



## NOTICE

ADDENDUM 2 – QUESTIONS AND ANSWERS

FLORIDA VIRTUAL SCHOOL

1/18/2024

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RFP01-2403856B01-DJJITS-XXXXXX; Onsite and Virtual IT Support Services and Resources is hereby amended by the following change(s):

1.

3 parts, reference page 12 of the document:

1. Does FVS have a preference for a self-hosted solution versus a contractor-hosted solution?
2. The contractor-hosted solution lists a minimum 99.5% availability SLA, and a preference of 99.9%. Do these parameters also apply to the self-hosted solution?
3. The self-hosted solution lists a "maximum of 4-hour response time". Would this response time fulfill the 99.5% availability requirement?

1. FLVS does not believe vendors will be hosting any FLVS data in relation to this RFP.
2. FLVS does not believe vendors will be hosting any FLVS data in relation to this RFP.
3. FLVS does not believe vendors will be hosting any FLVS data in relation to this RFP.

2.

What are the Network Infrastructure requirements?

The LANs will be mostly wireless, but there will be some requirements for wired desktops due to GED testing requirements. All networks will require a firewall at the edge, appropriate routers, modems, and switching technology. All will be required to have content filtering applied with "deny all white list what is needed" approach. A minimum of 10Mbps for each student and educational staff device will be required at each location.

3.

What are the Desktop requirements?

Laptop with Windows 11 – at least 16 Gig RAM / at least 256 SSD HDD

4.

Will Florida Virtual Schools supply necessary Domain related credentials for both the end-user and support technician?

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These devices will be on our domain, with our domain policies and products to ensure safety. We will have to provide domain credentials for log in and support

5.

Will all devices provided be managed by the IT vendor?

Yes, devices will be provided by FLVS.

6.

Will existing devices be managed by the IT vendor?

All devices currently in place will be removed by the current organizations. It is assumed that all new equipment need to be installed.

7.

Will FVS agree to standard Managed Services Providers standard monthly billing practices to address remote support, recovery, and cyber defense needs?

FLVS is still determining the method for invoices and tracking of time and material that will be captured in the final contract or statement of works. All invoice documentation must meet the DJJ requirements.

8.

3.1.6 Cybersecurity compliance - This section implies that the vendor may provide hosting services to FLVS. It is unclear how such hosting correlates to the technology setup services described at 5. Scope of Work. Please clarify hosting requirements.

FLVS does not believe vendors will be hosting any FLVS data; therefore, this will not be applicable.

9.

Please identify "Attachment 2." We assume this is Attachment 1. Please confirm.

This refers to the form that starts on page 3 of the mandatory forms packet.

10.

Please confirm/clarify whether there is any existing equipment at the 39 locations. Assuming this is a full setup, please identify the number/type of devices targeted for each location.

The awarded suppliers will receive a final list with each location's set-up requirements. All existing technology is currently owned by other organizations. The assumption is that all existing technology will be removed and replaced with FLVS purchased technology.

11.

We assume these are physical tools the vendor might bring onsite, such as clamps and screwdrivers. Please confirm/clarify.

Yes, this refers to any tools a person may need to complete the work.

12.

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There are dozens of GED labs across the state of Florida, with technology managed by the college, school district, or other educational institution. Please clarify requirements for FLVS to support these GED labs, and how they pertain to this RFP.

FLVS does not have any requirements above and beyond the requirements set forth by GED, as seen on their website: [https://ged.com/educators\\_admins/test\\_admin/manage\\_your\\_center/](https://ged.com/educators_admins/test_admin/manage_your_center/)

However, all sites within the DJJ residential facilities with current GED testing labs will likely need to be recreated and recertified per GED requirements. The GED requirements are only for the labs required in the DJJ residential facilities.

13.

We assume this is a typo; the MSA is labeled Appendix J in the forms packet. Please confirm.

Yes, the MSA is Appendix J of the forms packet.

14.

"...is responsible for providing appropriate work environment including high speed internet connectivity...". Will respondent associates be able to leverage Internet at each of the 39 named locations while at each site?

Yes, the providers will be provided internet access when onsite.

15.

Do all 39 of the locations have internet connectivity via fiber optic cable and/or wireless internet access?

This is still being determined as we are in the process of changing the ISP at the locations.

16.

"FLVS will not cover any costs associated with any facility requirements." Can FLVS provide insight into what costs could be incurred at each location per residential management requirement policies?

There may be specific insurance requirements or securities measures. We do not have the specifics at the moment.

17.

Initial Setup Inspection and Responsibilities: What is the timeline to order the technology, set up and inspect the 39 locations?

FLVS is still finalizing the timelines, but FLVS will not have set up, and inspection until May and June. FLVS will work closely with the awarded supplier to align all timelines.

18.

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"Verify that all computers....are set up with proper image..." We assume FLVS is responsible for establishing the golden image. It is unclear who is responsible for imaging the actual PCs. Please clarify.

The initial PC purchase will be imaged by the vendor from whom we purchase. Subsequently, the support vendor will image PCs with our image as needed for support and maintenance.

19.

How many computers/laptops does FLVS envision setting up for this program?

Estimated number is around 2300 laptops total.

20.

Does FLVS wish to use specific OEMs for end-user devices? Such as Apple, Dell, HP, etc.

Yes

21.

"...requiring Asset tagging..." What is FLVS's current asset management processes and technology? Please provide details on the current ITAM process.

FLVS will be responsible for asset tagging the laptops. Other items, such as servers, smart boards, network units, etc., will be asset-tagged by FLVS. If an asset tag is needed for any other equipment on site, FLVS will work with the awarded supplier to get the equipment tagged.

22.

We assume FLVS will provide Level 1 support and triage prior to routing tickets to the vendor. Please confirm or clarify.

Confirmed.

23.

"..both virtually and in person". What is FLVS expectation for remote vs in person support?

Mostly in person as our FLVS helpdesk and application services would provide most of the remote support

24.

"Respond to issues..." We recommend having the vendor use FLVS's ServiceNow (or similar ITSM tool) for fully tracking issues. Please confirm the vendor can leverage this current tool.

The vendor will have access to ServiceNow.

25.

"Respond to issues..." FLVS is a national leader in remote education. Can you provide representative metrics on the number of technical Incidents (tickets) created per student per month?

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This is a new program. We cannot compare it to our current ticket count. This support will be limited to the DJJ student residents and onsite DJJ/Florida Scholars Academy instructional staff.

26.

"...replace faulty hardware components for all IT equipment." Will FLVS have a surplus inventory of hardware at each location? We assume each site can provide a secure space (locked closet) for spare parts and other inventory items. Please confirm.

Confirmed. We are planning to have additional spare units at each location.

27.

What OEM does FLVS currently purchase laptops from?

We will only use Windows OEMs.

28.

Does FLVS currently leverage a Golden image from a laptop OEM manufacturer?

We will image the laptops at FLVS headquarter but are open for recommendations.

29.

Is FLVS' expectation that the installation and operational support be a fully managed service or will FLVS be managing the day-to-day operations of the awarded vendor's associates?

The vendor will manage installation and support with remote support from FLVS staff as needed.

30.

What is the budget for the initial installation?

This will be determined later once all variables of the locations are finalized.

31.

What is the expected annual budget for post-installation support?

This will be based on needs.

32.

In regard to the initial installation, are the expectations that all devices will be wireless?

We expect 90% wireless, but there will be some exceptions.

33.

Who will be responsible for any necessary cabling?

Awarded vendor

34.

Will new connectivity (internet) be needed at each location or is that already in place?

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New connectivity will be needed at each site. WAN and LAN connections, as well as ISP contracts, are still to be determined.

35.

Has a decision been made as to the type of networking equipment that will be used (Cisco, Fortinet etc.)?

Not at this time.

36.

What level of information will be included in the FLVS Design Document? Please provide a template or outline.

This information is still in development. Information will be shared with the awarded Vendor as it becomes available.

37.

We assume FLVS is using an ITAM system for asset management and will provide the physical tags. Please confirm or clarify.

FLVS will be responsible for asset tagging the laptops. Other items, such as servers, smart boards, network units, etc., will be asset-tagged by FLVS. If an asset tag is needed for any other equipment on site, FLVS will work with the awarded supplier to get the equipment tagged.

38.

How many Vendors will be awarded?

One supplier who can handle all locations and needs is preferred, however, FLVS may award to multiple suppliers if it is in our best interest. .

39.

What is the budget?

Still being finalized

40.

Who are the current providers?

There is no incumbent as this is a new program for FLVS.

41.

Please describe requirements on background checks for staff working on this project.

This is still being determined and may vary by location.

42.

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Some of the residential facilities are male-only and female-only. We assume technical staff of any sex can work at these facilities.

This is correct.

43.

1. How many workstations does each site have?
2. How many servers does each site have / connect to?
3. How many employees/end users does each site have?
4. What is the name of the current firewalls?
5. What is the name of the current wireless networking equipment?
6. What is the name of the network switches FLVR uses?
7. Does FLVR utilize a VPN? if so, how many users connect to VPN?
8. What email platform is FLVR school on, M365 / Gmail?
9. \*If M365, how many email accounts does FLVR currently hold and what licenses are being utilized?
10. What platform is FLVR currently utilizing for data backups?
11. Main operation applications other than FLVR education platform and M365 Office Suite?

1. Varies. Some locations have 20-30 workstations, but some locations need to be equipped with 50-60 units.
2. Servers won't be on site. Internet access will be required.
3. Varies by location. Please see the Bandwidth Firewall Needs PDF uploaded in Bonfire
4. Still being determined
5. All existing WAPs will be removed. New equipment installation is still being determined.
6. Still being determined
7. Still being determined
8. Not relevant to this RFP
9. Not relevant to this RFP
10. Not relevant to this RFP
11. Not relevant to this RFP

44.

The Charles Britt Academy in St. Petersburg closed in 2022 and is no longer listed on the DJJ website. Please confirm requirements to support this location

All locations provided in the RFP are from the DJJ/FSA and may or may not be active during the contract. There is the potential that currently closed sites re-open or new sites be added to the list. These changes are at the discretion of the DJJ.

45.

Please describe the scope of work for this activity. We assume FLVS will provide the golden image, with the vendor responsible for burning devices on-site at one of the 39 locations. Please confirm or clarify.

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FLVS will be responsible for setting up laptops at the headquarters. Vendors may need to re-image machines as needed, with our golden image.

46.

Please provide instructions for calculating extending cost of computer imaging.

Have the extended cost match the unit cost (1 X Unit Cost) = Extended cost

47.

Please confirm/clarify whether this is a mandatory requirement. Most agencies also have a maximum dollar amount chargeable on p-cards; please clarify FLVS policy for use of the card.

The Pcard question is not mandatory, and FLVS will determine when it is best to use Pcard vs PO on a case-by-case basis. Large card payments may be made by the FLVS finance department if card is accepted by the awarded vendor.

48.

What current equipment/manufacturer and quantities do you have overall? Is it by location or working from home employees?

Not relevant to this RFP

49.

What current equipment/manufacturer and quantities do you have overall? Is it by location or working from home employees?

Not relevant to this RFP

50.

What OEM warranty type, scope, and length are you purchasing currently? Example: 3 Year Next Business Day Onsite with ADP.

We currently have 3 Years onsite with Dell.

51.

In the pricing section of B.1., is it requesting a list of all the asset types that will encompass this RFP, and the price to configure them ahead of delivery for an out of box experience to minimize onsite installation and delay of utilization?

B.1 specifically requesting the cost per computer imaged if requested. Depending on our needs, we will work with the awarded supplier to determine when the imaging should happen in the process, whether on-site or remote.

52.

What quantities of new product quantities, across product types, should we anticipate processing year over year for the length of this RFP?

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Still being determined

53.

What is the refresh cycle of all the equipment included in this RFP?  
We follow rolling refresh. We replace broken or non-compliant units.

54.

Is the expectation in the RFP that the services are to only support hardware purchased during the life of the RFP or is it to also take on the support of current equipment as well?  
It will be items identified by FLVS to support the FSA instructional environment at the DJJ sites

55.

Is there a current support provider providing these services?  
There is no incumbent as this is a new program for FLVS.

56.

39 sites are listed in the RFP, how many GED labs will require service/support, and where are they located within the State? How many people or workstations would be at each location?  
Locations of current GED sites are listed below. Current people or workstations are not available currently.  
Gainesville  
Crestview  
Lecanto  
Daytona Beach  
Okeechobee  
Kissimmee  
Tampa  
Jasper  
Crestview  
Tampa  
DeFuniak Springs

57.

What equipment would FLVS prefer to use within the designated locations?  
FLVS will provide needed end-user equipment for installation. Vendors will be required to adhere to security best practices with any vendor equipment they may use.

58.

What is the operating system for the laptops to be imaged?

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|            |
|------------|
| Windows 11 |
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59.

|  |
|--|
| Please define the device security protocols that may be required.  |
| FLVS follows NIST practices as well as CIS, in addition to manufacturer security requirements as required. |

60.

|   |
|---|
| Please define the devices currently in place, or the desired equipment to obtain the best pricing possible. In order to provide the best possible price for the installation and on-going support, will FLVS provide anticipated quantities for equipment installation and support? |
| All devices currently in place will be removed by the current organizations. It is assumed that all new equipment will be installed between May-July.   |

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