

**Request for Proposals**  
**For**  
**Managed IT Services and Support**

**Workforce Escarosa, Inc. dba CareerSource Escarosa**

**Date of Issue: July 3, 2022**

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Workforce Escarosa, Inc., hereinafter referred to CareerSource Escarosa, is competitively soliciting for an IT Managed Service Provider who can become a technical partner with current IT staff and provide remote (on-site assistance rare but possible) back-up/day to day monitoring and maintenance to help manage current infrastructure. In addition, provide plans for upgrading equipment, improving our security posture, and other solutions that would assist CareerSource Escarosa to be more efficient are needed.

**I. Submission of Proposals**

Proposals are to be submitted to:

Name: Nathaniel Johnson  
Title: IT Manager  
Entity: Workforce Escarosa, Inc.  
Address: 6913 North 9<sup>th</sup> Avenue  
Pensacola, FL 32504  
Phone: (850) 607-8756  
FAX: (850) 607-8851  
Email: [Njohnson@careersourceescarosa.com](mailto:Njohnson@careersourceescarosa.com)

All proposals must be received no later than July 30, 2022, by 4:00 PM, Central Standard Time (CST). Proposals that are received after the above deadline will be deemed non-responsive, will not be reviewed nor evaluated, will not be considered for services, and will be returned to the Offeror with a written notice stating why the proposal is non-responsive.

Proposals shall be typed in 12-point font on 8-1/2" x 11" paper. The written narrative of the proposal shall not exceed ten (10) pages excluding any attachments. **One original and three (3) copies must be submitted in accordance with the timeline identified below.**

All costs incurred by the organization or individual, hereinafter referred to as the Offeror, in the preparation of a proposal responding to this RFP are the responsibility of the Offeror and will not be reimbursed by Escarosa.

This RFP is to contract for Managed IT Services and Support for fiscal year 2022-2023. Escarosa's fiscal year begins July 1 and ends June 30 of any given year.

Legal Notice: July 3, 2022

Publish RFP: July 5, 2022

Deadline for RFP to be submitted (4 PM): July 30, 2022

Evaluation Team to review RFP Responses: August 11, 2022

Executive Committee review of Evaluation Team's recommendation:  
August 18, 2022

Executive Committee to present recommendation of award to Board

Proposer notified of selection: August 18, 2022

Contract to begin: September 1, 2022

Inquiries concerning the RFP will be directed to Nathaniel Johnson at (850) 607-8756.

Escarosa request an overall cost quote based on Offeror estimates of staff to be involved and the number of hours needed to complete the services identified in the RFP, and any other costs associated with the services. The Offeror must provide a bottom-line quote which states that amount the contract will not exceed based upon the services being solicited.

Although cost is one of the criteria for selection, CSE will be awarding based upon several criteria evaluated based upon the proposal. 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. CSE is not bound to accept the lowest proposal and is not obliged to give a reason for rejecting a proposal.

Escarosa reserves the right to reject any and all proposals receive in response to this RFP. A contract for the accepted proposal will be based upon the factors described in the RFP.

It is expected that a decision selecting the successful proposal will be made by August 19, 2022. All proposers that submitted proposals will receive written notification of the decision of the Board of Directors.

The contract will be based upon progress invoices tied to performance of the services being solicited and funding allocations.

## II. Background Information

CareerSource Escarosa is a nonprofit organization committed to supporting the workforce needs of Escambia and Santa Rosa Counties. Classified as one of Florida's 24 local Workforce Boards and a member of the CareerSource Florida Network, we provide employment and training resources for area job seekers and employers.

CareerSource Escarosa is a private, nonprofit corporation and has been determined to be exempt from Federal income tax under Section 501(c) (3) of the Internal Revenue Service Code. It is governed by a 19+ member Board of Directors. Administrative offices are located at 6913 North 9<sup>th</sup> Avenue, Pensacola, FL 32504.

CSE has 3 offices where services are offered to the public:

<b>Center</b>	<b>Address</b>	<b>Days and Hours of Operation</b>
Pensacola Career Center	6913 North 9 <sup>th</sup> Avenue Pensacola, FL 32504	M-F 8:00 am – 4:00 pm
Milton Career Center	5725 Highway 90 Milton, FL 32583	M-F 8:00 am – 4:00 pm
Century Career Center (satellite center)	8120 North Century Boulevard Century, FL 32535	M-W 8:00 am – 4:00 pm

### **The Pensacola Office (Main Office)**

- The ISP and package is: Cox Business 100 - 100 Mbps x 20 Mbps., Managed VOIP system
- 35 public use Windows 10 computers with Deep Freeze and Time Limit Manager
- 35+ employees with Windows 10/11 Dell AIO desktops, 15 laptops
- 3 Networked HP color printers, 3 Xerox Copiers, 40+ HP desktop printers, 4 fax machines
- Meraki MDM – 8 cell phones, 14 Ipad's, 2 Galaxy Tabs
- Sonicwall NSA 2650, Trend Micro, VPN to Department of Economic Opportunity (DEO)
- Barracuda Sentinel and Email Protection on prem with cloud back-up of file shares/data
- 8 physical hosts, 10 VM's, 2 DC's (Hyper-V)
- Office 365 cloud E1 and E3 licensing with Azure on prem, MIP for Accounting (server based), Adobe Pro, PII Protect/Threat Protector for Security Awareness Training of the 60 +/- users in AD
- There are 5 users who can utilize remote VPN access through Sonicwall using Net Extender

### **The Milton Office**

- Satellite office with 10 staff members | 12 staff and 8 public use Dell AIO computers with Windows 10 and 2 laptops)
- Sonicwall TZ300 FW/VPN with main site (9<sup>th</sup>)
- PBX phone system – 12 lines, 2 analog (Possibly upgrading to VOIP)

- ISP – Mediacom Fiber
- 1 host with 1 VM
- 1 networked HP color printer, 2 Xerox copiers, 1 networked HP printer, and 2 fax machines

### **Century**

- 1 staff member with 1 Dell AIO and 5 public use Dell AIO computers
- 1 networked color printer and 1 HP desktop printer
- Sonicwall SOHO250 FW/VPN to main site (9<sup>th</sup>)
- ISP – Spectrum 100Mbps

### **III. Scope of Work/Performance**

The successful Offeror will be contracted to provide services as follows:

- Introduce and monitor a help desk ticketing system for CSE staff to use when issues arise
- Provide full help desk support for CSE staff when IT staff is unavailable or needs assistance with a help desk ticket item
- Network Administration – Maintain the availability, performance, and health as well as maintenance and firmware updates for Sonicwall FW and other network equipment
- Help maintain Meraki WAP and create a streamlined approach for setting up CSE mobile devices for each user via Meraki MDM
- Oversee AV endpoint management and cybersecurity overall
- Aid with deploying new software or app rollout and provide input into licensing
- Reset passwords and unlock/lock domain user accounts
- Troubleshoot voicemail/calling issues within the Cox.com web interface
- Print Server management
- Group Policy overhaul and deployment
- Update documentation/policies as required
- Provide audits of network security
- Document and update disaster recovery and redundancy processes and manage server backups and hardware necessary for DR
- Regular testing of image backups to ensure integrity of the backup process
- Provide assistance with creating HW/SW renewal planning
- Track hardware and software model, version, serial numbers, licensing model, end-of-life, warranty, and maintenance costs etc.
- Assist in developing, reviewing, and updating IT Security Policies on a scheduled and as-needed basis
- Take over patching and ensure all Hosts, VM's, and endpoints have the latest software and security updates
- Monitor servers (Hyper-V), network infrastructure, and other key local and cloud-based services on a 24-hour / 7 days per week basis and notify CSE IT staff immediately of arising issues

**The Offeror must sign and include as an attachment to its proposal the Certification Forms with the RFP (See Attachment I of the RFP Instruction**

**Package). The Offeror must complete the forms as required by federal and state law and include them as an attachment to their proposal.**

**IV. RFP Written Narrative Response Format**

The Offeror must follow the format outlined below. All items must be addressed and responded to in the written narrative of the proposal. If an item is not addressed and is omitted, the proposal shall be deemed non-responsive, shall not be rated nor ranked, and shall not be considered for funding. The proposal shall be returned to the Offeror with a written statement noting why the proposal was deemed non-responsive.

**The Offeror in its proposal shall, at a minimum, include the following:**

**A. Prior Managed IT Services and Support**

1. The Offeror will need to describe its prior experience including the names, addresses, contact persons and telephone numbers of, at a minimum, 3 prior organizations the Offeror has rendered services.
2. The Offeror will need to provide contact information for references of current customers.

**B. Organization, Size and Structure**

The Offeror will need to describe its organization's size and structure. Indicate, if appropriate, whether or not the organization is a small or minority-owned business. Offeror will need to include a copy of the most recent Peer Review, if the Offeror has had a Peer Review, as Attachment II to this response. If the Offeror has not had a Peer Review/Quality Review, under Attachment II, the Offeror will need to provide a statement as to why this has not been completed.

**C. Staff Qualifications**

The Offeror will need to provide the qualification of staff to be assigned for services. Descriptions will include:

- a. Staff positions. Only include bios of staff to be assigned to the service. Include education, position in organization, years and types of experience, continuing professional education, and, if applicable, state(s) of licensures.

**D. Understanding of Work to be Performed**

The Offeror will need to briefly describe its understanding of work to be performed

**E. Budget**

Provide a budget for the services listed in the Scope of Work, to include procedures and documentation for each item, as well as any other cost that will affect the contract.

CSE expects to contract with the vendor on a Fixed Price basis. Vendor is to quote a Fixed Price for: Implementation of services (Onboarding), all software licenses for

the vendor's products, all software licenses for third party products supplied by the Vendor, and ongoing services in the agreement for one year from the start date.

**V. Proposal Evaluation**

Proposals will be evaluated based upon the following criteria:

- Prior experience with similar or like organizations and or funding 30%
- Organizations' size and structure 10%
- Qualifications of staff to be assigned for services 25%
- Understanding of the work to be performed 25%
- Budget 10%