CLERKS OF COURT OPERATIONS CORPORATION (CCOC)

MANAGED IT SERVICES

REQUEST FOR PROPOSAL

(RFP MSP 2027)

27-CCOC-01

RFP COORDINATOR:

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Issue Date: October 30, 2026

TABLE OF CONTENTS

1. **Introduction**
   - 1.1 About Clerks of Court Operations Corporation (CCOC)
   - 1.2 Purpose & Scope
   - 1.3 Intended Term
   - 1.4 Confidentiality Statement
   - 1.5 Environment Overview
   - 1.6 Vendor Qualifications
   - 1.7 Service Requirements
2. **Response Process**
   - 2.1 Submission of Clarifying Questions
   - 2.2 Primary RFP Contact
   - 2.3 Pre-Proposal Site Visit
   - 2.4 Restriction on Communications
   - 2.5 Response Delivery Instructions
   - 2.6 Protests/Notice of Rights
3. **Selection Criteria & Process**
   - 3.1 Selection Criteria
   - 3.2 Selection Process
4. **Key Dates**
5. **Attachments**
   - 5.1 Attachment 1: Intent to Bid
   - 5.2 Attachment 2: Fee Schedule
   - 5.3 Attachment 3: Response & Services Checklist
   - 5.4 Attachment 4: Technical Proposal
   - 5.5 Attachment 5: Technical Diagram (information only)

Introduction

The Clerks of Court Operations Corporation, hereinafter CCOC, is pleased to invite you to respond to this Request for Proposal (RFP) for Managed IT Services. The intention of this RFP is to solicit responses and formal proposals from qualified Managed IT Services Providers (MSPs) and select an organization to provide IT services to CCOC.

1.1 About CCOC

The CCOC was established as a public corporation to perform the functions specified in sections 28.35 and 28.36, Florida Statutes. All 67 clerks of the circuit court are members of the CCOC and hold their position and authority in an ex officio capacity. The functions assigned to the CCOC are performed by an executive council pursuant to the plan of operations approved by the members.

More detailed information can be found at www.flccoc.org. The CCOC currently employs 12 employees; however, the number of staff is subject to change. All employees have the need to have remote access. The CCOC has one central office located in Tallahassee, Florida.

All employees primarily use a laptop running Windows OS (Windows 10); however, CCOC is in the process of deploying laptops that will run Windows 11 OS. CCOC currently deploys 11 laptops. Furthermore, currently, when working remotely, employees remote into one of ten desktops physically located in Tallahassee. CCOC employees are currently using one (1) Windows Server 2022 and two (2) Windows Server 2019's. CCOC currently uses Zoom and Microsoft Teams internally for messaging and video calls. Zoom is used for larger and public calls. CCOC also deploys several Zoom-enabled VOIP phones. Employees use external webcams or cameras on their laptops. CCOC uses Microsoft Office 365.

1.2 Purpose & Scope

With this RFP, CCOC is requesting proposals from qualified companies interested in supplying CCOC with the IT products, services, and solutions outlined in the Service Requirements section. These proposals will be gathered from several different organizations and used to evaluate provider options for CCOC. This document does not commit CCOC to contract for any service, supply, or subscription whatsoever. CCOC will not reimburse any information or administrative costs incurred as a result of participation in the RFP. All costs associated with response will solely reside at the responding party's expense.

1.3 Intended Term

CCOC intends to award this contract for a one-year term with the option of four (4) one-year renewals.

1.4 Confidentiality Statement

All information included in this RFP is considered confidential and intended only for use by responders. No information included in this document, or in discussions related to CCOC's Managed Service Provider selection effort, may be disclosed to another party or used for any other purpose without express written or verbal consent.

1.5 Environment Overview

The information below outlines the general demographics of CCOC and our current technical environment.

- Office Location: 2560-102 Barrington Circle, Tallahassee, Florida 32308
- Number of Employees: 9 full-time and 3 part-time employees, with 8 full and 2 part-time employees primarily working out of the Tallahassee location with a hybrid remote work schedule. 1 part-time employee works in South Florida remotely. 1 full-time employee works primarily remotely from the Tampa Bay area.
- Current Technical Environment:
    - Core Hardware
        - 3 Physical Servers (1 Windows Server 2022, 2 Windows Server 2019s)
            - CCOC's current on-prem servers are utilized primarily for DNS and Active Directory. CCOC recently migrated to SharePoint and are exploring opportunities to remove reliance on on-prem servers completely.
        - 3 Switches (2 hot and 1 hot spare)
        - 1 Firewall
        - MetroNet equipment
        - 1 Wireless Access Point
        - 3 UPS's
        - Software Systems
            - Current MSP Owned:
                - Remote desktop access
                - Help Desk support/ticketing system

- CCOC-Owned:
    - Office 365
    - QuickBooks 2022 Pro Desktop Onsite Edition
    - Adobe Pro/Reader
    - LastPass
    - Zoom
    - Box
    - KnowBe4 Security Awareness Software
- Connectivity
    - MetroNet
- Off-site storage (Azure) – Backup, Owned and Maintained by Current MSP
- Remote Access
    - Remote Access Software (Provided by current vendor)
- Backups, Antivirus, and Remote Support Software
    - Daily Backups
    - Remote support GoToAssist
    - Malwarebytes and Windows defender
    - Datto AV (Current Vendor Provided)
- Workstations and other Devices
    - 11 Laptops
    - 1 Spare laptop
    - 10 Desktops
    - Zoom-Enabled Telephone equipment, supporting phone system
    - CCOC is in the process of replacing all laptops (12 total) and will be decommissioning the 10 desktops and 12 laptops.

1.6 Vendor Qualifications

- Qualified respondents must have experience providing the required Services to similar organizations for a minimum of five (5) years.

1.7 Service Requirements

As part of this RFP, CCOC has requirements for the following services:

- **Transition Support**

- Initial assessment of current state services and transitional needs, as needed.
- Work with current MSP Vendor to perform transition tasks, as needed.

- **General and Administrative Support**
  - Provide regularly scheduled in-house visits to perform regular maintenance and support services.
  - Provide onsite support and deploy onsite resources, as needed, to assist in issues which cannot be resolved through remote access to in-house systems.
  - Provide a documented process and procedure to onboard/offboard team members in a timely and efficient manner.
  - Assist in the development, review, and deployment of customized technology policies and procedures.
  - Provide project management resources to assist with technical projects as identified by the MSP or CCOC, as needed.
  - Provide technical engineering resources to assist with technical projects as identified by the MSP or CCOC, as needed.
  - Develop with CCOC executive and administrative staff a strategic technology plan and roadmap that enables the organization to fulfill its overall mandate, utilizing best-in-class software and tools, while taking advantage of new and existing technologies.
- **Help Desk Support**
  - Provide superior 24x7x365 Help Desk support services utilizing industry best practice processes and procedures, which may include software or subscription-based support provided by third parties.
  - Provide a ticketing solution to support CCOC service needs.
- **Server and Network Support**
  - Provide 24x7x365 monitoring of CCOC's server & network system, including:
    - Switches
    - Firewalls
    - Routers
    - Phones
    - Wi-Fi systems
    - Other networking and server equipment
  - Provide proactive communication and escalation protocols for server and networking systems, based on the severity of any unscheduled outages.
  - Provide management of critical security and system patches to all servers and systems on the network through services such as patch management and preventative maintenance.

- **Maintenance Support**
    - Provide and maintain a secure and encrypted remote access solution for CCOC staff working remotely.
    - Provide management and administration of CCOC's email system for all users.
    - Provide support for existing and future desktop and laptop hardware, including maintenance and repair, replacement of failed equipment, and the acquisition and provisioning for new equipment, as needed.
    - Provide support for existing printers, copiers, and scanner equipment and related network-printing issues.
    - Provide a documented process for identifying standardization and management of desktop images and ensuring that staff are using current products as well as current OS and browser versions.
    - Provide a documented escalation process in tandem with CCOC to ensure the ability to have multiple points of contact available if needed depending on the items or issues encountered.
    - Provide a system scaling model where scaling up or down from a system and cost perspective is simple and nimble.

- **Business Continuity and Disaster Recovery Support**
    - Provide support for CCOC's ability to recover based on the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) agreed upon by organizational constituents.
    - Provide backup and redundancy support to meet continuity and disaster recovery needs. CCOC prefers backups be cloud-hosted.
    - Execute a remote, nightly backup plan for the critical servers.
    - Provide regular testing of recovery process and reporting of testing results to CCOC on a to be determined schedule.
- **Security Support**
    - Provide solutions to defend against security threats including phishing, malware, spam, viruses, and ransomware using methods such as antivirus, antispam, and antispyware protection tools.
    - Provide proactive monitoring and management of CCOC's security systems, including firewalls, intrusion prevention, secure remote access, and any advanced security solutions MSP utilizes or suggests.
    - Maintain the KnowBe4 Security Awareness Training Software for the life of the KnowBe4 contract, including licensing and other administrative duties.

- Provide guidance and support to CCOC based on compliance rules and regulations as provided by relevant governing organizations or otherwise identified as regulatory or grant-based requirements.
- Provide and manage an intuitive Multi-Factor Authentication (MFA) solution to verify user identities at login, and to protect logins with multi-factor authentication.
- Provide vulnerability tests, both internally and externally, to determine flaws and potential threats from the outside/perimeter of CCOC's business network.
- Provide a process to monitor CCOC's environment and ensure proactive detection and response to threats, intrusions, and attacks.
- Provide solutions and support for Single-Sign-On (SSO) service and be able to prove expertise in the given solution.

- **Asset Management Support**
  - Maintain a hardware and asset inventory, including, but not limited to, Desktops, Laptops, Servers, Printers/Scanners, Fax Machines, and Phones.
  - Monitor the hardware and asset inventory and notify CCOC of any potential service or warranty issues.
  - Manage the lifecycle of CCOC's devices and maintain an equipment inventory to ensure systems are always functional and current.
  - Provide general assistance in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
  - Provide oversight of automatic renewal of licensing for software applications and maintenance of appropriate documentation.
  - Provide documented processes for end-of-life notification, replacement, and asset decommissioning/disposal.
  - Provide services relative to hosting or co-location of equipment, either directly or through partners.
  - Provide delivery and setup of PC machines onsite or to staff working remotely.
  - Provide assistance with any changes to the physical location or configuration of existing equipment or software and installation of additional equipment or software, as needed.
  - Provide initial and ongoing secure provisioning support of any mobile device into the company network, such as mobile phones and tablets.
  - Establish and maintain a Mobile Device Management (MDM) strategy and system recommendation to be included in response to this RFP.

  - In the event the device is lost or otherwise compromised, the MSP must provide a solution to easily wipe corporate mail and contact data from the device while preserving the individual's personal information.

- **Reporting**
  - Provide service-level agreements or objectives and report back on a regular basis to CCOC on their ability to meet these agreements or objectives.
  - Provide relevant reporting not only based on vendor performance from a help desk perspective but also regarding system health, and uptime.

- **Solution Development Support**
  - Provide solution packages (e.g., hardware, software, licensing) and associated consolidation of data.
  - Provide scheduled and on-call break/fix services, including emergency response services to develop and install necessary break fixes.
- **Vendor and Procurement Management**
  - Establish process to manage other technology vendors or vendors working on technology related efforts which may be contracted by CCOC and serve as the key point of contact unless escalated.
  - Assist with the selection of commercially-rated equipment, order placement, order tracking, shipping, equipment returns, sourcing, and ordering of replacement parts.

2. Response Process

2. 1 Submission of Clarifying Questions

Respondents are encouraged to submit clarifying questions regarding this RFP. Questions may be accepted until 4 PM EST on November 6, 2026, and should be submitted to the primary RFP contact identified within this document.

Answers will be posted to http://www.flccoc.org, in accordance with the Key Dates identified in Section 4, for all prospective vendors.

2. 2 Primary RFP Contact

Please direct all inquiries regarding this RFP to: Thomas A. Dunne tdunne@flccoc.org, Administrative Services Director, Clerks of Court Operations Corporation 2560-102 Barrington Circle, Tallahassee, Fl 32308

2.3 Pre-Proposal Site Visit

Any proposer that would like to view the CCOC Office location must send an email notice to CCOC's Project Manager at **ahrice@flccoc.org** on or before 3:00 p.m. on November 3, 2026. All site visits will be scheduled by CCOC and completed, if necessary, by November 10, 2026 at 5:00pm.

2.4 Restriction on Communications

With the exception of communications regarding pre-proposal site visits described in Section 2.3 above, all communication regarding this RFP shall be directed to the point of contact identified in Section 2.2 above. Respondents shall not communicate with any other CCOC staff, Clerks of Courts, or Clerks' staff concerning this RFP. For violation of this provision, the CCOC reserves the right to reject a respondent's proposal.

Only those communications which are in writing from the CCOC's point of contact shall be considered as a duly authorized response on behalf of the CCOC.

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the posting of the notice of decision, excluding Saturdays, Sundays, and state holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the CCOC point of contact or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a proposal.

2.5 Response Delivery Instructions

CCOC requires responses to this RFP to be delivered electronically, as specified below. You may attach documentation to support your answers, if necessary. Responses should be comprised of the following.

- Attachment 1: Intent to Bid
- Attachment 2: Fee Schedule and Rates
- Attachment 3: Response & Services Checklist
- Attachment 4: Technical Proposal, limited to no more than fifteen (15) pages.
    - Company Profile
    - Technical Approach
    - Client References
- A version of any master services agreement or other contract that would be utilized if chosen

- Certificate of Insurance - Worker's Compensation and Bond and Liability

Please submit all responses via electronic delivery no later than November 17, 2026, 2:00 p.m. EDT to: Thomas A. Dunne, Administrative Services Director, tdunne@flccoc.org with copy to: Jason Welty, Executive Director, jwelty@flccoc.org. Any response received after the delivery date specified will not be considered without prior written or electronic approval.

2.6 Protests/Notice of Rights

Pursuant to F.S., Section 120.57(3) (b):

Any person who is adversely affected by the agency decision or intended decision shall file with the agency a notice of protest in writing within 72 hours after the posting of the notice of decision or intended decision. With respect to a protest of the terms, conditions, and specifications contained in a solicitation, including any provisions governing the methods for ranking bids, proposals, or replies, awarding contracts, reserving rights of further negotiation, or modifying or amending any contract, the notice of protest shall be filed in writing within 72 hours after the posting of the solicitation. The formal written protest shall be filed within ten (10) days after the date the notice of protest is filed. Failure to file a notice of protest or failure to file a formal written protest shall constitute a waiver of proceedings under this chapter. The formal written protest shall state with particularity the facts and law upon which the protest is based. Saturdays, Sundays, and state holidays shall be excluded in the computation of the 72-hour time periods provided by this paragraph.

Pursuant to F.S., Section 120.57(3)(a) :

Failure to file a protest within the time prescribed in section 120.57(3), F.S., or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under chapter 120, F.S.

Florida Administrative Code (F.A.C.) Rule 28-110.002(2) defines the term "decision or intended decision," and includes the solicitation terms (and any addenda), the award of the contract, and a rejection of all bids.

At the time of filing the Formal Written Protest the protestor must also file a Protest Bond payable to the Corporation in an amount equal to 1 percent of the estimated contract amount. F.S., Section 287.042(2) (c) and F.A.C. Rule 28-110.005 contain further terms relating to the Protest Bond, including how to determine the estimated contract amount. In lieu of a Protest Bond, the

Corporation will accept cashier's checks, official bank checks, or money orders in the amount of the bond. The bond shall be conditioned upon the payment of all costs and charges that are adjudged against the protestor in the administrative hearing in which the action is brought and in any subsequent appellate court proceeding.

The Notice of Protest, Formal Written Protest, and Protest Bond shall be addressed to the point of contact identified in Section 2.2 above.

3. Selection Criteria & Process

3.1 Selection Criteria

CCOC will evaluate the responses based on multiple criteria and will select the best overall solution to fit its needs. CCOC is not obligated to select the lowest price bidder. All responses will be evaluated in the following areas:

- Company Profile
- Client References
- Technical Approach
- Cost

Criteria	**Score**
Company Profile	10
Client References	10
Technical Approach	45
Cost	35
Total Points	**100**

3.2 Selection Process

All responses deemed responsive in accordance with the RFP requirements will be evaluated and included in the following process:

- Review and scoring of the responses, as well as clarification of information as deemed necessary by the evaluation team.
- Identification of 2 - 3 final candidates to conduct in-depth review of capabilities, including interviews and presentations.

- Conducting site visits and/or reference calls as deemed appropriate by the evaluation team.
- If needed, CCOC will hold virtual interviews with one or more firms as indicated in the Key Dates table. The interviews will be scheduled to provide the finalist firms with as much advance notice as possible.

4. Key Dates

Below is a general timeline outlining the process steps with estimated dates for each step of the process. By participating in the RFP process, MSPs agree that they can adhere to the following general timeline and the meeting times they reserve through this process. CCOC reserves the right to amend this timeline if deemed necessary. If CCOC finds it necessary to change any of these dates/times, it will be accomplished by addendum, which will be posted on http://www.flccoc.org.

CCOC looks forward to reviewing your response and would like to thank you in advance for your participation. The Managed Service Provider selection project is very important to our continued success and represents a major focus of effort for CCOC. We appreciate and value your input, expertise, and feedback.

Key Dates		
Task	Date	Time
RFP posted and released to Interested Parties	10/30/2026	5:00 PM EDT
Deadline for submission of Intent to Bid Form	11/06/2026	5:00 PM EST
Deadline for submission of questions and clarification	11/06/2026	4:00 PM EST
Deadline to perform site visit.	11/10/2026	5:00 PM EST
Responses provided to all submitted questions and clarifications	11/10/2026	5:00 PM EST
Deadline for Proposal submissions	11/17/2026	2:00 PM EST
Public opening of Responses	11/17/2026	3:00 PM EST
Interviews with short-listed potential vendors if needed	11/24/2026	
Contract Award Notification	12/07/2026	5:00 PM EST
Deadline to Submit Notice of Intent to Protest	12/10/2026	5:00 PM EST
Anticipated Contract Start Date	01/01/2027	12:00 AM EST

5. Attachments

5.1 Attachment 1: Intent to Bid Form

5.2 Attachment 2: Fee Schedule

5.3 Attachment 3: Response & Services Checklist

5.4 Attachment 4: Technical Proposal

5.5 Attachment 5: Technical Diagram (Information Only)

ATTACHMENT 1

NOTICE OF INTENT TO BID

Mr. Thomas A. Dunne
Director of Administrative Services
Florida Clerks of Court Operations Corporation
2560-102 Barrington Circle
Tallahassee, Florida 32308
850-386-2223

REFERENCE: 27-CCOC-01 MANAGED IT SERVICES

This is to notify you that it is our present intent to submit a proposal in reference to the above-mentioned Request for Proposal (RFP). The individual to whom information regarding this proposal should be transmitted is:

NAME: _____
COMPANY: _____
ADDRESS: _____
CITY, STATE, ZIP: _____
PHONE NUMBER: _____
EMAIL ADDRESS: _____

☐ I/We concur with the proposed language as presented in the RFP.

Sincerely,

_____ _____
NAME (SIGNATURE) DATE

_____
TYPED NAME and TITLE OF REPRESENTATIVE

_____
TYPED NAME OF COMPANY

ATTACHMENT 2

FEE SCHEDULE AND RATES

Provide hourly rate for the services outlined in this RFP for Managed IT Services and amount of hours required monthly. Total amount of monthly hours by rate in the Total Monthly Column. If the Service is charged at an annual rate, divide the annual rate by 12 and place in the Monthly Total Column. If this is a one-time cost (i.e. implementation cost), please indicate that clearly on the fee schedule.

SERVICE/RATE (please indicate frequency of rate i.e. hourly, monthly, annually)

Service Description	Rate	Frequency (Monthly or Annually)	Hours/Month	Monthly Total

ATTACHMENT 3

RESPONSE & SERVICES CHECKLIST

Response Checklist

For the Attachments listed below, please check the corresponding box to confirm the attachment has been completed by the Vendor and submitted to CCOC for review and consideration.

☐Attachment 1: Notice of Intent to bid

☐Attachment 2: Fee Schedule

☐Attachment 3: Response & Services Checklist

☐Attachment 4: Technical Proposal

☐An example version of any master services agreement or other contract that would be utilized if chosen

☐Certificate of Insurance

Qualifications and Services Checklist

Using the below checklist, please indicate the services you expect to be able to provide CCOC, if awarded the contract resulting from this RFP.

Please place a check in the corresponding box to indicate services your organization is currently able or expects to be able to provide by the start of this contract.

By checking the corresponding box, the Vendor is confirming the following capabilities of their organization:

Section 1.6: Vendor Qualifications

☐A minimum of five (5) years providing similar services to clients of similar organizational structure.

Section 1.7: Service Requirements

Transition Support

☐Able to provide anticipated services transition plan (if needed).

☐Able to provide assistance in transitioning from current MSP vendor (if needed).

General and Administrative Support

☐Able to provide regularly scheduled in-house visits to perform regular maintenance and support services.

☐Able to provide onsite support and deploy onsite resources, as needed, to assist in issues which cannot be resolved through remote access to in-house systems.

☐Able to provide a documented process and procedure to onboard/offboard team members in a timely and efficient manner.

☐Able to assist in the development, review, and deployment of customized technology policies and procedures.

☐Able to provide project management resources to assist with technical projects as identified by the MSP or CCOC, as needed.

☐Able to provide technical engineering resources to assist with technical projects as identified by the MSP or CCOC, as needed.

☐Able to develop with CCOC executive and administrative staff a strategic technology plan and roadmap that enables the organization to fulfill its overall mandate, utilizing best-in-class software and tools, while taking advantage of new and existing technologies.

Help Desk Support

☐Able to provide superior 24x7x365 Help Desk support services utilizing industry best practice processes and procedures, which may include software or subscription-based support provided by third parties.

☐Able to provide a ticketing solution to support CCOC service needs.

Server and Network Support

☐Able to monitor CCOC server and networking equipment, both current and future.

☐Able to provide proactive communication and escalation protocols for server and networking systems, based on the severity of any unscheduled outages.

☐Able to provide management of critical security and system patches to all servers and systems on the network through services such as patch management and preventative maintenance.

Maintenance Support

☐Able to provide and maintain a secure and encrypted remote access solution for CCOC staff working remotely.

☐Able to provide management and administration of CCOC's email system for all users.

☐Able to provide support for existing and future desktop and laptop hardware, including maintenance and repair, replacement of failed equipment, and the acquisition and provisioning for new equipment, as needed.

☐Able to provide support for existing printers, copiers, and scanner equipment and related network-printing issues.

☐Able to provide a documented process for identifying standardization and management of desktop images and ensuring that staff are using current products as well as current OS and browser versions.

☐Able to provide a documented escalation process in tandem with CCOC to ensure the ability to have multiple points of contact available if needed depending on the items or issues encountered.

☐Able to provide a system scaling model where scaling up or down from a system and cost perspective is simple and nimble.

Business Continuity and Disaster Recovery Support

☐Able to provide support for CCOC's ability to recover based on the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) agreed upon by organizational constituents.

☐Able to provide backup and redundancy support to meet continuity and disaster recovery needs. CCOC prefers backups be cloud-hosted.

☐Able to execute a remote, nightly backup plan for the critical servers.

☐Able to provide regular testing of recovery process and reporting of testing results to CCOC on a to be determined schedule.

Security Support

☐Able to provide solutions to defend against security threats including phishing, malware, spam, viruses, and ransomware using methods such as antivirus, antispam, and antispyware protection tools.

☐Able to provide proactive monitoring and management of CCOC's security systems, including firewalls, intrusion prevention, secure remote access, and any advanced security solutions MSP utilizes or suggests.

☐Able to maintain the KnowBe4 Security Awareness Training Software for the life of the KnowBe4 contract, including licensing and other administrative duties.

☐Able to provide guidance and support to CCOC based on compliance rules and regulations as provided by relevant governing organizations or otherwise identified as regulatory or grant-based requirements.

☐Able to provide and manage an intuitive Multi-Factor Authentication (MFA) solution to verify user identities at login, and to protect logins with multi-factor authentication.

☐Able to provide vulnerability tests, both internally and externally, to determine flaws and potential threats from the outside/perimeter of CCOC's business network.

☐Able to provide a process to monitor CCOC's environment and ensure proactive detection and response to threats, intrusions, and attacks.

☐Able to provide solutions and support for Single-Sign-On (SSO) service and be able to prove expertise in the given solution.

Asset Management Support

☐Able to maintain a hardware and asset inventory, including, but not limited to, Desktops, Laptops, Servers, Printers/Scanners, Fax Machines, and Phones.

☐Able to monitor the hardware and asset inventory and notify CCOC of any potential service or warranty issues.

☐Able to manage the lifecycle of CCOC's devices and maintain an equipment inventory to ensure systems are always functional and current.

☐Able to provide general assistance in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.

☐Able to provide oversight of automatic renewal of licensing for software applications and maintenance of appropriate documentation.

☐Able to provide documented processes for end-of-life notification, replacement, and asset decommissioning/disposal.

☐Able to provide services relative to hosting or co-location of equipment, either directly or through partners.

☐Able to provide delivery and setup of PC machines onsite or to staff working remotely.

Able to provide assistance with any changes to the physical location or configuration of existing equipment or software and installation of additional equipment or software, as needed.

☐Able to provide initial and ongoing secure provisioning support of any mobile device into the company network, such as mobile phones and tablets.

☐Able to establish and maintain a Mobile Device Management (MDM) strategy and system recommendation to be included in response to this RFP.

Reporting

☐Able to provide service-level agreements or objectives and report back on a regular basis to CCOC on their ability to meet these agreements or objectives.

☐Able to provide relevant reporting not only based on vendor performance from a help desk perspective but also regarding system health, and uptime.

Solution Development Support

☐Able to provide solution packages (e.g., hardware, software, licensing) and associated consolidation of data.

☐Able to provide scheduled and on-call break/fix services, including emergency response services to develop and install necessary break fixes.

Vendor and Procurement Management

☐Able to establish process to manage other technology vendors or vendors working on technology related efforts which may be contracted by CCOC and serve as the key point of contact unless escalated.

☐Able to assist with the selection of commercially-rated equipment, order placement, order tracking, shipping, equipment returns, sourcing, and ordering of replacement parts.

ATTACHMENT 4

TECHNICAL PROPOSAL

1.0 Company Profile

Please provide the following information about your company with short, concise answers.

- Company name
- Company Address
- Contact Information (Primary contact for RFP response)
- Company webpage
- Main products/services
- Main Market/Customers
- Number of years in business
- Company locations, including headquarters, field offices, support centers, etc.
  - Please indicate the anticipated primary location for the execution of CCOC support services
- Total number of employees
- Number of employees available to provide on-site services
- Number of employees in Technical Support
- Subsidiaries, Affiliations, or Partnerships
- Number of Clients/Accounts
- Overview of typical client organizations serviced
- Describe the overall vendor strengths and differentiators and how it makes for a good fit with CCOC and the services requested

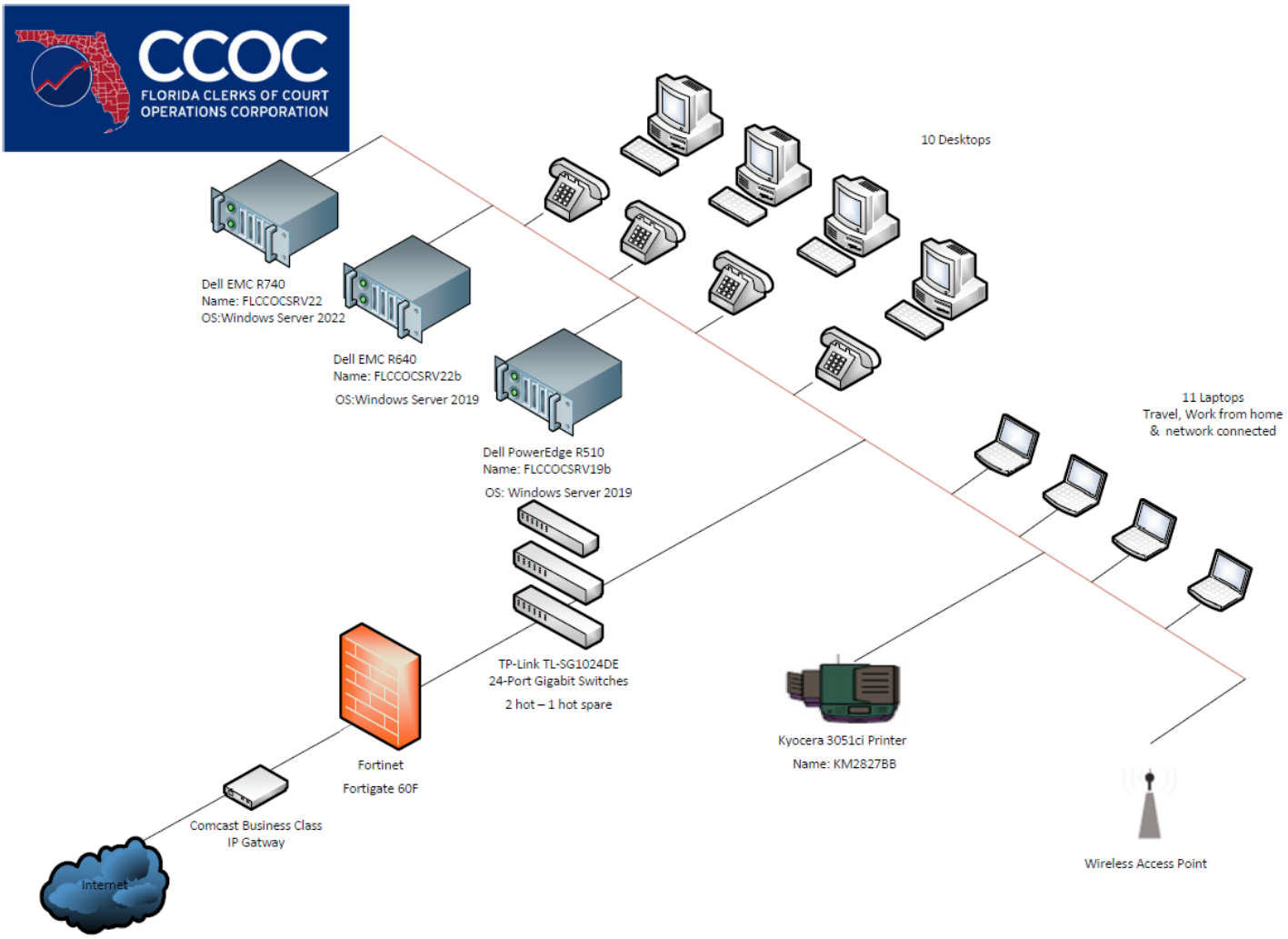
2.0 Technical Approach

Describe, in detail, your proposed approach to providing the required services, as described in Section 1.7 and which you have indicated will be provided in Attachment 3: Response & Services Checklist.

3.0 Client References

Provide a minimum of three client references for contracts of similar scale and services.

- At least two references should be contracts including support services for remote staff.
- Include contact names, phone numbers, email addresses, and industry.

ATTACHMENT 5

TECHNICAL DIAGRAM (INFORMATION ONLY)