

Florida Association of Court Clerks Technical Assistance Program (TAP)



Response to: Clerks of Court Operations Corporation RFP for Technological Assistance and Network Support

December 23, 2009

I. Technical Assistance Program (TAP) Overview

The FACC Services Group LLC is pleased to offer to the Clerks of Court Operations Corporation (CCOC) a program to provide quality affordable technical services. This program is currently offered to all members of the FACC on a voluntary basis. A list of reference and current TAP participants is found in Attachment C. The FACC Services Group has established the Technical Assistance Program (TAP) to handle any technical support required by its members. Participation in the TAP program will provide technical assistance for these service categories from qualified FACC technical staff. Services are provided based on subscription to an annual support program. This subscription provides for a specific number of man-hours for the term of the subscription and is tracked based on actual hours utilized by the subscriber. If support requirements exceed the initial limits of the subscription within the annual period, additional blocks of man-hours may be purchased or the additional time may be purchased on a time needed basis at current prevailing TAP Time & Materials rates (see Attachment B). The nature of technical support will be tailored to the specific needs of the CCOC and will include on-site support as necessary.

The primary goals that will be met by TAP include the following:

- **QUALITY:** TAP will provide the CCOC with the highest level of technical support and services possible utilizing the appropriate FACC Technical Personnel matching the correct skill sets to the defined technical tasks tailored to the individual needs of the CCOC.
- **PREVENTION:** TAP will provide proactive technical support services to identify, analyze, and develop concise plans of action to resolve technical issues and prevent serious technical systems problems from occurring.
- **SINGLE POINT OF CONTACT:** If desired by the CCOC, the TAP program may provide a single point of contact for all technical support issues and needs.
- **VARIETY:** The TAP program will offer a wide variety of specialized technical services including hardware/software needs analysis, procurement assistance, installation, configuration, and preventative /routine /emergency maintenance. Networking services including analysis, design, and component installation/configuration (does not include facility cabling or electrical installation). Application database support including software installation required for specific database platforms (Informix, Oracle, Microsoft SQL Server), database instance configuration and initialization, proactive database administration and tuning. Router and Firewall systems analysis, installation and configuration.
- **SERVICE:** The TAP program will provide a timely response in a professional and courteous manner to all technical service requests submitted by the CCOC.

II. Scope of TAP Services Provided

This section defines the services and scope of each service that will be offered to the CCOC under the FACC Technical Assistance Program (TAP). All defined services will be performed by a qualified member of the FACC technical staff based upon skills required to perform specific tasks, availability of personnel, and other scheduling considerations and requirements.

A. Systems Needs Assessment

This section defines the scope of System Needs Assessment Services that are offered under TAP. This type of service is intended to prevent technical problems before they occur. In most cases, proactive services will be scheduled in advance with FACC technical staff and will not interfere with day-to-day operations.

- **Technical Maintenance Review**

Are mission-critical systems covered by an active maintenance contract? Is the response time and coverage adequate? Is the CCOC paying too much for maintenance? FACC will review and analyze technical maintenance and support contracts/plans and make recommendations regarding maintenance to insure that the office is receiving the maximum benefit for maintenance dollars.

- **System Security Review**

Are networks and systems secure from outside intrusion? Are there unknown “back-door” access points to systems? Are there firewalls in place and are they adequate? Is there a well-defined security policy? FACC will conduct a comprehensive security review of all systems and make recommendations on how to improve your security.

- **Infrastructure Analysis**

Is there a need to upgrade technology but there is no direction as where to start? Are PC's outdated? Is there a desire to consolidate or streamline hardware/software? FACC will conduct an infrastructure analysis and make recommendations regarding system upgrades, performance improvements and other specific technical problems that the office may be experiencing.

- **System Backup/Restore Review**

Is critical data being backed up in a timely fashion? Could the office restore from current backups if necessary? What about offsite storage? FACC will review office's backup/restore and disaster recovery plans to identify deficiencies and improvements.

- **Budget/Procurement Analysis**

Is there a need to upgrade your technology? Is there unsure of where to focus procurement efforts for future budgetary considerations? FACC will assist in defining budgetary requirements for technology improvements and expansion. FACC will assist in finding the most cost efficient values for new technology budget requirements including cost analysis and justifications.

B. Upgrade Services

These services may be utilized whenever the CCOC purchases new computer hardware and/or software. A qualified FACC technician will perform the install or upgrade per the CCOC's specifications. Whenever possible, the new hardware/software will be staged at FACC's office. Upgrade services include:

- PC installations

FACC will install new PC desktop systems. Services include installing/configuring the operating system, networking the PC, installing any required application software, and converting existing files.

- Server installations

FACC will install new application server. Services include all necessary setup, configuration, and installation tasks required to meet county's requirements. Services also include conversion of all existing applications to the new server platform.

- Router Installations

FACC will install and configure new router into existing network system. This includes any configuration requirements needed based upon county's specific requirements and network environment.

- Printer Installations

FACC will install new printer into current network environment. Services include configuration, networking and configuration requirements related to any special forms or documents unique to environment.

- Network Installations

FACC will install new networks or network segments based upon a county's unique requirements. Services include needs analysis, network design, coordination with third party vendors on plant electrical and data cabling requirements, and installation, configuration, and integration of all network components.

- Application Installations

FACC will install and configure new application software as requested including imaging applications, word processing, spreadsheets and other office automation applications.

- Operating System Upgrades

FACC will upgrade operating systems for servers and PC's including Windows, NT and Unix.

- Database System Upgrades

FACC will upgrade database platforms for servers and PC's including Microsoft SQL Server, Oracle and Informix. Services include hardware and operating system analysis to insure that Database platform upgrade is compatible with existing system configurations and recommendations for server platform upgrades, as necessary, to accommodate requested database platform upgrades. This will insure the installation and configuration of database platform software designed to meet specific application needs.

- Application Software Upgrades

FACC will upgrade any applications software for servers and PC's.

- Networking Upgrades

FACC will provide networking upgrades required to meet business needs. Services include router upgrades, network backbone upgrades to provide network bandwidth expansion, and plant electrical and network cabling analysis and design.

C. Internet Services

Internet services are intended to provide the TAP subscriber with Internet access, e-mail access or a web page. Internet services include:

- Set-up local internet access

FACC will facilitate and set-up local Internet access for the CCOC's staff. This includes installing browsers and configuring PC's as required.

- Set-up local e-mail access

FACC will facilitate and set-up local Internet e-mail access for the CCOC's staff. This includes installing the e-mail client and configuring PC's as required.

- Create the CCOC's web page

FACC will design and, if desired, host a CCOC's web page. This may include an option for on-going maintenance of the web page if desired.

D. **Unscheduled Support Services**

These services include normal local systems maintenance and infrastructure administration and support, including local networks (LAN). Unscheduled support may include on-site visits as well as electronic consultation. This support can be considered a "catch-all" for any local system problems that may occur. Unscheduled calls will be initiated through the FACC Service Desk. Once a call is determined to be an unscheduled TAP call, it will be routed to the proper FACC technical staff member for resolution. Labor for unscheduled services is provided under the TAP subscription agreement. Travel expenses will be billed separately for onsite technical visits.

The unscheduled escalation process involves the following steps:

1. Discovery – The CCOC contact gathers facts and determines the criticality of the issue.
2. The CCOC contact notifies FACC Service Desk staff at 850-414-2210 or support@flclerks.com.
3. The CCOC contact will work with FACC to develop a technical action plan.
4. The CCOC contact will confirm that the problem has been resolved to their satisfaction.
5. The situation will be reviewed to provide detail improvement to all parties involved in the escalation.

III. Initiating/Placing a TAP Service Request

This section will explain how the CCOC may request, initiate and monitor a TAP service.

A. Initiating a Scheduled TAP Service

These services should be initiated by contacting the FACC TAP Manager at 850-414-2210 or support@flclerks.com. All needs assessment, upgrade and Internet services will be scheduled in advance based upon a mutually agreed upon timeframe. The steps involved in scheduling these services are as follows

- 1) The service may only be requested by the CCOC or other authorized contact person as defined in the office's TAP Participation Agreement.
- 2) Within one business day of the request, an FACC TAP representative will contact the CCOC contact person to discuss and define the nature of the request.
- 3) Within three business days of the request, the CCOC contact will receive a written estimate of the services to be provided included an estimate of the hours required as well as any special circumstances or county prerequisites.
- 4) Once the estimate has been authorized by the CCOC contact, the service will be scheduled.

B. Initiating an Unscheduled Support Service

These services should be initiated by calling the FACC Service Desk at 850-414-2210 or support@flclerks.com. The type of call will be determined by the FACC Service Desk Staff. If the call is determined to be a TAP request, it will be forwarded to an FACC TAP representative for an immediate response.

C. Prerequisites for Systems Changes

It is expected that many TAP requests could require system changes to insure a successful resolution. It will be a policy of TAP that the CCOC or other authorized contact person approves any system changes to any CCOC's electronic system in advance. In emergency cases, this approval may be verbal with written confirmation to be provided in a reasonable timeframe after the emergency has been resolved.

D. Monitoring Tap Calls

Each TAP service call will be assigned a tracking number when established. This tracking number will be used to reference the call throughout the process. Please use this tracking number when calling to inquire about a TAP call.

E. Reporting Procedures

Each TAP participant will receive a quarterly TAP statement. This statement will include a summarized statement of services provided and expenses incurred for all TAP activity for the quarter.

IV. Participation Policy

This section describes the steps involved in becoming a participant in TAP.

A. Initial Participation

The CCOC may elect to participate in TAP at any time by completing a TAP Program Participation Agreement (ATTACHMENT A) and returning it to the following address:

Florida Association of Court Clerks and Comptroller
ATTN: TAP Manager
3544 Maclay Boulevard
Tallahassee, Florida 32312

The CCOC will be billed for the annual support fee upon receipt of the Program Participation Agreement. This base fee covers approximately 45 hours of service time annually with additional time billed at the FACC TAP rates. The base fee does not cover travel expenses, if applicable, which will be billed at state travel and per diem rates.

The support fee and hourly rates are subject to an annual adjustment as may be required.

B. Ongoing Participation

The TAP subscription will automatically renew each year. Unused labor hours not utilized during the subscription period will not be carried over to the new period. A participant will be expected to update any contact information that may have changed from year to year.

C. Terminating Participation

A participant may terminate their participation at any time. No refund will be provided for any unused hours if a participant terminates their participation.

D. Participant Responsibilities

In order to provide on-going service, each participant is responsible for the following:

- Single Point of Contact

Each participant is responsible for designating a manager (and backup) within the organization to act as the primary contact for FACC support activities. This manager will be responsible for coordinating the delivery of all services with the appropriate FACC employee. This contact will be available to meet with the FACC support staff in person or via telephone on a regular basis.

- Communication of Changes to Environment

Each participant will maintain a change management procedure that includes a communication path to the FACC support team for pending hardware, software or network changes affecting the counties specific IT environment.

- Defined Escalation Process

Each participant will establish an internal communication plan for critical problems to ensure rapid resolution and clear communication on a peer-to-peer basis between the FACC and the participant.

- Technical Staff Access

Each participant will provide FACC technical staff access to CCOC's building facilities, as need, during normal business hours as well as after hours, if necessary.

- Notify FACC of Changes to Authorized Callers

Each participant will notify FACC of changes to their authorized list of callers.

- Data

Each participant is responsible for backup and recovery of all data and software.

- Media

Each participant is responsible for maintaining a library of currently installed software media, and all applicable software keys, and license information. Each participant will make this information available to FACC technical staff as needed.