



REQUEST FOR PROPOSALS:

Managed IT Support Services

The Broward Partnership for the Homeless, Inc. (**BPHI**) is soliciting proposals from qualified firms for

Managed IT Support Services

The term of the engagement shall be for three-years with the option to extend for two (2) one-year periods.

BPHI will select the firm which, in its judgment, best meets the needs of BPHI. BPHI reserves the right to reject any or all proposals or to waive any non-material irregularities and technicalities. BPHI anticipates awarding one contract, but reserves the right to award more than one contract if in its best interest. If BPHI selects a proposal, BPHI will provide a written notice of the award.

The Proposer understands that neither this RFP nor the notice of award constitutes an agreement or a contract with the Proposer. A contract or agreement is not binding until a written contract or agreement has been executed by both BPHI and the successful Proposer.

GENERAL INFORMATION

BPHI is a non-profit entity organized in 1997 as the result of a strategic private/public alliance that brought the business, political and non-profit communities together to construct the Central Homeless Assistance Center (**CHAC**) at 920 NW 7th Avenue, Fort Lauderdale, Florida 33311. BPHI's administrative offices are located at the CHAC.

The CHAC is a 230-bed homeless shelter that provides temporary housing and supportive services for clients that have no permanent housing. Since opening the CHAC more than 19 years ago in 1999, BPHI has served more than 25,000 individuals and families with children experiencing homelessness. The property is owned by Broward County.

In 2019, Broward County contracted with BPHI to operate the 268-bed North Homeless Assistance Center (**NHAC**) located at 1700 Blount Road, Pompano Beach, Florida 33069.

BPHI's October 1, 2019 - September 30, 2020 annual budget is about \$12 million including donated materials and services. BPHI has a staff of 145 FTEs.

INVENTORY OF BPHI'S IT EQUIPMENT THAT IS TO BE MANAGED

Central Homeless Assistance Center Administrative Offices IT Infrastructure (CHAC)

2	PowerEdge T710 (Windows Server 2012)
1	PowerEdge R430 (Windows Server 2016)
4	APC RM 1500
8	APC 750

- 1 Sonicwall NSA250
- 65 Web Filter
- 70 Desktop Advanced AV Software
- 1 Datto Backup Continuity Unit w/Offsite
- 73 Intermedia VOIP
- 73 Office 365 E3
- 73 Office 365 Email Backup
- 73 Office 365 Signature Management
- 73 Email Anti-Spam Security Software
- 6 Dell 48 Port POE Switch
- 3 Dell 24 Port POE Switch
- 17 Meraki Wireless
- 65 Various Laptop/Desktops/Thin Clients (Windows 7/10)

Lab at CHAC

- 1 PowerEdge r620 (Windows Server 2012)
- 1 APC RM 1500
- 8 APC 750
- 1 Sonicwall TZ300
- 5 Desktop Advanced AV Software
- 1 Off site Backup
- 1 Dell 24 Port POE Switch

North Homeless Assistance Center (NHAC)

- 1 Dell PowerEdge R640 (Windows Server 2019)
- 2 APC RM 1500
- 2 APC 750
- 1 Sonicwall TZ500
- 45 Web Filter
- 48 Desktop Advanced AV Software
- 1 Datto Backup Continuity Unit w/Offsite
- 45 Intermedia VOIP
- 46 Office 365 E3
- 45 Office 365 Email Backup
- 45 Office 365 Signature Management
- 45 Email Anti-Spam Security Software
- 4 Dell 48 Port POE Switch
- 2 Dell 24 Port POE Switch
- 12 Meraki Wireless
- 45 Lenovo Tiny (Windows 10)

SCHEDULE

Instructions for Respondents

Activity	Timeline
Solicitation Date:	August 27, 2019
Deadline to Submit Questions:	By 5 PM on September 5, 2019
Responses to Questions Posted:	By 5 PM on September 6, 2019
RFP Responses due:	By 3 PM on September 12, 2019
Notice of Award:	By September 20, 2019
Agreement executed:	By September 29, 2019
Contract Effective Date:	By October 1, 2019

Late Proposals will not be considered.

1. SUBMITTING PROPOSALS

Proposals must be saved in PDF format and emailed to bids@bphi.org

NOTE: The subject of the email *MUST* include “Response to Managed IT Support Services RFP” so that the email is not opened prior to the deadline.

BPHI reserves the right to reject proposals with or without cause and for any reason, to waive any irregularities and to solicit and re-advertise for other proposals. Incomplete or non-responsive proposals may be rejected by BPHI as non-responsive or irregular. BPHI reserves the right to reject any proposal for any reason, including, but without limitation, if the Proposer fails to submit any required documentation, if the Proposer is in arrears or in default upon any debt or contract to, or has failed to perform faithfully any previous contract with any not-for-profit or governmental jurisdiction. All information required by this RFP must be supplied to constitute a proposal.

2. **INSURANCE REQUIREMENTS**

The successful proposer shall maintain in full force and effect throughout the contract: (a) insurance coverage reflecting the minimum amounts and conditions required by BPHI, and (b) any required licenses.

- i. **Comprehensive General Liability Insurance** - \$1,000,000 combined single limit of insurance per occurrence and \$2,000,000 in the general aggregate for Bodily Injury and Property Damage and \$2,000,000 general aggregate for Products/Completed Operations, Comprehensive General Liability insurance shall include endorsements for property damage; personal injury; contractual liability; completed operations; products liability and independent contractors coverage.
- ii. **Workers' Compensation Insurance** – Statutory.
- iii. **Comprehensive Automobile Liability Insurance** - \$1,000,000 combined single limit of insurance per occurrence for Bodily Injury and Property Damage; \$1,000,000 Hired & Non Owned Auto Liability.
- iv. **Professional Liability** – \$1,000,000 written on a per occurrence basis.

3. **SCOPE OF WORK**

Provide general day-to-day information technology support services, such as, but not limited to, the following:

- A. Desktops / Laptops – hardware, software, virus software, security.
- B. Software – assist with technical issues.
- C. PC Hardware – install replacements, upgrades.
- D. Printers – local and network.
- E. Personnel movement – technical equipment (not furniture).
- F. Email maintenance.
- G. User account maintenance.
- H. Server maintenance – routine cleanup and monitoring.
- I. Operating System patching – servers and desktops.
- J. Maintain backups.
- K. Restore files and folders from back-ups (as required)
- L. System security and firewalls.
- M. Network controls and switches.

- N. Perform an annual evaluation, and provide recommendations, regarding hardware and software including, but not limited to, servers, routers, switches, access points, security solutions, back-up solutions, and network monitoring solutions.
- O. 24 / 7 Server / Desktop monitoring and management
- P. 24 / 7 Phone system monitoring and management – *starting June 2020.*
- Q. Annual test of disaster recovery and emergency operations procedures.

The following services / devices are not included in the scope of work.

- A. Applications not installed on the Network (i.e., personal download apps).
- B. On-Site Mobile Device support for iPads, cellular telephones.
- C. Server-level hardware.
- D. Non-technical software support

Other services which are not specifically included in the scope of work may be performed for an additional fee that has been mutually agreed on by BPHI and the proposer. The scope of service and cost shall be documented in a work order executed by both parties:

4. TECHNICAL REQUIREMENTS

Proposers must have at least five years of experience providing Managed IT Support services to other similarly sized organizations. Professional certifications from recognized organizations (e.g., CompTIA – Computing Technology Industry Association, Microsoft, Cisco, etc.) are preferred but not required.

5. PROPOSAL COSTS

Neither BPHI nor its representatives shall be liable for any expenses incurred in connection with preparation of a response to this RFP. Proposers should prepare their proposals simply and economically, providing a straightforward and concise description of the Proposer's ability to meet the requirements of the RFP

6. INQUIRIES

Proposers may email inquiries for interpretation of this RFP to bids@bphi.org until 5:00 PM Thursday, September 5. BPHI will not respond to inquiries received after 5:00 PM Thursday, September 5. Please include “**Question Regarding Managed IT Support Services RFP**” in the subject line.

BPHI will record its responses to inquiries and any supplemental instructions in the form of a written addendum. If addenda are issued, a link will be posted to the bphi.org website by 5:00 PM Friday, September 6. It is the sole responsibility of a Proposer to remain informed as to any changes to the RFP.

7. **DELAYS**

BPHI may postpone scheduled due dates in its sole discretion. BPHI will attempt to notify all registered Proposers of all changes in scheduled due dates by written addenda.

8. **PRE-PROPOSAL MEETING** No pre-proposal meeting is scheduled.

9. **PROPOSAL FORMAT**

In order to ensure a uniform review process and to obtain the maximum degree of comparability, it is required that the proposals be organized in the manner specified herein. Any corrections must be made in ink and initialed by Proposer in ink. All information submitted by the Proposer shall be printed, typewritten or competed in ink. Proposals shall be signed in ink.

All proposals shall be submitted as specified in this RFP. To be considered, the proposal must respond to all parts of the RFP. Any other information thought to be relevant, but not applicable to the enumerated categories, should be provided as an appendix to the proposal.

Proposers shall prepare their proposals using the following format:

1. **Letter of Transmittal**

This letter will summarize in a brief and concise manner, the Proposer's understanding of the scope of work and make a positive commitment to provide its services on behalf of BPHI. The letter must name all of the persons authorized to make representations for or on behalf of the Proposer, and must include their titles, addresses, and telephone numbers. An official authorized to negotiate and execute a contract on behalf of the Proposer must sign the letter of transmittal.

2. **Title Page**

The title page shall show the name of Proposer's agency/firm, address, telephone number, name of contact person, date, and the Project name (i.e., **"Managed IT Support Services Proposal"**)

3. **Table of Contents**

Include a clear identification of the material by section and by page number.

4. **Organization Profile and Qualifications**

This section of the proposal must describe the Proposer, including the size, range of activities, and experience providing similar services, including:

- Documentation indicating that it is authorized to do business in the State of Florida and, if a corporation, is incorporated under the laws of one of the States of the United States.
- A description of the primary individuals responsible for supervising the work including the percentage of time each primary individual is expected to contribute to this work.

- Resumes and professional qualifications of all primary individuals and identify the person(s) who will be BPHI's primary contact and provide the person(s)' background, training, experience, qualifications and authority.

5. Experience / References

The Proposer must describe its expertise in and experience with providing Managed IT Support Services similar to those required by this RFP. Please provide contact information for at least five references including: the name of the organization; the name, title, phone number, and email for the contact person; the time frame and annual value of the contract; and the scope of services performed.

6. Approach to Providing Services

This section of the proposal should explain the Scope of Work as understood by the Proposer and detail the approach, activities and work products to be provided. This section will detail proposed incident response times based on severity.

7. Compensation

The proposal shall document the fee proposal for the goods and/or services and it shall separately identify the fee proposal for managing BPHI's VOIP phone system. The fee proposal should provide sufficient detail to allow BPHI to calculate the financial impact, if any, associated with a 5% increase or decrease in the number of users and / or servers.

Note: The management of BPHI's VOIP phone system is under contract until May 2020. Consequently, BPHI anticipates that the winning bidder shall assume responsibility, and receive compensation, for managing the VOIP phone system under the terms of the agreement that results from this RFP starting in June 2020.

8. Additional Information

Any additional information which the Proposer considers pertinent for consideration should be included in a separate section of the proposal.

10. **PROPOSAL – Procedural Information**

1. Interviews:

BPHI reserves the right to conduct personal interviews or require presentations prior to selection. BPHI is not responsible for any expenses which Proposers may incur in connection with a presentation to BPHI or related in any way to this RFP.

2. Request for Additional Information:

The Proposer shall furnish such additional information as BPHI may reasonably require. This includes information, which indicates financial resources as well as ability to provide the services. BPHI reserves the right to make investigations of the qualifications of the Proposer as it deems

appropriate, including but not limited to, a background investigation. Failure to provide additional information requested may result in disqualification of the proposal.

3. Proposals Binding:

All proposals submitted shall be binding for at least one hundred twenty (120) calendar days following opening. BPHI may desire to accept a proposal after this time. In such case, Proposer may choose whether or not to continue to honor the proposal terms.

11. **EVALUATION METHOD AND CRITERIA**

BPHI shall be the sole judge of its own best interests, the proposals, and the resulting negotiated contract or agreement, if any. BPHI reserves the right to investigate the financial capability, reputation, integrity, skill, business experience and quality of performance under similar operations of each Proposer, including shareholders, principals and senior management, before making an award. Awards, if any, will be based on both an objective and subjective comparison of proposals and Proposers. BPHI's decisions will be final. BPHI's evaluation criteria may include, but shall not be limited to, consideration of the following:

1. Narrative describing methodology and scope of work (30 points)
2. Experience and expertise (25 points)
3. Technical merit and completeness of the proposal (10 points)
4. Fee proposal (30 points)
5. Small business / minority owned business (5 points)

12. **REPRESENTATIONS AND WARRANTIES**

In submitting a proposal, Proposer warrants and represents that:

1. Proposer has examined and carefully studied all data provided, and any applicable Addenda; receipt of which is hereby acknowledged.
2. Proposer is familiar with the key hardware and software components of BPHI's IT infrastructure that may affect the cost and ability to perform the services specified in their proposal.
3. Proposer is familiar with and is satisfied as to all federal, state and local laws and regulations that may affect the cost and ability to perform the services specified in their proposal.
4. Proposer has given BPHI written notice of all conflicts, errors, ambiguities, or discrepancies that Proposer has discovered in this RFP and any addenda thereto, and the written resolution thereof by BPHI is acceptable to Proposer.
5. The RFP is generally sufficient in detail and clarity to indicate and convey understanding of all terms and conditions for the performance of the services to be performed.