



September 13, 2021

**Request for Proposal RESPONSE Detail
for
Levy County**

**Enterprise IT Infrastructure Deployment and Support Information
Managed Service Provider**

RFP Documentation

Requesting Party: Levy County, State of Florida (referenced as the County, or Levy)

Answering Party: Multiple - Accelerated Data Works, Inc. (dba Acceleration)

Atlantis Communications, Inc.

Atlantis Underground, Inc. (Collectively Atlantis)

RFP Requirements

The RFP lists requirements by section. This text is a per-item response to each requirement.

- I. Introduction – Cover Letter, attached.
- II. The proposer understands the scope of work of the Professional Services described by the RFP. The nature of the support, commonly referred to as Managed Service Provider (MSP) including backups, data protection, diagnostics, repair and general support have become an industry commodity. There is little in the RFP that references unique support requirements.
- III. Staffing. The lead is Kent Tambling, founder Acceleration and resume described in cover letter. Jennifer Tambling owns and operates Atlantis Communications(lead) and Atlantis Underground (field support). Jennifer’s resume attached. Jennifer has worked with a large number of fifty-plus employee firms over thirty years as an accountant, planner and business manager. Other key employees include Dustin Travis – IT Manager, Acceleration, and Robert Miller, IT Specialist, Acceleration. Each has been with Acceleration for over twenty years. Eric May was recruited five years ago to drive Atlantis Underground’s fiber optic work load. Eric and supporting staff act as the field technicians. The remainder of Acceleration’s and Atlantis staff will assist in any engagement.

Similar Engagements – Letterhead contains contact Information

- i. Target Copy – Renaissance Printing – Ninety-plus systems in multiple locations, connected by Acceleration. Services include fiber optic, cabling, switching, printer, merchant hardware, digital voice, fax, kiosks, backup, recovery, planning, desktop and server support

- ii. Brammer Bio – Florida Biologix – Two Hundred-plus systems. Migration from Florida Foundation to private firm over a weekend. Connectivity, firewall, switching, server, managed wireless.
 - iii. AMJ Properties – all aspects of IT, including partner relationship for owned or managed properties

- IV. Acceleration staff are all located in Alachua County with the closest possible responder living in Jonesville, Florida. The current MSP-oriented workload is easily accommodated. Because the ongoing operations of Acceleration and Atlantis already incorporate all of the tools and procedures that appear in this RFP, no additional expertise beyond simply becoming familiar with the incumbent solution is required.

- V. RFP Detail Items
 - i. Attached form
 - ii. Acceleration/Atlantis will deliver the Professional Services outlines by the RFP for Sixty-Two Thousand Five Hundred Dollars per year. Like the incumbent, and because the venture is ideally situated to provide enhanced services, Levy County may optionally purchase services not included in the scope of Professional Services.
 - iii. There are no financial concerns with any of the three proposing entities. This is best researched by Levy County using services such as Dun and Bradstreet, which is encouraged because of Acceleration’s long history.
 - iv. There is no recent litigation.
 - v. Each company carries insurance that applies to its service profile
 - vi. Red Flag and similar – internal procedures not normally exposed. Acceleration has extensive policy documentation available on request.
 - vii. EIN on forms
 - viii. Atlantis Communications and Atlantis Underground are women-owned and operated companies in the state of Florida. Acceleration is not woman-owned.
 - ix. Attached
 - x. Attached
 - xi. Attached
 - xii. None required – license, beyond general business requirements
 - xiii. W9 attached
 - xiv. Attached
 - xv. Attached
 - xvi. Not applicable
 - xvii. No additional information. It is hoped that subsequent diligence by Levy County will lead to more information being transmitted.

RFP Answer

The answering parties, best described as a joint venture (indicated per forms) with the administrative lead being Atlantis Communications and labor and services performed by Atlantis Underground (DemandStar account) and Acceleration are extremely well suited to perform the tasks associated with this RFP. This includes all compliance and regulatory information as well as the Professional Services described as the primary focus. Because of the local nature of the responding party, Levy County is most likely to receive service response times which are superior to those provided by the incumbent.

Most importantly, the combination of services provided by the responding joint venture is uniquely situated to be able to enhance the IT infrastructure currently in place with Levy County. In particular, it appears that the existing fiber infrastructure should probably be upgraded, and the hardware in place could be managed more directly. This creates a pro-active environment that predicts network failure rather than a break-fix approach to maintenance tasks.

It is specifically the long-standing synergy between the three corporate entities, each built to efficiently provide individual points of expertise and activity, that creates an efficiency within the IT service provider realm that is not usually achieved. It is hoped that Levy County's engagement will lead to opportunities outside the scope of this specific RFP, where Levy County would benefit from a single-source solution for elements including Internet connectivity; underground or in-building fiber optic cabling; telecommunications including digital voice, video and fax; data center resources including co-location and local backup and general consulting with a local-focused awareness.