Visit Pensacola, Inc., is seeking a company to be our IT technology partner, providing necessary computer equipment, expertise, monitoring service and software to ensure optimum uptime.

Visit Pensacola, Inc. is organized exclusively for the common business interest of promoting and improving tourism related business activities throughout Escambia County. The Corporation has the responsibility of promoting Escambia County’s tourism through advertising and marketing activities to promote the unique attributes and resources for all visitors to our area. Visit Pensacola is a private organization designed to enhance visitor, tourism, and meeting and convention development efforts within Escambia County. VP has two locations, 1401 East Gregory Street, Pensacola, (in Way Side Park East, off 17 Avenue at the foot of the bridge and 15500 Perdido Key, connected to the Perdido Key Community and Fire House.

Current Network System consists of:

Current provider for each location is COX with Optical Internet of 100 MBPS at Pensacola and CBI 100 MBPS X 20mbps at Perdido Key. This needs to be upgraded to 1 GIG at both locations due to change in work habits.

- Current provider is Digital Boardwalk.

Scope of equipment and connections:

- Pensacola Location
  - Analyze current equipment, connections, make necessary recommendations for upgrade or changes.
  - CAT 5 Cable to existing outlets
  - 29 existing outlets, 15 users
  - 30 active outlook mailboxes include staff, board members, conference room.
  - Current File Storage
  - Integration with phone system/VOIP features (using COX service), five networked printers (1 color, 4 black and white)

- Perdido Key Location:
  - Analyze current equipment, connection, make necessary recommendation for upgrade or changes.
  - Cat 5 cable to existing outlets
  - 2 outlets, 2 users.
  - 2 active mailboxes, staff
  - Integration with phone system/VOIP features (using COX service)

Current Systems consist of:

- Pensacola
  - 5 Desktops
  - 10 laptops
  - 2 Mac laptops
  - 1 IMAC
1 server

- **Perdido Key**
  - 2 desktops

**Software:**

- Windows Professional, Version 10 or provide recommendation.
- Microsoft Office 365
- Third party software support
  - QuickBooks
  - Adobe
  - Office 365 for MAC

**Scope of Network Service Required:**

- Contractor must provide following services (on and off site)
  - Ensure 99.9% uptime of all systems.
  - Network monitoring to ensure network availability during business hours.
  - Security and protection for total systems to include virus and malware protection.
  - Wireless networks: provide analysis of best wireless coverage including public with time limit and sign in procedures; private with signal handoff throughout building; communication with printers, including ability to print from iPad, iPhone, connection speed commensurate with hardwire connection speed.
  - Disaster plan preparation and implementation of plan; provide process for record retention.
  - 1 GB ethernet
  - VPI operates under public record, provide process for record retention.
  - Server on site with server mapping for local users
  - Nightly/daily backup of data to offsite location
  - Offsite cloud environment with ability for direct use/access by user both on and off site with all services accessible via internet website in case of electrical or weather issues
  - VPN for staff access when outside physical office environment
  - Microsoft exchange email server offsite
  - Microsoft SharePoint service

- **IT systems administration and maintenance:**
  - Perform network and administration including installing/testing software fixes, establishing enforcing protocols, performing setups, trouble shooting, assessing configurations, installing hardware and software, and overseeing the installation.
  - Ensure wireless connections to copier and printers.
  - Provide training as needed to staff.
Scope of Computer Systems/Equipment desired:

- Analyze current equipment, make necessary recommendations for upgrades.

Proposal Response:
- Provide cover letter with outline of your proposal.
- Discuss your organizational experience in requested service.
- Discuss timeline to assess current system and complete date.
- Provide methods of VPI contacting your organization for reporting issues, plan for redirecting in event of weather disruption of service.

Addressing Cost:
- Total cost for each location for components of service fulfillment.
- Any additional fees, i.e., licenses, warranty, modification, upgrades, if any.

Proposal Timeline:
- Questions during the preparation of submissions should be directed to Larry Orvis at lorvis@visitpensacola.com.
- On site views are encouraged. Contact Larry Orvis, 850-435-9267 or lorvis@visitpensacola.com to arrange a time and date.
- All proposals must be received by 5:00 PM, March 22, 2021 to be eligible.
- Contract term will be for 3 years (6/1/21 – 5/31/24).

Terms and Conditions:
- By submitting a proposal, the proposer agrees that all or portions of the proposal’s contents may become part of a contract, if accepted.
- Visit Pensacola, Inc., reserves the right to negotiate the award and conditions prior to entering into a written agreement.

Selected firm will be announced no later than May 27, 2021.

If the firm selected is not currently a partner of Visit Pensacola, it is expected that they will join, as a Tourism Partner and remain a partner throughout the term of the contract.

Dawn Schaefer
Visit Pensacola, Inc.
President/CEO