

February 12, 2019

Dear Sir or Madam:

The FloridaWest Economic Development Alliance is accepting proposals from IT Service firms. We invite your firm to submit a proposal to us due by 5:00 pm on March 8<sup>th</sup>, 2019 for consideration. A description of our organization, the services needed, and other pertinent information follows:

### **Background of FloridaWest**

FloridaWest Economic Development Alliance was established October 1, 2014 and is (501(c)(6) not for profit status.

There are currently 5 full-time employees located at our main office at 3 West Garden Street, Suite 618 in Pensacola, FL 32502. We are anticipating an additional full-time employee at this location in the near future. There are an additional 2 full-time employees at our offsite Co:Lab location at 418 West Garden Street, Suite 202, Pensacola, FL 32502.

### **Services to Be Performed**

The FloridaWest Economic Development Alliance is seeking comprehensive managed infrastructure and network services. The winning vendor will provide 24/7 hardware (server, desktop/laptop), network, and software support and monitoring, help desk, back-ups, remote access and on-site support, website maintenance, data storage and retrieval capabilities, inventory control and management (hardware and software), security, and disaster recovery. To accomplish this, it is expected that the winning vendor will be able to work effectively with other FloridaWest vendors (such as proprietary software vendors and internet service providers) as well as our existing hardware and software, to make the IT System a seamless process to the end user.

### **Existing Infrastructure**

FloridaWest currently operates via a virtual desktop application due to the need to log into different types of devices and to share files with other staff. We have Surface Pros, laptops, desktops, iPads, iPhones, Android phones, TVs, a server, a backup tower, and printers. The team is highly reliant on syncing email accounts with apple and android phones for email and calendar functions. Our desktops use Windows 7 and 10, Outlook 365, QuickBooks, and Microsoft Office.

### **Key Personnel**

The following is the key contact for information you may seek in preparing your proposal:

- Melissa Stoker, Operations Manager, FloridaWest: [mstoker@floridawesteda.com](mailto:mstoker@floridawesteda.com)

## Response to this Request for Proposal

Responses should include:

- Brief history of firm and its Pensacola office.
- List of existing and past Escambia County clients.
- List of proposed key personnel, their specific, and the firm's staffing strategy for the services to be provided.
- Fee for services provided. Please provide fees for year 1, year 2, year 3, & year 4 services.

All responses should be received no later than 5:00 pm CST on March 8<sup>th</sup>, 2019.

Questions concerning the RFP, required submittals, evaluation criteria, response schedule, or selection process, and requests for interpretations or corrections of any or actual or perceived ambiguity, inconsistency or error which the firm may discover shall be directed in writing to Melissa Stoker. Such written questions and requests shall be: (1) received by **March 4<sup>th</sup>, 2019** no later than 5:00 PM Central Standard Time; (2) signed by a person authorized to contractually bind such firm; and/or (3) directed to **mstoker@floridawesteda.com** by the firm by e-mail. Answers to such questions will be responded to within 24 hours.

Communication Prohibition - Prospective respondents are cautioned not to contact any officials other than Melissa Stoker concerning this RFP.

Proposers who mail proposals should allow normal mail delivery time to ensure timely receipt of their proposals by the Agency Contact. Respondents assume the risk for the method of delivery chosen. FloridaWest assumes no responsibility for delays caused by any delivery service. ***Proposals may be transmitted using electronic mail.***

Late proposals will not be accepted and will be automatically disqualified from further consideration. All proposals and any accompanying documentation become the property of FloridaWest and will not be returned.

FloridaWest may ask a Proposer to come in for a presentation or interview. If an interview is requested, the proposed key project staff, as identified in the proposal, must be in attendance.

***Proposals are due no later than 5:00 PM Central Standard Time, March 8<sup>th</sup>, 2019.***

### **Most Favorable Terms**

Award of the contract resulting from this RFP will be based upon the most responsive and responsible Vendor whose offer will be the most advantageous to FloridaWest in terms of cost, functionality, strategy, and experience.

FloridaWest Reserves the right to:

- i.Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Vendor;
- ii.Accept other than the lowest priced offer;
- iii.Award a contract on the basis of initial offers received, without discussions or requests for best and final offers; and
- iv.Award more than one contract.

Vendor's proposal shall be submitted in several parts set forth below. The Vendor will confine its submission to those matters sufficient to define its proposal and to provide an adequate basis for FloridaWest's evaluation of the Vendor's proposal.

In order to address the needs of this procurement, Vendors may choose to work cooperatively to present a fully integrated solution. Vendor team arrangements may be desirable to enable the companies involved to complement each other's unique capabilities, while offering the best component and the database maintenance component being provided for under this RFP. FloridaWest will recognize the integrity and validity of Vendor team arrangements that provide that:

The arrangements are identified and relationships are fully disclosed, and

The prime Vendor is designated that will be fully responsible for all contract performance.

### **Proposal Content**

Proposal Content should consist of the following:

- Executive Summary
- Approach and Methodology
- Management Deliverables and Reports
- Project Team Staffing
- Detailed and Itemized Pricing

### **Executive Summary**

This section will present a high-level synopsis of the Vendor's responses to the RFP. The Executive Summary should be a brief overview of the engagement, and should identify the main features and benefits of the proposed work.

### **Approach and Methodology**

Proposer must respond to each task/deliverable in the Scope of Work section and include:

1. The proposer's overall support strategy/philosophy.
2. The approach proposer will take to carry out the work objective.
3. FloridaWest currently does not have on-site personnel that handle IT issues within their respective departments. Discuss how you would address solving problems with personnel that do not have a foundational knowledge in Information Technology.
4. Assumptions (i.e., requirements, risks, and expectations used to develop the proposal).
5. An explanation of the problem reporting and resolution process that describes the Proposer's support plan, including tiers, service levels, call escalation, the person(s) authorized to close program reports, etc.

### **Management Deliverables and Reports:**

Include descriptions of any reports used to summarize and provide detailed information for managed services customers. Include sample reports as attachments to the proposal to provide an example of the types of reports that will be provided for this engagement.

### **Project Team Staffing:**

Include biographies and relevant experience of key staff and management personnel. Describe the qualifications and relevant experience of the types of staff that would be assigned to this project by providing biographies for those staff members.

### **Detailed and Itemized Pricing:**

- i. Include a fee breakdown based on your pricing model.
- ii. What is the pricing model? Fixed fee, hourly rate, hybrid, other?
- iii. What services are included in the pricing? Address specifically the following (and feel free to include anything not included in this list):

1. On-site time
2. Help Desk Support
3. Response time / problem resolution time
4. Travel time
5. Vendor Management
6. Training
7. Regular in-person business review
8. Regular reporting on system health in business terms
9. Response to major system problems or outages

### **Scope of Work**

Requirements:

The company awarded this RFP will work with the FloridaWest Staff to provide a seamlessly integrated system of support for all IT services. ***Please include email management and support separately as part of your proposal.***

Include a detailed description of each major type of work being requested of the vendor. All information that is provided will be held in strict confidence during the selection process. The proposal should address each of the following:

### **Overall:**

Evidence that you understand FloridaWest, including an understanding of the work performed in this organization;

Evidence of ability to deliver on time and on budget.

### **Managed Services**

- Describe your Service Level Agreements (SLAs), including client's ability to defer payment if service terms are not met;
- FloridaWest's hours of operation are primarily 8:00 AM – 5:00 PM Monday through Friday. However, some late mornings and evenings, and traveling is required of much of the staff. Describe the support model for all hours of operation.
- Emergency Support Options
- Is your support model all-inclusive? If not, what is not included?
- Does in-person response, review, and other contact rotate among support staff?
- Your proposal should address all of the following:
  - Server Support
  - Network Support
  - Desktop, Laptop, and Mobile Device Support
  - License Management
  - Help Desk Support
    - It is limited to a quota of calls?
    - What are the help desk hours?
    - Who can call the help desk?
    - Is help desk staff local? If not, where are they located?
    - What is your average response time and problem resolution time?

- Are help desk staff employees of the support company or subcontracted?
  - Are help desk staff full-time?
  - What is the skill/certification level of first-level help desk staff?
- Vendor management
- Other User Support (not included above)
- Internet Service Providers
- Security of Equipment and Data
- Security Plan for Remote Processing
- Support for IT Operational Recovery Plan
- Reporting to FloridaWest
- Assistance with development of FloridaWest IT policies and procedures:
  - Who is responsible for managing, monitoring and responding to systems?
  - Is training provided? Is it part of the “package,” or costed separately? If separately, please provide cost information and provide information about what kind of training you provide.
  - In what instances would we incur extra costs?
  - What kind of insurance coverage does the company have? Are you willing to name FloridaWest as an additional insured? Please include a copy of your current certificate of insurance.
  - **We are subject to the State of Florida’s Government-in-the-Sunshine law as outlined in F.S. Sections 286.011 – 286.012. Please explain your storage and retrieval capabilities.**
  - Explain your process for handling special requests or projects from your clients.

Special Accommodation - Any person requiring a special accommodation at the Opening of Responses because of a disability should call the Staff Contact at (850) 898-2201 no less than three (3) workdays prior to the meeting. Persons who are hearing or speech impaired should contact the Staff Contact via email at [mstoker@floridawesteda.com](mailto:mstoker@floridawesteda.com).

Equal Opportunity/Affirmative Action Requirements - The firm shall agree to a commitment to the principles and practices of equal opportunity in employment and to comply with the letter and spirit of federal, state, and local laws and regulations prohibiting discrimination based on race, color, religion, national region, sex, age, handicap, marital status, and political affiliation or belief. For federally funded projects, in addition to the above, the firm shall agree to comply with Executive Order 11246, as amended, and to comply with specific affirmative action obligations contained therein. In addition to completing Attachment 1. The Equal Opportunity Statement, the Firm shall include a copy of any affirmative action or equal opportunity policies in effect at the time of submission.

Contract - The successful firm will be required to enter into a contract with FloridaWest.

- a. By submitting a Response, the firms acknowledge and agree to comply with the following if they become the firm chosen by the Board:
- b. Terms and Cancellation - The contract will be for an initial term of approximately two years, with FloridaWest's option to renew for additional terms negotiated with the FloridaWest Board. The contract will be monitored for acceptable services rendered throughout the contract term.

Ethics - FloridaWest reserves the right to deny award or immediately suspend any contract resulting from this response pending final determination of charges of unethical business practices. At its sole discretion, the Board may deny award or cancel the contract if it determines that unethical business practices were involved.

The Firm acknowledges that the FloridaWest is subject to the provisions of chapter 110, F.S., relating to public records, and that reports, invoices, and other documents the Firm submits to the FloridaWest under this agreement may constitute public records under Florida Statutes. The Firm shall cooperate with the FloridaWest regarding FloridaWest’s efforts to comply with the requirements of chapter 119, F.S.

## **Evaluation of Proposals**

FloridaWest's Evaluation Committee will review all responses and present a summary of their review and recommendation to the full FloridaWest Board of Directors, from which a firm will be selected. Primary evaluation criteria will be based on a maximum of 100 possible points, broken down as follows:

<b>Evaluation Criteria</b>	<b>Possible Points</b>
Firm's Experience	35
Staffing strategy for services to be provided	15
Fee for services to be provided	50

FloridaWest reserves the right to refuse and reject any or all responses as may be in the best interest of FloridaWest, and to waive any and all informalities.

## **Engagement Period**

The engagement period of our auditing firm is expected to be for a one year period with the option to extend for additional years with board approval. Renewal of additional years of services will be performance based and mutually agreed upon by FloridaWest and the selected firm.

Sincerely,

Scott Luth  
Chief Executive Officer  
FloridaWest Economic Development Alliance

**ATTACHMENT 1**

**EQUAL OPPORTUNITY/AFFIRMATIVE ACTION STATEMENT**

1. The firm hereby agrees to a commitment to the principles and practices of equal opportunity in employment and to comply with the letter and spirit of federal, state, and local laws and regulations prohibiting discrimination based on race, color, religion, national region, sex, age, handicap, marital status, and political affiliation or belief.
2. The firm agrees to comply with Executive Order 11246, as amended, and to comply with specific affirmative action obligations contained therein.

Signed:

Title:

Firm:

Address: