graham, Owner Melanie Smith, Manager	850-763-6335	2018
WEC Heating & Air	Jackie Godwin, Office Manager	850-878-5398	2012
Zapata, Dr. Carlos	Arkra Stephens, Office Manager	850-878-2113	1986

More references available upon request

COST ESTIMATES

Standard **Monthly Support \$2800** to cover Scope of Services listed below with a **one-time fee of \$700 to purchase a Sophos XG86 Enterprise firewall to replace the CISCO RV042. This will highly increase security, performance and remote connections.**

SCOPE OF SERVICES PROVIDED BY T3

Remote Backup Services

- Server/NAS Backups:
 - Nightly backups will be performed with N-Able's local and cloud backup on all 3 devices with pooled storage allowance of 2000GB (2TB) per device
- Workstation Backups:
 - Nightly backups will be performed with N-Able's cloud backup on all 20 devices with a pooled storage allowance of 500GB(.5TB) per device
- Backup's will include automated Recovery Testing for all servers and any critical desktops or workstation the customer identifies

Routine Software Updates & Security Provisions

- Routine software updates will be scheduled for servers, desktops and laptops weekly
- EDR (Endpoint Detection & Response) Software which uses AI to stay ahead of cyber attacks
- Network devices will be monitored 24/7 for malicious activity, security vulnerabilities and threats
- T3 will provide a cloud based password management software allowing users to create & store passwords
- N-Able's Mail Assure to safeguard against spam, viruses, malware, social engineering attacks, etc

Technology Strategy Planning & Solution Designs

- T3 will work directly with Executive/Deputy Executive Director to develop/update long term strategic technology plan and provision for its execution
- T3 will provide solution design for hardware, software and all licensing associated with best data practices for FL CCOC

Network & Email Monitoring

- T3 will perform 24/7 monitoring of network and email services with proactive communication and regular reporting of system health findings

Procurement management

- T3 will be responsible for selection of commercially rated equipment, order placement, tracking, shipping, returns and parts replacements. All orders of additional equipment will be billed outside of the monthly support fee. T3 will secure signed sales approval from customer before any and all orders

Move-Add-Changes

- Monthly support will include changes to location, configuration of existing hardware or software including installation of additional equipment or software
 - Note: Additional desktop/laptops will add \$30/mth to cover additional computer support coverage

Warranty, break fixes and installation Support for current infrastructure

- Unlimited on-site and remote support Mon-Fri 8am-5pm
 - On call number provided for holiday and after hour critical server emergencies.

Help Desk Support

- Unlimited on-site and remote support Mon-Fri 8am-5pm
- On call number provided for holiday and after hour critical server emergencies

Reporting & Communication

- In addition, T3 will assist in determining any additional monthly reports needed and expected format of such reports including: all purchases, assets, open issues and project status reports as applicable
- T3 will provide monthly reporting on all monitoring findings of the network

IT Policy review and Development

- T3 will review any current IT policy documents and make recommendations as the policy relates to the use of technology

Unit Evaluation and testing

- T3 will perform formal evaluation of new hardware

Configuration

- T3 will fully assemble all hardware and software including testing and burn-in. Note: proprietary software may likely need the vendor for support, but T3 will provide 3rd party vendor management to ensure success of software configuration.

PC development

- T3 will provide ordering, delivery, setup and testing of machines on-site *Cost of actual devices billed separately after pre-approval from customer

Life Cycle Management of Hardware

- T3 will provide process for end-of-life notifications, replacement and asset decommissioning/disposal including certifications of hard drive destruction to sensitive data

Software Licensing Control

- T3 will provide oversight of renewals of software applications & maintenance of appropriate documentation

Warehousing

- T3 will maintain inventory of standard stock units on behalf of CCOC

Security Awareness Training ***Additional services at no extra charge*

- T3 will provide ongoing Security Awareness Training to each employee to help ensure employees are up to date on the latest phishing and cyber security scams.
- Training will be customized and available online with the ability for employees to complete at their own pace with high end training videos and learning tools
- Awareness training will be set quarterly but can be changed to suit the customer's requirements
- T3 will provide reports for completed training and will also provide random "Phishing Tests" to employees to evaluate the success of the training provided

Website Hosting, Support/Maintenance ***Additional services at no extra charge*

- Under this current contract pricing, T3 will provide website hosting for FL CCOC website <https://flccoc.org/>
- T3 will provide annual domain renewals for flccoc.org
- T3 will include an SSL certificate for the flccoc.org domain
- T3 will perform weekly maintenance updates to the website
- T3 will provide up to 1 hour a month of general website changes/updates (e.g. phone numbers, name, addresses, dates, etc.).
- Additional website development or more extensive changes can be performed at a reduced rate as needs of customer arises