ADDENDUM NO. 2

State of Florida
Department of Management Services
Invitation to Negotiate (ITN) No. DMS-17/18-039
Information Technology Operations and Maintenance Services

June 26, 2018

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN §120.57(3), FLORIDA STATUTES, OR FAILURE TO FILE A BOND OR OTHER SECURITY WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.

In the event of a conflict between the previously released information and the information contained herein, the information herein shall control. The information included in this addendum is now made part of this solicitation.

Section 1.7.1 of Attachment A (Statement of Work) of the ITN is replaced in its entirety with the following:

1.7.1 Technical Support Services

The Contractor will be responsible for technical support services for the Division. The technical support services will include user support, all data center administration to include equipment installation and maintenance, and other support duties as assigned.

Technology Support Center for FRS Systems (FRS Help Desk)
Technical support and help desk services will be provided to support the FRS Systems List in Section 3.1.3 Table 1. Services will be provided to approximately 200 users. Technical support and help desk hours of operation are 7:00 a.m. – 6:00 p.m. Eastern Time, Monday – Friday, excluding State holidays. Services provided shall include:

- Management, reporting, and administration of technical support and help desk services
- Front-line support to user community;
- Troubleshooting and problem resolution,
- Request logging, tracking, and communication;
- Initial diagnostics and task assignments

Server/System/Infrastructure Administration
An outline of the current server/system infrastructure:

- Oracle Database Appliances – Qty. 2
- VMWare ESX Servers – Qty. 7
- Virtual Servers – Qty. 84
- Physical Servers – Qty. 7
- Load Balancing Virtual Appliances – Qty. 4
- Backup Server/Tape Library – Qty. 1
- Storage Array – Qty. 2

An outline of current server/system infrastructure duties:

- Server Hardware Support

- Load Balancing Administration
- Document Scanner Support
- SQL Database Administration
- Oracle Database Administration
- Server OS Support
- System Backups
- Storage Administration
- File & Network Print Support
- Domain Services Support (DHCP, DNS & Domain Controller)
- VMWare Administration
- Server and Application Monitoring
- Server and Storage Capacity Planning
- Server OS Upgrades and Patching
- Telecommunications Support
- Server Documentation