



**RFP #19-02**

## **Technology Catalog of Services and Products**

**Bid Proposal**



October 19, 2018

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# Technology Catalog of Services and Products

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## **EXECUTIVE SUMMARY**

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Information Transport Solutions, Inc. is pleased to provide our response to the PAEC Florida Buy Program RFP # 19-02 Technology Catalog for Services and Products for your review and consideration. Information Transport Solutions, Inc. is a full service technology solutions and integration company with 20 years of experience working in the education and government environment. Information Transport Solutions, Inc. provides a wide range of products, services and technical expertise to our customers including world-class managed services driven out of our three Data Centers and Network Operation Centers. Our commitment to both the integration of technology into the classroom and customer service has uniquely positioned Information Transport Solutions, Inc. to assist PAEC's Florida Buy Program to meet all current and future technology goals and objectives.

Today's highly complex information technology solutions require a unique level of specialized knowledge and support. Information Transport Solutions, Inc. provides a total communications network solution using a single point of contact approach. This approach includes design, application development, system engineering, installation, training, and ongoing service and support for network and customer premise equipment. Information Transport Solutions, Inc. is dedicated to network integrity provisioning combined with the highest level of expertise and service available.

We believe that the stability resident within Information Transport Solutions, Inc. in the information technology services and fiber optic network arena should be a vitally important consideration in selecting both the network and the company that will be providing your Technology Catalog of Services and Products for the coming years. Information Transport Solutions, Inc. has combined our communication resources to ensure that our customers will have a modern, state-of-the-art telecommunications network capable of taking advantage of future emerging technologies.

## **THE SERVICES AND PRODUCTS**

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Information Transport Solutions, Inc. is pleased to provide our response to RFP # 19-02 Technology Catalog for Services and Products for your review and consideration. Information Transport Solutions, Inc. has submitted a robust offering of both services and products designed to meet current and future needs of the program members.

This offering of services and products includes hardware, software, installation services, network services, disaster recovery/business continuity solutions, consultation services, network and physical security services, Internet Access and Wide Area Network services.

The relevant services and products referenced in the Pricing section of this response is not a static offering, rather it is designed to be a snapshot of the critical services and products we believe are most in demand by customers. Information Transport Solutions, Inc. will update, revise and augment the submitted list of services and products as allowed by the Florida Buy Program to best address the needs of the Program members.

Information Transport Solutions, Inc. will meet, or exceed, expectations in providing support to PAEC's Florida Buy Program members with elevated tech support access to engineers. A response report will be provided of each network problem or failure with line item detail stating everything that is, or was, accomplished including a complete description and definition of each network problem or failure addressed.

## **OUR COMMITMENT**

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Our commitment to PAEC's Florida Buy Program as a partner and customer doesn't stop with the installation of a solution or sale of a product. The most responsive and reliable installation and service program in the industry backs your Florida Buy Program members with the team at Information Transport Solutions, Inc. From the time you select your solution or network services through the installation and training - and beyond - your complete satisfaction is our goal--100% of the time.

## **SCOPE OF WORK**

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Information Transport Solutions, Inc. is uniquely positioned to address each stated tenant of the overarching goal of RFP# 19-02 Technology Products and Services. As reflected in our 20 year business focus on education and our extensive list of Products and Services provided as part of this response, Information Transport Solutions, Inc. possesses the in-house capabilities to meet or exceed all RFP requirements for equipment, tools, solutions and engineering expertise to accomplish the established and stated goals. Information Transport Solutions has led efforts to create long term strategies for K-12 School Districts, utilizing ERATE, grants and other funding options to reach their technology goals and educate our students effectively.

Information Transport Solutions, Inc. is fully qualified and experienced with the necessary resources and capabilities to acquire, deliver, and perform the required supplies, materials, equipment and labor to all member and participating Florida school districts, cities, counties, state agencies, non-profit organizations as well as other eligible entities including in other states.

Information Transport Solutions, Inc. is resolute in our understanding and support of the FDOE Digital Classroom Plan's for delivering an efficient world-class education system that engages and prepares all students to be globally competitive for college and careers. At Information Transport Solutions, Inc., we leverage our experiences with other State's school districts to assist the FDOE in attaining the Digital Classroom Plan's goals of integrating usable technology into the classroom to attain the highest student achievement, provide seamless articulation and maximum access, professional development of personnel and staff, deliver quality services for efficient student usage of digital learning infrastructure. One of our primary goals at ITS is to

assist Districts with identifying current infrastructure needs including bandwidth, hardware, software, networking and security. A secondary goal is to outline the implementation plan for replacing outdated equipment and solutions with on-target, strategic systems aligned with the Digital Classroom Plan including the professional development and training to ensure the expected benefits are attained by the students.

As a forward leaning technology solution provider and integration company, Information Transport Solutions, Inc. offers a full suite of services to our customers. These services include installation, de-installation, deployment, asset tagging, image loading, maintenance, technical support, training, migration, integration, asset management, solution design, monitor, dispatch, and hosting services.

Service descriptions:

Installation – The physical installation of a product at the customer location.

De-installation – The physical removal of a product at the customer location.

Deployment – The roll-out of the equipment necessary to complete a solution across the customer's sites and network.

Asset Tagging – The labeling of physical equipment per the standards and guidelines of a customer.

Image Loading – The loading of operating systems or applications on customer PC's, tablets, servers, and other software driven devices.

Maintenance – The periodic inspection (physical and software) to ensure proper functioning of a solution.

Support – Technical assistance and Help Desk assistance for a customer's solution.

Training – Professional development training for hardware, software, managed services solutions.

Migration – The physical and/or software move from one platform to another on a customer network.

Integration – The configuration of physical and/or software solutions into a customer's existing network.

Asset Management – The inventory and change order monitoring of a customer's physical and software assets.

Design – The architectural planning of physical equipment, network topology, and software customization from concept to deliverable customer solution.

Managed Service – The full monitoring, maintaining, and dispatch of hardware equipment and software services as a deliverable customer solution via the ITS Data Center and NOCs.

Monitor Service – The remote viewing of real-time status of physical equipment or software solutions via the ITS Data Centers and NOCs.

Dispatch Service – The assignment of engineering services based on a customer requirement or contract SLA (Service Level Agreement).

Hosting – The provisioning of ITS assets or a customer's physical equipment or software solutions/applications in one of the ITS Data Centers and NOCs.

Information Transport Solutions, Inc. delivers exceptional and affordable services and solutions for all of our customers. Our highly trained staff designs and implements both large and small-scale network solutions for education, government and commercial clients. We provide turn-key solutions and we dedicate ourselves to assisting customers where they need us. Information Transport Solutions, Inc.'s expertise and experience will be a tremendous resource for the PAEC Florida Buy Program as addressed in the RFP#19-02.

## SUMMARY

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Information Transport Solutions, Inc. believes that the products and services outlined in this proposal, will meet or exceed the PAEC Florida Buy Program's overall project requirements. We look forward to working with you, and are hopeful that we will be selected to provide the Florida Buy Program with world class services and products. We look forward to a long and mutually beneficial relationship.

Sincerely,

*Ken Machuta*

Ken Machuta  
Account Manager