

**Advertisement Detail**

**Eckerd Youth Alternatives, Inc.**

**Request for Information**  
**Information Technology Managed Services Outsourcing**

RFI Number: RFI-EC-ITMSPO

Version Number: 001

RFI Begin Date/Time: 11/13/2020 - 1:00 PM EST  
RFI End Date/Time: 12/07/2020 - 1:00 PM EST

Eckerd Youth Alternatives, Inc. d/b/a Eckerd Connects is issuing this Request for Information (RFI) to seek information from vendors regarding outsourcing of Information Technology Service, Support, Maintenance and Operational Readiness responsibilities for our entire Enterprise, comprising over 2,000 unique supported users across 170+ locations in 20 States.

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12. **Statement of Need / Project Introduction**

Eckerd Connects is a national, non-profit 501(c)(3) organization, headquartered in Clearwater, Florida, operating a full continuum of workforce development, juvenile justice, behavioral health, educational, and child welfare programs around the country. Eckerd Connects is an experienced provider of services in over 100 locations in dynamic service settings across twenty states. Philanthropists Jack and Ruth Eckerd founded our organization in 1968 to help vulnerable children and families in Florida. Today Eckerd Connects has grown to help more than 40,000 children, youth, young adults, adults, and families each year. The Eckerd Connects mission is to *“Provide and share solutions that promote the well-being of children, young adults, and families in need of a second chance.”*

Currently Eckerd Connects outsources, to several Partner-Vendors, all Information Technology responsibilities, including End User / Desktop Service & Support, Imaging, Profiling, Configuration and Deployment, Break-fix, Physical and Virtual Server Infrastructure - Engineering, Support, Maintenance & Upgrades, Asset & Inventory Management and Reporting, Mobile Device Management, VoIP Management, Network Security, Support & Management, Azure Database (DB) Management, End User Application Support, Data Management to include Backup, Archival & Storage Management, Vendor Management, Technology Procurement, Disaster Recovery (DR) and Business Continuity (BC),and Operational Readiness responsibilities for our entire Enterprise.

Eckerd Connects is issuing this Request for Information to seek information from vendors regarding the provision, delivery and management of minimally the following Managed Services for our Enterprise.

* End User / Desktop Service & Support
* End User Device Break-fix
* End User PC Imaging, Profiling, Configuration and Deployment
* Physical and Virtual Server Infrastructure:
  + Engineering
  + Support
  + Maintenance & Upgrades
* Technology Asset & Inventory Management and Reporting
* Azure Database (DB) Management
* End User Application Support
* Data Management to include Backup, Archival & Storage Management
* Vendor Management
* Technology Procurement
* Disaster Recovery (DR) and Business Continuity (BC)
* Operational Readiness responsibilities

Eckerd Connects customers present a diverse and geographically dispersed support need across multiple programs in (4) primary service models across 20 States and 170+ locations. The nature of our work in each of the identified service delivery area’s is very fluid / dynamic and requires an agile, flexible and responsive support model. The (4) primary Service Delivery areas encompass:

* Child Welfare Programs
* Residential Programs
* Community Based Programs
* Workforce Development Programs

IT Services for Eckerd Connects customers are currently provided, through a centralized IT Help Desk and most support is currently provided remotely. Eckerd Connects workforce and supported Customers are mobile users, working at Client locations, our Program offices and throughout the community; the primary technology tool required for their jobs is their laptop. Remote access to Business-Critical applications are required for our staff and supported Customers 24/7/365. Due to the nature of our funding and both Contractual and Statutory requirements, maintaining a ready supply of on-hand inventory, spares and “loaner” devices is challenging at best and often not an option. Additionally, each of our Funder’s require mandatory asset management, accountability and reporting requirements unique to the Funder and that must be met, real-time.

1. **Intent for Request of Information (RFI)**

This is an RFI, as defined in section 287.012(22), Florida Statutes (F.S.), issued solely information and for planning purposes: it does not constitute a Request for Proposal, applications, proposal abstracts, offers, or quotations. This RFI does not commit Eckerd Connects to contract for any services or make any type of award. Further, Eckerd Connects is not seeking proposals through this RFI and will not accept unsolicited proposals. Respondents are advised that Eckerd Connects will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party’s expense. Not responding to this RFI does not preclude participation in any future procurement process, if conducted. It is the responsibility of the potential respondents to monitor this RFI announcement for additional information pertaining to this requirement. Respondents should not include any information that might be considered proprietary or confidential. This RFI should not be construed as a commitment or authorization to incur cost for which reimbursement would be required or sought.

1. **Contact Person**

The designated “single point of contact” for this RFI is:

|  |  |
| --- | --- |
| Name: | Ryan Salzer |
| Title: | Senior Director, Program Development & Strategy |
| Address: | 100 Starcrest Dr.  Clearwater, FL 33765 |
| Phone: | 727.461.1236 |
| Email: | JSalzer@eckerd.org |

1. **Schedule of Events and Deadlines**

|  |  |  |  |
| --- | --- | --- | --- |
| **ACTIVITY** | **DUE DATE** | **TIME** | **LOCATION** |
| **A. RFI posted on the Eckerd Connects website.** | 11/13/20 | 1:00 PM EST | [http://www.Eckerd.org](http://www.eckerd.org/) |
| **B. Deadline to submit Responses** | 12/7/20 | 1:00 PM EST | **Only Electronic Copies Will Be Accepted:**  [CIO@eckerd.org](mailto:CIO@eckerd.org) or JSalzer@eckerd.org  **\*\* All responses submitted past the established deadline will not be accepted. \*\*** |

1. **Goals**

Eckerd Connects is seeking information to educate our organization on available, including *Best Practice*, services and technologies, applications, infrastructure solutions, processes, and recommendations to assist in our decision making process with respect to outsourcing either individually, or collectively, all of our IT functions to achieve the following Goals:

1. End User / Desktop Service & Support
   1. Provide “World Class” End User / Desktop Service & Support to non-technical user base of over 2,000 staff, supported sub-Providers, and Community Partners across 170+ locations in (20) States, with the potential that each location requires a different type of support (assets owned and managed by Eckerd Connects, assets not owned but managed by Eckerd Connects, supported users working off of Funder provided and/or managed assets, on both Eckerd Connects and non-Eckerd Connects managed networks
   2. Remove barriers to providing timely and quality support due to geographic differences between Support and Customer and when remote support cannot be accomplished timely or effectively
   3. Increase customer management by identifying and utilizing more self-serve options, simplifying applications access, automating customer notifications, and offering a mobile friendly platform, as applicable
   4. Enhance workforce and task management by implementing integrated workload and
   5. Enhance Help Desk management systems to automate task assignment and achievement and monitor performance with real-time tracking and reporting
2. End User Device Break-fix
   1. Enhance our current, or identify an alternative Break-fix model to minimize inconvenience to Customer created when assets must be returned to Depot for mainstream (keyboard replacement, battery replacement) break-fix and troubleshooting (for devices not covered under current 4-year NBD onsite support provided by our PC Vendor-Partner) of laptops
3. End User PC Imaging, Profiling, Configuration and Deployment
   1. Enhance the current process for asset imaging, profiling and reassignment to improve downtime for Customer created when laptops must be returned to IT Depot for repair, leaving staff without a functional technology asset
   2. Alternatively, identify a model that addresses and supports this process with “Zero downtime” to staff and productivity
4. Physical and Virtual Server Infrastructure:
   1. Enhance solution to ensure that all physical servers, Hosts and VM’s are inventoried, managed, maintained and evaluated to ensure:
      1. Operating Systems are maintained at never more than (2) versions from most current vendor platform
      2. Security update & patching process is defined, implemented and managed in accordance with (IAW) Industry Standard best Practice
      3. Hosted applications are monitored and maintained updated to within (1) major version of most current vendor provided platform
      4. Minimize Mission and Business Critical Server downtime
      5. Enhanced management and maintenance of requisite network services (DHCP, DNS)
      6. Enhanced management and maintenance of AD and GPO to streamline and effectively manage the Enterprise
5. Technology Asset & Inventory Management and Reporting
   1. Support a mandatory, comprehensive, real-time, asset Inventory Reporting capability that is capable of meeting requirements of multiple funder report formats
   2. Support a “World Class” Inventory Depot management and Procurement process capable of supporting multiple separate inventories, new and used, as well as Asset Disposition tracking and compliance
6. Cloud Database (DB) Solution Management
   1. Reduce operating costs of existing solutions, through proactive solutions monitoring, administration and management
7. End User Application Support
   1. Enhance the ability to maintain Mission Critical applications support for both internal and Funder provided (external) applications access across multiple remote access technologies and web browsers
8. Data Management to include Backup, Archival & Storage Management
   1. Enhance the ability to manage and maintain current data backup and archival solutions to ensure compliance with State, Statutory and Contractually mandated archival requirements
9. Vendor Management
   1. Enhance interoperability between existing Vendor-Partners to improve overall IT Service Delivery, Operational capacity and Customer Support & Satisfaction
10. Technology Procurement
    1. Implement and maintain a proactive technology asset procurement process that meets Statutory and Contractual requirements
    2. Enhance procurement process to ensure availability of “standard” assets and with cost (alignment with budget) and ready availability as primary factors
11. Disaster Recovery (DR) and Business Continuity (BC)
    1. Enhance DR and BC solutions and processes to ensure that access to ALL Business and Mission Critical data and applications are available, “anytime, from anywhere”, 24/7/365
12. Operational Readiness responsibilities
    1. Identify and implement a comprehensive IT Managed Services solution that will ensure that outsourced “IT Department” completely understands our diverse user /customer base, operational requirements and environments, uniqueness and constraints specific to different functional areas and specific programs and how continuity of this understanding will be maintained through all situations (changes in IT staff, after-hours support, vendor restructuring /reorganization)
    2. Enhance ability to “pivot” on our timeline, to support a very dynamic and fluid Operating environment, Program startups, Program transitions and Program closures
    3. Demonstrate a thorough understanding of the concept of a *Fully and Completely outsourced IT Department* and identify any barriers that would preclude doing so
13. **Response Submission**

All responses must be received by Eckerd Connects, addressed to the RFI Contact Person, named in Section III., on or before the following date:

**December 7, 2020**

**1 PM EST Eastern Standard Time**

No changes, modifications or additions to the responses submitted will be accepted by or be binding to Eckerd Connects after the deadline for submitting proposals has passed.

Responses not received as specified will not be accepted.

1. **Mandatory Criteria**
2. Authorization: Responses must be submitted in the legal entity name of the agency or organization, or an authorized representative. Responses submitted must be signed by the Eckerd Connects officer/representative authorized by the organization. A copy of such authorization must be submitted to Eckerd Connects with the proposal (Attachment A). Each bidder must complete and submit all items referenced in the RFI.
3. Cover Sheet: All responses must include a cover sheet, and must identify the following:
   1. Name of Organization
   2. Name of RFI contact person and title
   3. Address
   4. Telephone number
   5. Facsimile number
   6. E-mail address
   7. Signature – The proposal must be signed by the officer/representative authorized by the organization, as listed in Attachment A
4. Customer References – include any current or previous work with customers operating in our, or similar business spaces
5. Order of Documents: All responses must be in the following order:
   1. Cover Sheet page (do not number)
   2. Table of Contents page (do not number)
   3. Response Format for Sections V., Goals and VIII.2.a-mm., Written Response (maximum of 25 pages)
   4. Customer References
   5. Attachments
6. **Written Response**
7. Eckerd Connects is requiring and accepting electronic responses only.
8. In furtherance of Section V. (Goals), Eckerd Connects requests respondents to additionally include answers to the questions below in their response.
   1. What are the advantages and disadvantages of an MSP that attempts to meet all the criteria set forth in Section V. **Goals** above?
   2. What are the advantages and disadvantages of outsourcing the twelve identified Technology Functions collectively as a comprehensive solution?
   3. What are the advantages and disadvantages of outsourcing the twelve identified Technology Functions, individually or as multiple solutions, aligning and combining similar functions together and IAW Best Practice?
   4. How would you ideally strategize and design our Outsourcing need?
   5. What are realistic SLA’s applicable to our stated Goals?
   6. What are the risks and pitfalls we should be aware of when attempting to design our Outsourced IT solution?
   7. What approaches have you taken in the past to lead an organization, of similar size and scope to ours, through a successful IT Outsourcing initiative?
   8. What approach would you take to onboarding, Big Bang or a phased approach? Why?
   9. In situations where your technology solutions and process may not integrate with our environment, how would that be handled? To what degree would we be expected to re-engineer our business process?
   10. What type of customer service and soft skills training, if any, is provided to your team?
   11. What is a typical annual turnover rate for your Help Desk staff?
   12. Do you have a dedicated training manager focused on technical and soft skills training? Briefly describe your learning process, systems, and proficiency maintenance solution.
   13. How do you track, manage and report on CSAT?
   14. How do you ensure that your Service Desk is aware of and knowledgeable enough to be respectful of a diverse workforce and work culture?
   15. Please describe security access measures and safeguards, including user controls, administrative access and maintenance of sensitive client data such as network and administrative passwords?
   16. Does the MSP have a dedicated U.S Service Desk Team?
   17. How many tickets per day on average, do your current Service Desk staff members close?
   18. Does the MSP have a dedicated asset provisioning team separate from their project engineers or support team members?
   19. Are the MSPs account managers directly compensated on customer purchases (hardware, software, services, projects, etc.). If so, briefly describe.
   20. Is my account management team local to our headquarters location? How often are they available to meet, in-person, and are there fees associated (travel, hourly rate, etc.) with doing so?
   21. How often is the MSP available for onsite/offsite consulting and are their additional fees?
   22. How do you manage assigning ticket priority, and can the Customer be provided the ability to override?
   23. What type of real time visibility of overall MSP performance (tickets, assets, projects, alerts, etc.) do you have available and is it a multiple solution set of dashboards or a single pane of glass?
   24. Describe the onboarding process for a “new” program location, regardless of location, and how, if any, are costs determined?
   25. Describe the offboarding process for a program closure, regardless of location, and how, if any, are costs determined?
   26. What are advantages and disadvantages to dedicated engineering resources versus pooled resources? Do you have the capacity to provide dedicated engineering staff resources to an organization of our size and scope?
   27. Describe your onboarding process, including End-user orientation and any applicable training.
   28. Describe your process for continuously monitoring, reviewing and maintaining network documentation.
   29. Discuss any limitations that may be imposed on the number of calls, users supported, time limits, assets provisioned, imaged, deployed, etc. for a given period (hour, day, month, year, etc.). Does your model incorporate additional fees *above average* instances of any of the previously identified items?
   30. How well prepared was your organization to deal with the challenges imposed to your workforce and service delivery, by the Covid-19 Pandemic?
   31. Describe your Business Continuity Plan to ensure that our staff will continue to be supported without interruption and 24/7/365?
   32. How has the Covid-19 Pandemic changed, if at all how your organization operates and provides service? Have you implemented and do you still have in effect any restrictions imposed as a result of the Pandemic?
   33. How do you maintain your staff’s proficiency with new and emerging technologies?
   34. Is your organization SOC 2 certified and audited?
   35. Briefly describe your “standard” set of performance metrics that are utilized to monitor and manage Service Desk performance.
   36. Briefly describe any additional performance metrics or key indicators that are utilized to gauge success in managing a client relationship.
   37. What % of your support staff was promoted to their current position?
   38. How do you believe that your organization is uniquely qualified to successfully partner with our organization in meeting our needs and stated Goals?
   39. If applicable, describe your organizations “giving” or philanthropical culture.
   40. To the extent possible and for budgetary purposes, please provide an idea of your pricing model and specifically inclusive MSP costs versus, Add-on, additional or ala-carte pricing.
9. **Process**

Responses to this RFI will be reviewed by the Eckerd Connects for informational purposes only and will not result in the award of a contract. Eckerd Connects will review the responses to determine the feasibility of issuing a competitive solicitation for the defined products and services.

Any request for cost information is for budgetary purposes only.

1. **Public Records Access**

The Provider agrees to allow access and review of all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance in connection with the transaction of official business by any agency as defined in subsection 119.011(12) Florida Statutes. All said documents made or received by the Provider in conjunction with this Contract shall be made available, except those public records which are made confidential by law must be protected from disclosure. It is expressly understood that the Provider’s failure to comply with this provision shall constitute an immediate breach of contract for which Eckerd Connects may unilaterally terminate this contract.

1. **Confidential, Proprietary or Trade Secret Information**

If Respondent considers any portion of the documents, data or records submitted in response to this RFI to be confidential, proprietary, trade secret or otherwise not subject to disclosure pursuant to Chapter 119, F.S., the Florida Constitution, or other authority, Respondent must mark the document as “Confidential” and simultaneously provide Eckerd Connects with a separate redacted copy of its response and briefly describe in writing the grounds for claiming exemption from the public records law, including the specific statutory citation for such exemption. This redacted copy shall contain Eckerd Connects RFI name, number, and the name of the Respondent on the cover, and shall be clearly titled “Redacted Copy.” The Redacted Copy should only redact those portions of material that the Respondent claims are confidential, proprietary, trade secret or otherwise not subject to disclosure.

In the event of a request for public records pursuant to Chapter 119, F.S., the Florida Constitution, or other authority, to which documents that are marked as confidential are responsive, Eckerd Connects will provide the Redacted Copy to the requestor. If a requestor asserts a right to the Confidential Information, Eckerd Connects will notify the Respondent such an assertion has been made. It is the Respondent’s responsibility to assert that the information in question is exempt from disclosure under Chapter 119, F.S., or other applicable law. If Eckerd Connects becomes subject to a demand for discovery or disclosure of the Confidential Information of the Respondent in a legal proceeding, Eckerd Connects shall give the Respondent prompt notice of the demand prior to releasing the information, unless otherwise prohibited by applicable law. The Respondent shall be responsible for defending its determination that the redacted portions of its response are confidential, proprietary, trade secret, or otherwise not subject to disclosure.

By submitting a response, the Respondent agrees to protect, defend, and indemnify Eckerd Connects for any and all claims arising from or relating to the Respondent’s determination that the redacted portions of its response are confidential, proprietary, trade secret, or otherwise not subject to disclosure. If Respondent fails to submit a redacted copy of information it claims is confidential, Eckerd Connects is authorized to produce the entire documents, data, or records submitted to Eckerd Connects in answer to a public records request for these records.