Request for Proposals (RFP)
Information Technology

Broward Partnership for the Homeless, Inc. (BP) is soliciting written proposals from qualified vendors to engage in a contractual arrangement for information technology (IT) services. For the purposes of this document, the term "Proposer" means an agency acting on its own behalf and those individuals, partnerships, firms, or corporations comprising the proposal team. The term "proposal" means the complete response to the Request for Proposal ("RFP"), including properly completed forms and supporting documentation. After the award, the successful Proposer will be referred to as the "Contractor."

BP will select the vendor which, in its judgment, best meets its needs. BP reserves the right to reject any or all proposals or to waive any non-material irregularities and technicalities. BP anticipates awarding one contract but reserves the right to award more than one contract if it is in its best interest. If BP selects a proposal, BP 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 BP and the successful Proposer. All information provided in the RFP and proposals will be kept confidential.

General Information

BP is a non-profit organization that provides housing and supportive services to people experiencing homelessness in Broward County. BP operates the Central and North Homeless Assistance Centers (HACs), at 920 NW 7th Avenue in Fort Lauderdale and 1700 Blount Road in Pompano Beach. The HACs provide emergency housing and social services for men, women, and children experiencing homelessness. The Central HAC includes 230 beds on a two-story 57,000 square-foot campus. North HAC includes 268 beds on a one-story 47,000 square-foot campus.

BP is seeking to establish a service contract to provide IT services at the HACs, as described in Attachment A Scope of Services. The term of the engagement will be for three years with the option to extend for two (2) one-year periods, with an anticipated date of August 1, 2025.

Insurance Requirements

The successful Proposer shall maintain insurance coverage in full force and effect throughout the contract, reflecting the minimum amounts and conditions required by BP and any required licenses. BP must be included as an additional insured by the Proposer in the following policies:

- **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.
- **Workers' Compensation Insurance** – Statutory.
- **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.
- **Professional Liability** – $1,000,000 written on a per occurrence basis.

Schedule

Activity	Timeline
Solicitation Date:	June 3, 2025
Site Visit (not mandatory):	11:00 am on June 11, 2025, at Central HAC (920 NW 7th Avenue, Fort Lauderdale, FL 33311) 2:00 pm on June 11, 2025, at North HAC (1700 Blount Road, Pompano Beach, FL 33069)
Deadline to Submit Questions:	By 5:00 pm on June 18, 2025
Responses to Questions Posted:	By 5:00 pm on June 26, 2025
RFP Responses Due:	By 5:00 pm on July 3, 2025
Notice of Award:	July 16, 2025
Execution of Agreement:	July 23, 2025
Contract Effective Date:	August 1, 2025

Delays

BP may postpone scheduled dates at its sole discretion. To inform BP of their interest, Proposers are encouraged to send an email to bids@bphi.org with the subject line "Intent to Submit Proposal for Food Services." BP will inform all registered Proposers of all changes in scheduled dates by written addenda.

Site Visit

Pre-proposal site visits will be conducted on June 11, 2025, at 11:00 am at the Central HAC (920 NW 7th Avenue, Fort Lauderdale, FL 33311) and at 2:00 p.m. at the North HAC (1700 Blount Road, Pompano Beach, FL 33069). The purpose of the site visits is to provide a tour of both facilities and their server rooms, answer questions, and assess Proposers' feedback prior to the submission and review of proposals. Attendance on the site visits is not mandatory but strongly recommended for informational purposes.

Inquiries

Proposers may email inquiries regarding the interpretation of this RFP to bids@bphi.org until 5:00 pm on June 18, 2025, using the subject line "Question Regarding Information Technology Services RFP." BP will not respond to inquiries submitted after the deadline.

BP will record its responses to inquiries and any supplemental instructions as a written addendum. If addenda are issued, a link will be posted to www.bphi.org/current-rfps-or-rfqs/ by 5:00 pm on June 26, 2025. It is the sole responsibility of the Proposer to remain informed as to any changes to the RFP.

Submitting Proposals

This solicitation is open to the general marketplace. Proposers must supply the information requested below and submit one (1) electronic copy of the final proposal to bids@bphi.org, with "Response to Information Technology Services RFP" as the subject line. The proposal documents should be submitted in Microsoft Word, Microsoft Excel, or Adobe PDF format, although one consolidated PDF document is

preferred. The Proposer is responsible for ensuring the information submitted is accurate and consistent. If there is a discrepancy, the information provided in the written response shall govern.

To ensure a uniform review process and obtain the maximum degree of comparability, proposals must be organized in the manner specified herein. Proposals should include the following:

- **Letter of transmittal**, which summarizes, briefly and concisely, the Proposer's understanding of the scope of work and makes a positive commitment to provide its services on behalf of BP. The letter must name the person(s) authorized to make representations 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.
- **Title page**, which shows the name of the Proposer's agency/firm, address, telephone number, name of contact person, the date, and the Project name "Information Technology Services Proposal."
- **Table of contents** that clearly identifies the material by section and page number.
- **Proposal** that includes the following sections:
    A. Proposer's response for each of the Proposal Narrative elements listed in items 1 through 5 below under "Proposal Narrative"
    B. Contact information (telephone and email) for at least three (3) references where a similar scope of work is performed, including the name of the organization, name and title of the main point of contact, and a brief description of the scope of work
    C. Documentation indicating that the Proposer is authorized to do business in the State of Florida
    D. Documentation evidencing insurance requirements
    E. Documentation evidencing Industry certifications such as CISSP, CISM, CEH, ITIL, or equivalent
    F. Résumés for all primary individuals identified in the proposal that demonstrate training, experience, qualifications, and authority

The narrative should be formatted for letter-sized paper (8-1/2" x 11"), using a standard 11-point Calibri or 12-point Times New Roman font, single-spaced, with 1-inch margins (top, bottom, and sides). Pages should be numbered in a logical, consistent fashion. Any exhibits, attachments, charts, tables, photos, maps, diagrams, or other resource materials supporting the information provided may be referenced within the narrative and should be presented at the end and logically numbered for reference. Including cover pages for each of the sections A through F above is not required but would be helpful to the reviewers in navigating application responses. Illegible replies will not be evaluated.

BP reserves the right to reject proposals with or without cause and for any reason, to waive any irregularities and to solicit and re-advertise other proposals. Incomplete or non-responsive proposals may be rejected by BP as non-responsive or irregular. All information required by this RFP must be supplied to constitute a complete and competitive proposal.

Proposal Narrative
The following elements must be addressed in the Proposer's Proposal Narrative:

1. Overview of the Proposer's Organization and Experience

1.1. Provide background information, including the number of years in business in the State of Florida and areas of expertise.

1.2. Describe the Proposer's experience providing IT services at an organization of comparable size and scope.

1.3. Outline the qualifications of the team members who will be assigned to the project.

2. Approach and Methodology

Describe how the Proposer plans to meet the organization's IT needs, including:

2.1 Plan for comprehensive server administration and storage management. This will cover on-premises and cloud solutions, and include network monitoring and compliance strategy, security assessments and measures, and compliance with relevant frameworks.

2.2 Approach to hardware and software asset management, including inventory, software installation and updates, application support, and license management.

2.3 Methodology for vendor management and procurement support.

2.4 Procedure for regular data backups.

2.5 Disaster Recovery Plan to ensure business continuity.

3. IT Support and Help Desk Services

Describe how the Proposer will provide competent technical support and customer service for optimal operation and to resolve technical issues promptly, including:

3.1 Plan to ensure that IT support staff provide culturally competent, high-quality customer service.

3.2 Onsite and remote support strategy.

3.3 Incident response times, including prioritization of incidents and points of escalation.

4. Cybersecurity Services

Describe how the Proposer will ensure a cyber secured environment for the organization and its adherence to relevant regulations and standards, including the following requirements:

4.1 Antivirus software and Anti-Malware Protection.

4.2 Ongoing cybersecurity updates to inform employees about the latest cybersecurity threats and best practices.

5. Fee Proposal

5.1 Provide a detailed budget and budget narrative to justify the proposed monthly and annual price for the performance of the work described in the proposal.

Evaluation Criteria

BP will be the sole judge of its own best interests, the proposals, and the resulting negotiated contract or agreement, if any. BP reserves the right to investigate financial capability, reputation, integrity, skill, business experience, and performance quality under each Proposer's similar operations, 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. BP's decisions will be final. BP's evaluation criteria may include, but is not limited to, consideration of the following:

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

Attachment A
Scope of Services
Information Technology Services at the Central and North Homeless Assistance Centers

The scope of services includes, but is not limited to, IT services at the Central and North Homeless Assistance Centers (HACs), located respectively at 920 NW 7th Avenue in Fort Lauderdale and 1700 Blount Road in Pompano Beach. The HACs provide emergency housing and social services for men, women, and children experiencing homelessness. Additionally, BP manages off-site supported housing programming based at Central HAC, with approximately 11 field-based staff. BP also has two offices at the Seven on Seventh building adjacent to the Central HAC.

Provision of Services – Specifications
The selected vendor will:

- Provide 24/7 comprehensive network management and information technology support services, including, but not limited to:
    a. Desktops/Laptops – hardware, software, antivirus, and security.
    b. Software – technical support.
    c. PC hardware – install replacement and upgrades.
    d. Printers – Local and network.
    e. Personnel IT equipment relocation.
    f. Email maintenance.
    g. User account maintenance.
    h. Server maintenance – routine clean up and monitoring.
    i. Operating system patching – servers and desktops.
    j. Adequate data backup and cloud storage solutions.
    k. Files and folders restoration from backups (as required).
    l. System security and firewalls.
    m. Network control and switches.
- Perform an annual evaluation and provide recommendations regarding hardware and software, including, but not limited to, servers, routers, switches, access points, and network monitoring solutions.
- Conduct an annual test of disaster recovery and emergency operations procedures.
- Recommend and implement cost-conscious, effective strategies to protect organizational data.
- Recommend and assist with IT policy development and implementation.
- Provide reports and documentation required during BP's annual IT Audit.
- Deliver outstanding technical support and helpdesk services for staff and implement a 24/7 incident response plan.

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

- Applications not installed on the network (i.e., personal download apps).
- Mobile devices support - cell phones.
- Telephone system.
- Server-level hardware.
- Non-technical software support.

Fees for services not specifically included in the scope of work must be mutually agreed upon and approved by BP.

Equipment to be Managed

Workstations/Laptops & Licenses

Amount	Description
111	Workstations
23	Laptops
111	EDR Licenses
111	Trend Worry Free (email security only)
133	Microsoft Licenses

North HAC – Hardware& Licenses

Amount	Description
1	PowerEdge R640
4	Virtual Machines
1	Fortigate 100F
12	FortiAPs
5	Switches
5	Veeam Cloud Connect Licenses
5	TB Offsite Backup Storage

Central HAC – Hardware & Licenses

Amount	Description
2	PowerEdge R640
1	Power Edge R430
4	Virtual Machines
1	Fortigate 100F
1	Fortigate 60E (Computer Lab)
14	FortiAPs
14	Switches
13	Veeam Cloud Connect Licenses
10	TB Offsite Backup Storage