



Texas Association for the Education of Young Children

## Scope of Work for IT services provider

### About TXAEYC

The Texas Association for the Education of Young Children is a professional membership association that works to increase access to high-quality early childhood education and to advance a diverse, well-prepared, and well-compensated early childhood profession. With over 2,500 members and 20 local chapters, TXAEYC is the largest membership organization in the state of Texas for early childhood professionals and is committed to providing programs and services that equitably meet the needs of young children, their families, and early childhood professionals. We are an affiliate of the National Association for the Education of Young Children, the Southern Early Childhood Association, and the Associate Degree Early Childhood Teacher Educators.

The organization's current headcount is 15, with no significant changes expected. We currently utilize a hybrid work model. Moving forward, we aim to establish a fully remote work environment for all employees prior to June 2025.

#### **Vision**

Each and every child in Texas experiences a safe, joyful, and respected early childhood.

#### **Mission**

TXAEYC empowers and inspires a community of early childhood professionals through advocacy, resources, and collaboration to effectively serve young children and their families.

# Overview of Work

TXAEYC is seeking a qualified IT services provider to deliver comprehensive and cost-effective IT solutions that support our staff effectively. The successful provider will be responsible for managing and maintaining the organization's entire IT infrastructure, including hardware, software suites, and cybersecurity measures.

Key software packages utilized by TXAEYC include:

- Microsoft 365 (including TEAMS)
- Microsoft Windows
- Adobe Acrobat Pro
- FileMaker
- Online Applications (Canva, Constant Contact, Apricot CRM, QuickBooks, Paychex)

## Objectives

1. Collaborate with a qualified IT service provider to enhance the efficiency and effectiveness of our organization's IT infrastructure and operations.
2. Streamline IT operations and reduce costs by partnering with a skilled IT service provider to align our IT infrastructure with organizational goals and optimize resource allocation.
3. Enhance employee productivity and streamline workflows by selecting a reliable IT service provider to manage and maintain our IT infrastructure.
4. Proactively manage IT resources to maximize efficiency, reduce costs, and minimize service interruptions.
5. Propose the adoption of new technologies and innovative solutions to improve organizational performance.

## Services to be Provided

### 1. Hardware and Software (Laptops)

- Procurement of Hardware options for the organization
- Installation of software suite (Microsoft, Adobe, etc)
- Configuration of hardware (workstations, other end-user devices, peripheral devices (printers, scanners, etc.))
- Software Functionality: operating systems (Windows), productivity software (Microsoft Office Suite), specialized applications (FileMaker database management systems)

## **2. Cloud Services**

- Account Provisioning and Management: Creating, modifying, and deleting user accounts, assigning licenses, and managing user permissions.
- Data Backup and Recovery: Implementing robust backup and recovery strategies for cloud-based data, including regular backups, disaster recovery planning, and data restoration procedures.
- Security and Compliance: Ensuring the security of cloud-based data by implementing strong security measures, such as multi-factor authentication, access controls, and regular security audits.
- Performance Monitoring and Optimization: Monitoring the performance of cloud-based applications and services, identifying and resolving performance issues, and optimizing resource utilization.
- Updates and Patch Management: Ensure the security and stability of cloud environments by implementing a proactive and timely update and patch management strategy.
- Technical Support: Providing timely and effective technical support to end-users for cloud-based applications and services, including troubleshooting issues and resolving problems.

## **3. Cybersecurity**

- Network Security: Implementing firewalls, intrusion detection systems, and other network security measures to protect the organization's network infrastructure from unauthorized access and cyberattacks.
- Employee Training: Educate staff with resources and training to protect against common and new cybersecurity threats.
- Endpoint Security: Deploying and managing endpoint security solutions, such as antivirus software, anti-malware software, and intrusion prevention systems, to protect workstations and mobile devices from malware and other threats.
- Data Encryption: Encrypting sensitive data both at rest and in transit to protect it from unauthorized access.
- Access Controls: Implementing strong access controls, such as user authentication, authorization.
- Incident Response Planning: Developing and maintaining an incident response plan to effectively respond to security incidents, such as data breaches and cyberattacks.
- Regular Security Assessments and Penetration Testing: Conducting regular security assessments and penetration testing to identify vulnerabilities and weaknesses in the organization's security posture.

- Spam Email Filter: Install and optimize email filter to decrease unwanted and/or malicious emails out of inboxes.

#### **4. Help Desk Support**

- Help Desk Support: Operating a help desk to receive, log, and resolve technical issues reported by end-users.
- Remote Support: Providing remote technical support to end-users via remote desktop tools to troubleshoot and resolve issues.
- Service Level Agreements (SLAs): Establishing clear SLAs to define response times, resolution times, and other performance metrics for technical support services.
- Proactive Monitoring: Monitoring the IT infrastructure and applications to identify and resolve potential issues before they impact end-users.

#### **5. VOIP Support**

- License Management: Efficiently manage VOIP licenses, track expiration dates, and ensure compliance with licensing terms.
- User Provisioning and De-provisioning: Create, modify, and delete user accounts, assign phone numbers, and configure voice mail and call forwarding settings.
- Feature Configuration: Configure advanced VOIP features, such as call recording, call transfer, and conference calling.
- Troubleshooting and Support: Diagnose and resolve VOIP-related issues, such as poor call quality, dropped calls, and network connectivity problems.
- Security and Compliance: Implement security measures to protect VOIP systems from unauthorized access and cyberattacks and ensure compliance with relevant regulations.

## **Deliverables**

- IT Service specifications based on details in the SOW
- Costing of services to be provided (identifying all variable and fixed costs)
- Downtime expectations (based on previous projects)
- System training for users (if applicable) for ticketing system
- Cut-over support during first 30 days of new contract

## **Reporting and Communication**

- Regular status updates of systems and issue management to Director of Operations

- Review of invoices/contract for cost savings options
- Timely response to ad hoc inquiries and requests

## Timeline

- **Ongoing:** Reporting of open tickets and on going issues. All cyber security issues or threats which need to be addressed.
- **Annually:** Account review of users and licenses to ensure no excess costs

## Performance Metrics

- Mean Time to Resolution: Average time taken to resolve a service issue
- Ticket Volume: Weekly/Monthly volume of service requests and incidents
- Service Availability: Percentage of time systems and services are operational (uptime) versus experiencing downtime
- Security Incidents - Number of security breaches, attacks, and vulnerabilities detected and addressed
- (Other or complementary metrics will be considered for the SOW)

## Term and Termination

The initial term for services will be for 1 year, with two optional renewal periods of one (1) year each. Renewal terms are dependent on the overall value across all contract terms.

The contract will commence in early March 2025.

Either party will be able to terminate the agreement with or without cause with at least thirty (30) days' notice.

## Submission of Quotes

Interested firms and qualified individuals may submit a quote for the serves described above via email to Greg Davis, Director of Operations, at [greg@texasaeyc.org](mailto:greg@texasaeyc.org). Quotes will be accepted starting January 31, 2025 through February 7, 2025.