



# TBRPC

TAMPA BAY REGIONAL  
PLANNING COUNCIL

**Request for Qualifications for  
Full-Service Information Technology  
Management and Support**

**Tampa Bay Regional Planning Council  
4000 Gateway Centre Boulevard, Suite 100  
Pinellas Park, FL 33782**

**Issue Date: Friday, September 8, 2023  
Submittal Deadline: Friday, October 13, 2023**

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## **RFQ Purpose**

The Tampa Bay Regional Planning Council (TBRPC) invites you to respond to this Request for Qualifications (RFQ). The purpose of this RFQ is to select a single organization to provide ongoing Information Technology (IT) managed services and support for TBRPC, beginning on November 13, 2023, and ending on September 30, 2024. Following the initial term, renewal options must be available annually or monthly for the fiscal year of October 1 through September 30.

## **Minimum Qualifications**

Responding Firms must meet the following minimum qualifications to be considered responsive to this RFQ:

- As of the submission deadline, the Firm shall have a minimum of three (3) years of experience satisfactorily providing the same or similar services requested under this RFQ. Prior experience working with municipalities, county governments, or other public entities is preferred.
- As of the submission deadline, the Firm shall be registered with the Florida Secretary of State and be in good standing.

Any Firm that does not meet these minimum requirements shall not be eligible to be considered for placement on the list of qualified Firms.

## **Introduction to TBRPC**

TBRPC is an association of local governments, which includes 6 counties and 21 municipalities in the Tampa Bay area. The governing body of TBRPC consists of local elected officials. TBRPC provides a wide scope of services and programs including resilience planning, economic development, and emergency preparedness. The Council's work is supported by TBRPC staff.

TBRPC's office is located at 4000 Gateway Centre Blvd., Suite 100, Pinellas Park, FL. 33782. We highly encourage all RFQ respondents to visit our website at [www.tbrpc.org](http://www.tbrpc.org) to learn more about the TBRPC.

## **Current IT Support**

TBRPC is currently contracted with a Managed IT Services company through December 15, 2023. An overlap of one month is planned to allow for the previous contractor to assist the new contractor in migrating the knowledge base and systems.

## **Current Technical Environment**

### **Users:**

TBRPC staff currently consists of 12 full-time employees and 1 full-time research fellow. Staff work a hybrid schedule, which typically consists of three in-office days and two remote workdays per week. Staff software and hardware needs vary widely.

### **VPN:**

Cisco AnyConnect Secure Mobility Client

### **Servers:**

HP physical server with VMware, which hosts virtual servers. Virtual servers consist of a file server and an authentication server.

### **Backup Appliance:**

Datto Backup Appliance

### **Firewall:**

Meraki Firewall & Router

### **Anti-virus protection:**

Enterprise Bitdefender

### **Internet/Wi-Fi:**

TBRPC uses Frontier Internet with no backup. Staff and visitors to the TBRPC rely heavily on office Wi-Fi. TBRPC frequently hosts large group meetings and requires Wi-Fi speed to support up to 75 simultaneous users.

### **Staff Hardware/Devices:**

14 Laptops (mostly Dell PCs) running Windows 11

1 Desktop (PC) running Windows 10

8 Samsung Galaxy tablets running Android OS which are rarely used.

2 Surface tablets running Windows 11

4 Printers, but only 1 is highly used (Konica Minolta bizhub C550i). The other 3 are desktop printers (various makes/models).

### **Websites:**

New TBRPC website: [www.tbrpc.org](http://www.tbrpc.org) (hosted by WPEngine)

Legacy TBRPC website: <https://54.210.53.118/> (hosted by AWS)

Bay Soundings: [baysoundings.com](http://baysoundings.com) (hosted by Host Gator)

Coast to Coast Trail: [c2connector.org](http://c2connector.org) (hosted by GoDaddy)

### **Software\applications in use at TBRPC:**

Note: This is not a comprehensive list, but the most heavily utilized.

Microsoft 365 for Outlook email, Teams, and SharePoint (all users)  
Microsoft Office applications including Word, Excel, and PowerPoint (all users)  
Adobe Acrobat (all users)  
Zoom (all users)  
Adobe Creative Suite (5)  
QuickBooks Online (2)  
ArcGIS Pro, ArcMap (4)  
Twinmotion (1)  
SketchUp (1)  
Unreal Engine (1)

**Voice:**

We use RingCentral for voice, with most staff utilizing softphones. Four staff have an additional desktop phone.

**Audio/Visual Conferencing Equipment:**

TBRPC recently upgraded its large conference room with new AV equipment to include an array of in-ceiling microphones, two high-definition cameras, and additional equipment stored within a podium. The podium includes USB audio and video connections to facilitate “Bring Your Own Device” (BYOD) conferencing for user laptops. The signals for the devices are connected to a USB bridge that accepts USB 2.0 to provide a single USB connection to the user.

**Scope of Services**

The Scope of Services includes, but may not be limited to, the following:

- Initial Assessment
  - Compile/update inventory of all information technology-related assets and assess system assets. Must record warranty information and specifications.
  - Make recommendations for improving TBRPC-wide IT system performance, including recommended hardware/software updates, moving additional systems to the cloud, employee training, and IT policy improvements.
- Ongoing Support
  - Administration of day-to-day IT services such as new user setup, email management, data management, network management, and security.
  - Monitoring of all IT systems.
  - Remote and local onsite help to solve IT problems.
  - Maintain all system and software updates.
  - Maintain and supply daily offsite backups of the network which are secure and encrypted at rest and during transport. Must have the capability to reconstruct the system in less than 24 hours.
  - Keep the network secure by providing software and licenses for spam, web, and virus filters.

- Provide specifications for the purchase of hardware and software.
- Installation of hardware, software, cell phone, tablet, and other IT-related devices.
- Track and maintain hardware and software warranties and expirations for all servers, PCs, and other IT devices.
- Manage all IT vendors.
- Perform regular maintenance on TBRPC websites and troubleshoot website issues.
- Timely and professional notifications of system outages
- Provide periodic updates to TBRPC which identify recurring system problems and/or pinpoint parts of the system that could be improved.
- Maintain interoperation of TBRPC's networks, applications, servers, and services with the newly installed conference room A/V system.

### **Certification Requirements**

The purpose of this section is to list the certification requirements needed to service our network efficiently:

- Security+
- Cloud+
- Net+
- Microsoft Certified Systems Engineer

Not required, but highly desired certifications:

- Microsoft Gold Certification
- Google Workspace Administrator
- *AWS Professional Level* certifications

### **Contents of Responses to Request for Qualifications**

The content and sequence of the response to this Request for Qualifications will be as follows:

**Section A** – The responding Firm shall provide a brief profile of their company, which should include the Firm's legal name, history, business structure, type of business, years in business, location of parent company and branches, proposed service team, total number of personnel, and certifications. Include copies of certifications or evidence thereof.

**Section B** – Provide examples of similar services the Firm provides to other clients and provide at least five references of similar services. The reference list should include the name of the entity, the location of the entity, a contact person, telephone number, email address, and a brief description of the services provided.

**Section C** – Describe the services the Firm would provide under this agreement.

**Section D** – Describe how the Firm provides its services. To include but not limited to:

- How does the Firm provide customer service and support?
- Is customer service and support local or outsourced?
- Does the firm provide monitoring services and support? If so, are the services and support local or outsourced?
- What is the Firm’s security policy for sensitive information such as passwords, network access, etc.?
- What are the Firm’s office hours?
- Does the Firm provide after-hours support?
- Does the Firm have a call center?
- Does the Firm use cloud services? If so, explain the services offered and the location of the cloud services.
- What is the Firm’s response time policy?
- How many technicians are on staff and how many will be provided to support this agreement?

**Section E** – The Firm shall certify and provide a statement that they are financially stable and have the necessary resources to provide the services at the level required.

**Section F** – Firm shall provide the monthly price for full-service all-inclusive IT management and support. Detail what services are included in the monthly price. Include pricing for any additional services available that would not be covered under the monthly price.

**Section G** – Drug-Free Workplace Form: In accordance with Florida Statutes section 287.087, the Firm will complete and return as part of the RFQ the Drug-Free Workplace Certification form.

**Section H** – Insurance Requirements

**Liability Insurance:**

Firm shall purchase and maintain comprehensive general liability and automobile insurance for the services being performed and furnished which shall provide protection from claims set forth below which may arise out of or result from Firm performance and furnishing of the services.

Minimum limits of \$500,000 per occurrence for all liability must be provided. Limits of coverage shall not be less than the following for bodily injury, property damage and personal injury, combined single limits: general aggregate \$500,000, each occurrence \$500,000.

**Automobile Liability:**

Coverage shall be maintained as to the business use of all its owned, non-owned, leased or hired vehicles with limits of not less than: bodily injury & property damage liability \$300,000, combined single limit each accident \$100,000.

If Firm has no owned autos, a letter from the Firm so stating must be included with the certificates of insurance.

**Workers Compensation Coverage:**

Firm shall purchase and maintain workers compensation insurance for all workers compensation obligations imposed by Florida statutes.

**Instructions on RFQ Response Submission****Closing Submission Date:**

RFQ responses must be submitted no later than 4:30 p.m. (Eastern Standard Time) on Friday, October 13, 2023. Please ensure receipt by email or phone.

**RFQ Process Schedule:**

Note: TBRPC reserves the right to modify this schedule if needed due to operational commitments.

September 8, 2023: Advertise RFQ

September 22, 2023: Questions about RFQ due

September 29, 2023: Addendum advertised

October 13, 2023 at 4:30 pm (Eastern Standard Time): RFQ responses due

October 23 - 25, 2023: Interviews (if needed)

November 6, 2023: Notification of award

November 6-10, 2023: Contract negotiation

November 13, 2023: Contract begins

**Inquiries:**

Inquiries concerning this RFQ should be directed to Ashley Mott at (727) 570-5151 ext. 70 or [ashley@tbrpc.org](mailto:ashley@tbrpc.org)

**Conditions of RFQ Response:**

All costs incurred in the preparation of an RFQ response will be the responsibility of the Firm and will not be reimbursed by the Council.

**Your response should be addressed as follows:**

Electronic responses to the RFQ should be delivered via email to: [ashley@tbrpc.org](mailto:ashley@tbrpc.org)

If Respondents choose to submit paperwork electronically, TBRPC is not responsible for any technical problems in the electronic transmission and/or delay in receipt due to



technical problems. Such electronic transmittal errors will not alter or affect the deadline date and time for receipt of responses.

**Or the response can be mailed to:**

Tampa Bay Regional Planning Council  
4000 Gateway Centre Blvd. Ste. 100  
Pinellas Park, FL 33782  
Attention: Ashley Mott

It is the responsibility of the Responding Firm to ensure that the RFQ response is received by the TBRPC by the date and time specified above.

Note: Late responses will not be considered.

**Small and/or Minority-Owned Businesses**

Efforts will be made by the Council to utilize small businesses and minority-owned businesses.

A Firm qualifies as a small business Firm if it meets the definition of “small business” as established by the Small Business Administration (13 CFR 121.3-8).

**Qualifications Evaluation**

**Submission of Responses:**

All RFQ responses shall include all information detailed in the Contents of Responses to Request for Qualifications section above.

**Nonresponsive RFQ Responses:**

The Council reserves the right to waive any immaterial inconsistencies in an RFQ response which might otherwise appear to make said response nonresponsive. Responses may be judged nonresponsive and removed from further consideration if any of the following occur:

- The RFQ response was not received in a timely manner in accordance with the terms of this RFQ.
- The RFQ response does not include the Certifications or the Drug-Free Workplace form.
- The RFQ response is not thorough enough for the RFQ reviewers to form a judgment.

**Evaluation:**

Evaluation of each RFQ response will be based on the following criteria:

Criteria	Point Range
1) Organization and structure of the Firm	0-10
2) Prior experience providing related services	0-25
3) Certification requirements met	0-20
4) Firm's understanding of work to be performed	0-25
5) Price/Value	0-20
Maximum Points	100

### **Review Process**

TBRPC may, at its discretion, request interviews with any or all Firms, to clarify or negotiate modifications to the Firm's responses.

However, the Council reserves the right to make an award without further discussion of the responses submitted. Therefore, RFQ responses should be submitted initially on the most favorable terms, from both technical and price standpoints, which the Firm can propose.

TBRPC is contemplating awarding the contract to the Firm with the highest total points.