

**Request for Proposals for an Information Technology (IT) Consultant
Proposals Due by 2:00 PM on September 2, 2020.**

I. General

The Tampa Bay Regional Planning Council (TBRPC) is seeking qualified consultants to provide professional Information Technology (IT) services to include but not limited to:

- Bringing system configuration and security to industry best practice standards, improving performance and reducing support issues.
- Improving the end-user experience by providing a high-quality Help Desk services for TBRPC employees.
- Providing flexibility in meeting future system needs as the IT infrastructure evolves.

Proposals will be received until September 2, 2020 at 2:00 pm at the: Tampa Bay Regional Planning Council, 4000 Gateway Centre Boulevard, Suite 100, Pinellas Park, FL 33782, Attention Sean Sullivan, Executive Director.

2. Background

The Tampa Bay Regional Planning Council (TBRPC) is an association of local governments and gubernatorial representatives whose mission is to serve the citizens and member governments of the Tampa Bay Area, consisting of Citrus, Hernando, Hillsborough, Manatee, Pasco and Pinellas Counties, by providing a forum to foster communication, coordination and collaboration in identifying and addressing issues and needs regionally.

3. RFP BID TERMS & CONDITIONS

- a) For purposes of this document, the party to whom this RFP is addressed shall be referred to as “Bidder” and any materials submitted in response to the RFP shall be referred to as a “Proposal”.
- b) TBRPC is not liable for any costs or expenses incurred by a Bidder or any other person or entity in the preparation of the Proposal.
- c) This RFP may be sent as a courtesy to known interested individuals and firms. The receipt of this RFP from TBRPC in no way implies that the recipient is a qualified bidder.

Any Proposal submitted to the TBRPC is not confidential. All materials submitted become the property of TBRPC.

To be considered, Bidder’s Proposal must be complete and, in the format, indicated in this RFP and delivered by the date and time indicated in this RFP. Bidders may submit only one proposal for the Contract.

The Bidder to whom the Contract has been awarded must execute a Contract within thirty business days after the award and submit such other Documents as required by the Contract Documents. Failure by the Contractor to execute the Contract and submit such other documents as required by the Contract Documents shall be just cause for annulment of the Award. If the Bidder to whom the award is made shall fail to execute the Contract as herein provided, the award may be annulled and the Contract awarded to the second lowest responsible Bidder, and such bidder shall fulfill every stipulation embraced herein, as if he were the original party to whom the award was made, or the TBRP may reject all of the bids, as its interest may require.

From the issue date of the RFP until a determination is made regarding the qualification of Bidders, all contact with the TBRPC concerning this RFP must be made in writing to Sean Sullivan, Executive Director at: Sean@TBRPC.org. All questions about the meanings or intent, discrepancies or omissions of the RFP shall be submitted in writing.

After execution of the Contract, the Contractor will initiate work within 15 days. Materials ordered or work done prior to these dates shall be at the Contractor's risk.

d) Documents to be submitted with bid include:

- Proposal
- Affidavits
- Information Regarding Bidder
- Vendor Certification
- Certificate of Compliance
- Documentation for network, security support
- Division of Corporations Registration

4. SCOPE OF INFORMATION TECHNOLOGY SERVICES

The Information Technology consultant shall provide the following IT services as and when needed and directed to do so:

Documentation: Successful Bidder will be expected to ensure proper documentation for the implementation of new technology, general management and operations. This includes basic user communications around IT practices to secure network such as onboarding/off boarding practices or addressing SPAM and phishing attempts and virus protection. Respondent shall develop procedural documentation.

Network Administration: Successful respondent will be responsible to provide general and routine maintenance and monitoring of TBRPC's IT infrastructure including Wi-Fi systems, switches, firewalls, routers and other network and security devices. Respondent will also perform the installation and maintenance of network devices and servers, and patches and upgrades as needed to stay current with security and configuration standards and best practices. Bidder shall implement a proactive monitoring system of the network equipment including alert notifications to the event of device failure to monitor and report on network performance and capacity, etc.

Bidder will be responsible for adding, deleting or changing user network and Office 365 accounts and ensure that each account is working efficiently and effectively free of errors. Respondent shall develop procedural documentation and back-up plans.

Hardware/Software Administration: Successful Bidder shall manage hardware, software, and operating systems necessary for the quality, security, performance, availability, recoverability and reliability of the system. Bidder shall ensure scheduled preventive maintenance for equipment is promptly performed including changes, upgrades, patches, etc. Bidder shall also carry out the installation and maintenance of printers, scanners, phones (physical and software based), cellular phones, servers, network devices and other computer peripherals. This includes all configuration management and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user is critical.

Demonstrated proficiency in maintenance of the following applications is required:

- Offsite backup with Rsync or equivalent (or cloud backup with Amazon Glacier) from internal Synology NAS backup server.
- Maintenance of premises server with RDP gateway for staff
- Integration of existing VOIP Asterisk-based telephone system
- Administration of networked Quickbooks Enterprise
- Office 365
- Amazon AWS LightSail and WordPress
- ArcGIS Server maintenance and setup

TBRPC currently has 12 staff with desktop PCs, Server Essentials Server with Remote Gateway, Accounting Server, GIS Server, FTP Server, and NAS devices for backup. We operate in a Windows 10 environment and also have a conference room with Audio/Visual functions for public meetings.

5. BIDDER'S PROPOSAL

Required Materials. The Bidder must include the following information in the Proposal:

- a) Resume or corporate profile clearly reflecting qualifications and experiences.
- b) Hourly rate or monthly per user rate that is required or preferred by the Bidder for the consulting arrangement to be feasible and/or desirable. Note that travel hours shall not be billable and work hours shall be billed to the nearest one-half hour.
- c) Any administrative expenses that the Bidder anticipates billing to TBRPC (e.g. telephone, mileage, etc.). Note that out-of-pocket expenses shall require pre-approval to be reimbursed.
- e) Any other terms and/or conditions required or preferred by the Bidder for the consulting arrangement to be feasible and/or desirable.
- f) Description of the individual's or firm's current legal and financial situation including: any bankruptcies filed; and, any material (in excess of \$50,000) claims, judgments, arbitrations investigations or lawsuits pending.
- g) Acknowledgement that the Bidder agrees to purchase and maintain during the entire term of the consulting arrangement commercial general liability insurance, professional; errors and omissions insurance and workers' compensation (if applicable), in such amounts as are reasonably required by TBRPC or as required by law.
- h) List at least three (3) professional references.

FORMAT. The Proposal shall satisfy the following formatting requirements.

- The Proposal shall not exceed more than 5-pages, excluding attachments.
- The Proposal should be organized in the order in which the requirements are presented in this RFP and should clearly indicate the section of the RFP that is being addressed.
- The Proposal shall include all the required information indicated herein. Failure to submit all required information may result in a request for prompt submission of missing information, giving a lowered evaluation of the Proposal, or rejection of the Proposal.

Delivery Requirements. One (1) printed and one (1) electronic copy of the Proposal shall be submitted to Sean Sullivan, Executive Director no later than 2:00 PM on September 2, 2020 at the following addresses:

Electronic: Sean@TBRPC.org

Printed: Tampa Bay Regional Planning Council
4000 Gateway Centre Blvd.
Suite 100
Pinellas Park, FL 33782
Attn: Sean Sullivan, Executive Director