



**CEDAR HAMMOCK FIRE CONTROL DISTRICT  
PUBLIC ANNOUNCEMENT FOR  
REQUEST FOR PROPOSALS FOR  
INFORMATION TECHNOLOGY MANAGEMENT SERVICES**

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## **RFP 20-01**

PROJECT NAME: Information Technology Management Services  
PROJECT LOCATION: 5200 26<sup>th</sup> Street West, Bradenton, FL, 34207

### REQUEST FOR PROPOSALS

The Cedar Hammock Fire Control District (hereinafter, the “District” or “CHFCD”) is issuing a Request for Proposals (RFP) to contract the Information Technology services for network and administration for the District.

Proposals should allow for, but not be limited to the following: network administration, installing and configuring workstations and applications, managing and configuring server resources, troubleshooting hardware/software, database server, email system, manage users, SQL servers, cloud storage, video monitoring, HIPAA compliance, Public Records, and periodic on-site maintenance and troubleshooting. References are required.

Submit six (6) hardcopies of proposals to Cedar Hammock Fire Control District, 5200 26<sup>th</sup> Street W., Bradenton, FL 34207 prior to the deadline of July 28, 2020 at 4:00 p.m.

Package should be labeled “SUBMITTAL FOR INFORMATION TECHNOLOGY MANAGEMENT SERVICES – TIME SENSITIVE – DELIVER IMMEDIATELY TO ADDRESSEE.” Information packages are available at District Headquarters located at the above address and on the District’s website ([www.chfr.org](http://www.chfr.org)).

For further information, contact Deputy Chief Kyle Bradshaw at 941-751-7090 or [kbradshaw@chfr.org](mailto:kbradshaw@chfr.org).

The District reserves the right to reject any or all proposals or to accept the proposal deemed most favorable to the interests of the District.

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## Introduction and Background

The District is located in the southwest section of Manatee County, Florida, spanning an area over 26 square miles. CHFCD protects a population ranging from 75,000 to 100,000 depending on the season. There is a spill-over population of 363,000 within Manatee County as well.

To ensure the best service delivery model for the constituents of the District, CHFCD operates five engine companies and one ladder company from four stations, which are strategically located within the district boundaries. Each station is staffed 24 hours a day with career personnel. CHFCD currently is assigned a Class 2 rating from the Insurance Safety Office (ISO).

CHFCD currently employs a staff of 71 personnel: 64 certified fire personnel, 2 civilian personnel, and 5 elected Fire Commissioners.

District boundaries are south of the City of Bradenton, east of 86th Street West, west of First Street, and north of the Sarasota County line. Major transportation routes through/within the District include:

- U.S. 41/Business 41
- State Road 684/Cortez Road West
- State Road 70/53rd Avenue West

## Purpose of the RFP

The District's current IT contractual agreement is ending in fiscal year 2019-2020.

The objective of the RFP is to identify one (1) service provider/vendor to whom the District can delegate its IT operations as an expert Managed Service Provider (MSP) that specializes in handling these responsibilities through a Service Level Agreement (SLA). A key deliverable for this work is a high level, scalable IT infrastructure. The District does not have a professional IT staff; therefore, IT is a critical component for the organization, and is used daily by every employee, contractor, partner, and end users to provide services to our clients. The qualified service provider/vendor will utilize a managed service provider approach to CHFCD to significantly limit the footprint of on-site IT infrastructure, enhance IT effectiveness and quality of services, minimize down time and support cost, ensure security of data, and maximize return on investment in IT. The outsourcing strategy has been designed to secure a broad and reliable range of services from a vendor prepared to take the defined responsibilities for the reliability and integration of CHFCD's information systems.

The service provider/vendor will work in conjunction with the District's Administrative Deputy Chief, as the main point of contact for the general infrastructure, equipment, security, monitoring and employee needs and all related equipment, backup and other needed IT requirements.

Proposals should allow for but not be limited to the following:

- network administration
- installing and configuring workstations and applications
- managing and configuring server resources
- troubleshooting hardware/software
- database server
- email system
- manage users
- SQL servers
- cloud storage
- video monitoring
- HIPAA compliance
- Public Records compliant with Florida State Public Record laws
- periodic on-site maintenance and troubleshooting
- evaluating the need for network/PC upgrades (hardware and software)
- protecting data through good network file system and regular back-ups
- work with current software vendor's support teams; assist with maintenance/upgrade projects
- provide better understanding of potential corporate network vulnerabilities
- install and administer antivirus program and firewall programs
- integrate current practices into a cloud-based system
- proper and legal electronic disposal of surplus electronic equipment

## Current Inventory

CHFCD currently operates the following:

Servers ( <i>Including email server</i> )	6
PCs	21
MacBook Pro	1
Windows Surface Go	1
Firewalls	5
WIFI	Site Wide
Mobile Devices (iPhones / iPads)	49
Video Monitoring	Site Wide
Access Control ( <i>Doors</i> )	11
Copiers	3
Printers	7

\*A visual inspection of the equipment will be made available.

## General RFP Information

### Submission Instructions

The District reserves the right to request additional written or oral information to supplement all written statements of qualifications or proposals.

Inquiries regarding this RFP should only be directed to:

Kyle Bradshaw  
Administrative Deputy Chief  
(941) 751-7090  
(941) 751-7095 fax  
kbradshaw@chfr.org

Proposal submissions should be mailed or delivered to:

Cedar Hammock Fire Control District  
Attention: Deputy Chief Kyle Bradshaw  
5200 26<sup>th</sup> Street W.  
Bradenton, FL 34202

### Due Dates

All proposals are due by 4:00 p.m. August 17, 2020, at the Cedar Hammock Fire Control District Administration Office located at 5200 26<sup>th</sup> Street W., Bradenton, FL 34207. Any proposals received after the time and date specified for receipt shall be considered late and non-responsive. Any late proposals will not be evaluated for award.

### Schedule of Events

- RFP advertisement July 20, 2020
- Visual inspection August 3, 2020
  - 8:00 a.m.
  - 10:00 a.m.
  - 1:00 p.m.
- Questions from vendors about scope or approach due by 4:00 p.m. August 5, 2020
- Responses to vendors about scope or approach issued August 12, 2020
- Proposals due date 4:00 p.m. August 17, 2020
- Review proposals August 18, 2020 at 9:00 a.m.
- Shortlist Committee review August 19, 2020 at 8:00 a.m.
- Anticipated decision and selection of Vendor(s)—August 20, 2020 at 6:00 p.m.
- Anticipated commencement date of work October 1, 2020

## Service Provider/Vendor Cost to Develop Proposal

Costs for developing proposals in response to the RFP are entirely the obligation of the service provider/vendor and shall not be chargeable in any manner to the District.

## Withdrawal of Proposals

Proposals may be withdrawn at any time prior to the submission deadline specified in this RFP, provided notification is received in writing. Proposals cannot be changed or withdrawn after the time designated for receipt.

## Rejection of Proposals

The District reserves the right to reject any and all proposals. The District reserves the right to award a contract to the firm that the District feels best meets the requirements of the RFP process. The District reserves the right to reject any and all proposals prior to execution of the Agreement, with no penalty to the District.

The District reserves the right to cancel, postpone, extend or revise the RFP or the RFP process at any time. If it becomes necessary to revise any part of this RFP, an addendum will be provided on the District's website at [www.chfr.org](http://www.chfr.org).

## Public Records

All proposals submitted in response to this RFP become the property of the District, and under the State of Florida's Public Records Laws (PRL), the records of local agencies are generally available to the public upon request. The proposal you submit will become a public document after it is officially awarded, and any related contract will be a public document.

The PRL may allow for the District to withhold documents, or parts of documents that reveal trade secrets or information that is confidential or proprietary, or information that would invade personal privacy from public disclosure.

If proposer believe that portions of its proposal includes such information, proposer must specify by, at a minimum, stamping in bold red letters the term "CONFIDENTIAL" on that part of the proposal which it believes to be protected from disclosure, and include specific detailed reasons, including any relevant legal authority, stating why it is not to be made public. The District reserves the right to make the final determination of whether to withhold or produce a document or portion of a document in response to a public records request. If the District withholds information at proposer's request, proposer may be required to litigate any claim of trade secret asserted.

## Confidentiality of Information

Subject to the requirements of the PRL or any other applicable law or court order, all information and data furnished to the selected service provider/vendor by the District, and all other documents to which the service provider/vendor's employees have access to during the term of the contract, shall be treated as confidential to the District. Any oral or written disclosure to third parties is prohibited unless authorized by the District or otherwise required by law.

## Guidelines for Proposal Presentation

### Proposal Submission

Award of the contract resulting from this RFP will be based upon the most responsive Service Provider/Vendor whose offer will be the most advantageous to CHFCD in terms of cost, functionality, and other factors as specified elsewhere in this RFP. CHFCD reserves the right to reject any or all offers and discontinue this RFP process without obligation or liability to any potential service provider/vendor, accept other than the lowest priced offer, award a contract on the basis of initial offers received, without discussions or requests for best and final offers.

Service provider/vendor's proposal shall be submitted in several parts as set forth below. The service provider/vendor will confine its submission to those matters sufficient to define its proposal and to provide an adequate basis for the District's evaluation of the service provider/vendor's proposal. In order to address the needs of this procurement, CHFCD encourages service provider/vendors to work cooperatively in presenting integrated solutions. Service provider/vendor team arrangements may be desirable to enable the companies involved to complement each other's unique capabilities, while offering the best combination of performance, and cost being provided under this RFP. CHFCD will recognize the integrity and validity of service provider/vendor team arrangements provided that:

- the arrangements are identified, and relationships are fully disclosed, and
- a prime service provider/vendor is designated that will fully be responsible for all contract performance.

Service provider/vendor's proposal in response to this RFP will be incorporated into the final agreement between CHFCD and the selected Service provider/Vendor(s). The submitted proposals shall include each of the following sections:

- Executive Summary
- Approach and Methodology
- Deliverables
- IT Services Management Approach
- Support Services
- Detailed and Itemized Pricing
- Appendix: References

- Appendix: Project Team Staffing
- Appendix: Company Overview

The detailed requirements for each of the above-mentioned sections are outlined below.

## Detailed Response Requirements

### Executive Summary

Present a high-level synopsis of the service provider/vendor's responses to the RFP. The Executive Summary should be a brief overview of the engagement and should identify the main features of and benefits of the proposed work.

### Scope, Approach, & Methodology

Include detailed technical expertise by phase. This section should include a description of each major type of work being requested of the service provider/vendor. All information that is provided will be held in strict confidence by the District subject to the requirements of the PRL.

### Deliverables

Include descriptions of the types of reports used to summarize and provide detailed information on monthly activities, issues, user support and any necessary countermeasures and recommended corrective actions. Include sample reports as attachments to the proposal to provide an example of the types of reports that will be provided for this engagement.

### IT Service Management Approach

Include the method and approach used to manage the overall project and client correspondence. Briefly describe how the engagement proceeds from beginning to end.

### Support Services

Please answer the following:

- Is help desk support available?
- When is support available? (Indicate xx a.m. to xx p.m. and the days of the week)
- How are charges for support structures documented and tracked?
- Describe your problem escalation process, including:
  - Initial problem identification.
  - Determination of priority and severity of problem.
  - Steps for resolving problem escalation when a solution is not forthcoming, or an implemented solution is unsatisfactory.



- CHFCD offers emergency fire and medical services to the community. Explain your familiarity and experience in the support of the specialized technology requirements of this type of service.
- CHFCD operates on a 24/7, 365 days per year schedule, what would your availability be in the event of any technology issues requiring immediate attention during any non-routine business hours?
- Beyond the scope of the RFP, what services (related or otherwise) does your organization provide that could benefit and/or may be of interest to the District?

### Detailed & Itemized Pricing

Include a fee breakdown by phase and estimates of service, software licensing, subscription and hardware expenses.

### APPENDIX A: References

Provide contact information for three (3) current references for which proposer has performed similar work.

### APPENDIX B: 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. Describe bonding process and coverage levels of employees. Affirm that no employees working on the engagement have ever been convicted of a felony. Confirmation of clean criminal record checks will be required.

### APPENDIX C: Company Overview

Provide the following for your company:

- Official registered name (Corporate, Partnership, etc.), address, main telephone number, toll-free numbers, and facsimile numbers.
- Current W-9
- Key contact name, title, address (if different from above address), direct telephone and fax numbers.
- Person authorized to contractually bind the organization for any proposal against this RFP.
- Brief history, including year established and number of years your company has been offering Information Technology Service.
- Also, include proof of general and professional liability insurance, and a minimum of \$1,000,000 Worker's Compensation coverage.

## Evaluation Factors for Award

### Criteria

Any award to be made pursuant to this RFP will be based upon the proposal with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon the service provider/vendor's responsiveness to the RFP and the total price quoted for all items covered by the RFP.

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a service provider/vendor:

- The extent to which service provider/vendor's proposed solution fulfills the District's stated requirements as set out in this RFP.
- An assessment of the service provider/vendor's ability to deliver the indicated service in accordance with the specifications set out in this RFP.
- The service provider/vendor's stability, experiences, and record of past performance in delivering such services.
- Availability of sufficient high-quality service provider/vendor personnel with the required skills and experience for the specific approach proposed.
- Overall cost of service provider/vendor proposal.

The District may, at its discretion and without explanation to the prospective service provider/vendor, at any time choose to discontinue this RFP without obligation to such prospective service provider/vendor.

### Shortlisting

In the event more than three (3) qualified proposals are received, the Short List Committee shall thoroughly review and discuss all proposals with regard to the designated criteria and may choose to eliminate one or more service provider/vendors from further consideration and to designate the balance of the service provider/vendors as warranting further consideration. Any one committee member may designate a service provider/vendor as warranting further consideration. Only the service provider/vendors designated as warranting further consideration shall be scored and ranked.

Each member of the Short List Committee is given an Evaluation Sheet and scores each firm designated as warranting further consideration according to the points indicated on the Evaluation Sheet. Upon completing the scoring of each firm, the numerical scoring is converted to an ordinal rank, i.e., the firm with the highest score is ranked 1<sup>st</sup> (1), the firm with the next highest score is ranked 2<sup>nd</sup> (2), and so on until all firms designated as warranting further consideration have received an ordinal rank.

Based on the rankings, the Short List Committee will deem which proposers shall be invited to make presentations and interview with the Board of Fire Commissioners at their August 20, 2020, regular meeting to be held at 6:00 p.m. 5200 26<sup>th</sup> Street W., Bradenton, FL 34207.

Notices of all committee and commission meetings shall be posted at Cedar Hammock Fire Control District offices at 5200 26<sup>th</sup> Street W., Bradenton, Florida 34207 pursuant to Chapter 189, Florida Statutes and on the District’s website at [www.chfr.org](http://www.chfr.org).

The Short List Committee will evaluate and rate each submittal based upon the following criteria:

## Evaluation Table

Experience & Personnel Experience	20%
Understanding of the District’s Needs & Services to be Provided	10%
Location of Responsible Office ( <i>From Rating Table</i> )	10%
Compatibility with End Users & District Staff Needs	10%
Satisfaction of Clients / End Users	10%
Availability	20%
Cost	Total 100%

The Board of Fire Commissioners may use the same criteria, as well as any information obtained from the proposers’ presentations/interviews.

### Location Rating Table

<u>LOCATION BY COUNTY</u>	<u>RATING</u>
Manatee, Sarasota	10 pts
Charlotte, DeSoto, Hardee, Hillsborough, Lee, Pinellas	8 pts
All other Florida counties	6 pts
Out of State	4 pts

### Contract

The District anticipates a three-year contract that will be renewable for an additional (2) two one-year periods. All fees should be set for an annual term and clearly state that in the proposal. The District expects all submitting firms to consent to the District’s Scope of Work and Specifications. Exceptions desired must be noted in the proposal submittal. The District reserves the right to revise the stated contract terms and conditions prior to contract signature.

# Request For Proposals – IT Services

## CHECKLIST

Company Name: \_\_\_\_\_

The checklist is a short form list of suggestions needed for the qualifications submission and it forms a table of contents for your proposal. This listing also serves as a checklist for the personnel who review your presentation for completeness prior to its review by the Selection Committee.

Applicant	CHFR Staff	Requirements
		1. Executive Summary
		2. Approach & Methodology
		3. Deliverables
		4. IT Services Management Approach
		5. Support Services
		6. Detailed & Itemized Pricing
		6. Appendix A: References
		7. Appendix B: Project Team Staffing
		8. Appendix C: Company Overview
		9. Any Additional Company or Service Information

The completion of items 1 - 8 are mandatory and should be tabbed to coincide with each item of the checklist. Failure to complete mandatory items in this section can eliminate your proposal from further consideration for selection.

# INFORMATION TECHNOLOGY (IT) SERVICES

## SHORT LIST EVALUATION SHEET

Date: \_\_\_\_\_

Company Name: \_\_\_\_\_

<b>Criteria</b>	<b>Points Allowed</b>	<b>Points Awarded</b>
<b>a. <u>Location of Responsible Office</u></b> Taken from the District's Location Rating Table.	Maximum 10 Points	
<b>b. <u>Understanding of the District's Needs</u></b> Provide computing solutions today and for future growth, while maintaining security and Florida Statute requirements.	Maximum 20 Points	
<b>c. <u>Compatibility with End Users &amp; District Staff</u></b> Able to provide support for all Cedar Hammock Fire Control District staff needs, and work with additional vendors to support all IT needs.	Maximum 10 Points	
<b>d. <u>Experience &amp; Personnel Experience</u></b> Present workload, available personnel to be assigned to the project, and schedules for prior projects.	Maximum 20 Points	
<b>e. <u>Satisfaction of Clients/End Users</u></b> Discuss prior work for Cedar Hammock Fire Control District and similar types of work completed; include references.	Maximum 10 Points	
<b>f. <u>Availability</u></b> Business operating hours. After hours emergencies. Help desk. Average ticket completion times.	Maximum 10 Points	
<b>g. <u>Costs</u></b> Direct cost of hardware proposal and reoccurring costs for service. Additionally, cost options (purchase, lease, etc.)	Maximum 20 Points	

Maximum 100 Points      Total Points \_\_\_\_\_

Short List Committee Member: \_\_\_\_\_