



Proposal for Managed IT Services

City of Belle Isle RFP #2026-04

Submission Date:

April 8, 2026

Submitted to:

City of Belle Isle
ATTN: Yolanda Quiceno, City Clerk
1600 Nela Avenue
Belle Isle, FL 32809

Submitted by:

Eola Technology Partners

Kevin Fraser, President

kfraser@eolatech.com

3670 Maguire Blvd., Suite 250

Orlando, FL 32803

(407) 227-7440 | www.eolatech.com

CITY OF BELLE ISLE

ADDENDUM NO. 2

RFP #2026-04 Municipal Information Technology (IT Services)

Date Issued: March 27, 2026

NOTICE TO ALL PROPOSERS

This Addendum forms a part of RFP #2026-04 and modifies the original solicitation document issued March 2, 2026. *This Addendum forms a part of the Request for Proposals (RFP) documents and modifies the original solicitation as noted below. All other terms and conditions of the RFP shall remain unchanged.*

1. Extension of Submission Deadline

The deadline for submission of proposals has been extended as follows:

- **Original Due Date:** April 8, 2026 – 3 pm
- **Revised Due Date:** April 22, 2026 - 3 pm

Proposals must be received no later than the revised date and time specified in the RFP. Late submissions will not be accepted.

Acknowledgment of Addendum

Respondents shall acknowledge receipt of this Addendum in their proposal submission.

Company Name: EOLA TECHNOLOGY PARTNERS

Authorized Signature: 

Printed Name: Nathalia Fernandez

Date: 4/8/26

END OF ADDENDUM NO. 2 – 2026-04 Municipal Information Services

Yolanda Quiceno, City Clerk

A. Letter of Transmittal

City of Belle Isle
Attn: Yolanda Quiceno, City Clerk

Eola Technology Partners is pleased to submit this proposal in response to RFP #2026-04 for Managed IT Services.

We understand the city is seeking a fully outsourced IT partner capable of delivering secure, scalable, and compliant IT services across all departments, including CJIS-regulated environments. As the City's current IT provider, Eola has a deep understanding of your infrastructure, operational needs, and compliance requirements.

For over 10 years, we have supported municipal organizations and public sector environments, with all technicians maintaining CJIS Level 4 certification. Our approach is centered on proactive service delivery, strong security frameworks, and clear, user-friendly support for staff of all technical levels.

We are committed to continuing as your trusted IT partner and delivering a structured, high-performance IT environment that supports the City's mission.

This proposal and cost schedule is valid for 180 days from submission.

Sincerely,



Kevin Fraser, President
kfraser@eolatech.com | (407) 722-7440

Eola Technology Partners
3670 Maguire Blvd., Suite 250
Orlando, FL 32803
www.eolatech.com

FEIN: 11-3665107
State Supplier: F113665107

B. Profile

Eola Technology Partners is a managed IT services provider specializing in proactive IT management, cybersecurity, and strategic IT planning. We serve organizations that require high uptime, strong security, and predictable IT operations.

We have extensive experience supporting municipal environments and regulated systems, including CJIS-compliant organizations.

1. Years in Business: 18
2. Public Sector Experience: 10+ years
3. Number of Clients: 29
4. Number of Clients in Public Sector: 1
5. Total Employees: 12
 - a. (1) Service Manager
 - b. (6) Helpdesk Technician
 - c. (1) Strategic Advisor
 - d. (2) Administrative
 - e. (1) Purchasing Coordinator
 - f. (1) Business Development
6. Location of Office to Service Account: 3670 Maguire Blvd. Suite 250, Orlando, FL 32803
7. Skills Matrix of employees:

Technician Skills Matrix – Eola Technology Partners

✓ = Primary Expertise ● = Working / Escalation Support

Technical Capability	Help Desk Technicians	Senior Technicians	Service Manager / Leadership
End-User Support (Windows, Laptops, Desktops)	✓	✓	✓
Microsoft 365 Administration (Exchange, Entra ID, SharePoint)	✓	✓	✓
Network Support (Switches, Firewalls, VPN, Wireless)	●	✓	✓
Server Administration (Windows Server, Virtualization)	●	✓	✓
Cybersecurity Tools (EDR, App Control, Email Security)	✓	✓	✓
CJIS Compliance & Secure Access Procedures	✓	✓	✓
System Monitoring & Alert Response	✓	✓	✓
Patch Management & Preventative Maintenance	✓	✓	✓

Backup & Disaster Recovery	●	✓	✓
Incident Response & Technical Escalations	●	✓	✓
Vendor & ISP Coordination	✓	✓	✓
Documentation & Knowledge Management	✓	✓	✓
Strategic IT Planning & Architecture	—	●	✓
Budgeting, Forecasting & Lifecycle Planning	—	—	✓

C. Proposal

1. Proposer’s Approach and Ongoing Support Methodology

The proposer delivers services through a structured, proactive managed services model focused on reliability, security, and alignment with the client’s operational goals. Engagement begins with a formal onboarding and assessment process to understand the environment, users, and risks, followed by standardized configurations, monitoring, and preventative maintenance to minimize disruptions. A single point of contact ensures clear ownership and accountability for all services.

Ongoing support is provided through a centralized help desk with defined intake, prioritization, and escalation procedures. Support requests are tracked from intake through resolution, with clear response targets and escalation paths to service management and leadership as needed. In addition to day-to-day support, the proposer emphasizes proactive communication, documentation, and regular service reviews to identify trends, address risks, and continuously improve service delivery.

2. Proposer’s Positioning and Relevant Experience

Eola Technology Partners is well positioned to deliver the requested Services based on extensive experience providing managed IT services within the municipal and public-sector environment. The firm has been in the IT services industry for over 18 years, with more than 10 years of direct experience supporting municipalities, giving our team a strong understanding of the operational, security, and compliance requirements unique to this sector.

Eola Technology Partners currently supports the City of Belle Isle and has also previously provided comprehensive IT support services for the City of Casselberry and the City of Winter Springs, delivering reliable day-to-day support, infrastructure management, and strategic guidance. This experience has resulted in a knowledgeable, seasoned team that is familiar with municipal workflows, stakeholder expectations, and the need for consistent, accountable service delivery. Our long-standing presence in the industry and proven municipal track record position us to effectively support the City’s current and future technology needs.

3. References

Name	Organization	Title	Address	Phone Number
Jonathan Duryea	City of Winter Springs	IT Manager	1126 East State Road 434 Winter Springs, Florida 32708	(407) 327-7571
Tod Ellington	Whitestone Branding	VP of Operations	99 Wall St, Suite 6000, New York, NY 10005, USA	(407) 310-0004
Ken Lamar	Aggressive Appliances	Accounting Manager	617 Mercy Dr, Orlando, FL 32805	(407) 295-4489 EXT 1100

4. Support Services Questions

A. Help Desk Support Availability

Eola Technology Partners provides remote and on-site helpdesk support.

B. Helpdesk Hours and After-Hours Response

Normal helpdesk support is available Monday–Friday: 8:00 AM – 5:00 PM. After-Hours Support consists of two on-call technicians readily available to address emergency situations on a 24/7 basis.

C. How To Reach Support

We do not provide a toll-free phone number. Helpdesk can be reached via phone, portal or email.

D. Available Support Technicians

Eola Technology Partners has 6 full time technicians and 2 technical escalation contacts available for support.

E. Pricing Structure

Eola Technology Partners utilizes a hybrid pricing structure. Ongoing support and helpdesk support is provided under a fixed monthly cost that fluctuates with the city’s employee count. This includes proactive monitoring, system maintenance, security management, and unlimited help desk support. Services outside the scope of routine support—such as large projects, migrations, specialized consulting, or contractor services—are billed on an on-demand, hourly basis at predefined rates, with all additional charges for hardware, software, licensing, or third-party services quoted and approved in advance to ensure transparency and budget control.

F. Steps for Resolving Problem Escalation

Issues are escalated when resolution is delayed, scope is unclear, or the issue is outside the technician’s authority. The Service Manager reviews the ticket, confirms priority and impact, and removes any blockers. If additional expertise is required, the issue is escalated to senior technical or leadership resources. The client is kept informed throughout the escalation process, and once resolved, the solution is documented and reviewed for quality before the ticket is closed. Clients can initiate an escalation by reaching out directly to the Service Manager or the Director of Operations.

G. Final Authority Regarding Conflicts

Eola Technology Partners designates executive leadership as the final authority for resolving any service-related conflicts or disputes. If an issue cannot be resolved at the technician or Service Manager level, it is escalated to senior leadership, who has full authority to make final decisions regarding scope, prioritization, and resolution to ensure timely and satisfactory outcomes for the City.

H. Response and Resolution Times

Priority Level	Definition	Impact	SLA Target
Critical Priority 1 — Critical Outage	A complete loss of a critical system affecting multiple users or core business operations.	The city’s operations are directly impacted.	Response: 30 Minutes Resolution: 2 Business Hours
High Priority 2 — Major Issue	Severe issue affecting multiple users or a critical function, but business can still operate in a limited way.	Productivity heavily impacted and/or Workarounds may exist	Response: 1 Hour Resolution: 4 Business Hours
Medium Priority 3 — Standard Issue	Single-user or small group issues with moderate impact.	Inconvenient but business continues	Response: 4 Business hours Resolution: 8 Business Hours
Low Priority 4 — Low / Request	Non-urgent requests or cosmetic issues.	No operational disruption	Response: 1 Business Day Resolution: 2 Business Days

5. Scope of Service Beyond MSP

In addition to the services outlined in this RFP, Eola Technology Partners includes a range of value-added services as part of its standard offering, at no additional cost to the City. These services include strategic IT leadership and planning such as annual budgeting assistance, technology lifecycle planning, and IT roadmap development; enhanced cybersecurity services including advanced threat detection, security awareness training, and compliance support; disaster recovery planning and business continuity testing; and project-based support for infrastructure upgrades, system migrations, and technology modernization initiatives. These services are provided to enhance operational efficiency, security, and long-term scalability without increasing the City's cost.

6. Proposal Summary

Eola Technology Partners is pursuing this engagement to continue serving as a trusted technology partner to the City by delivering reliable, secure, and proactive IT services that support daily operations and long-term municipal goals. As the City's current IT services provider, the proposer has a deep understanding of the City's infrastructure, departmental needs, and compliance requirements, including CJIS-regulated environments. This familiarity allows for continuity of service, reduced risk, and immediate operational effectiveness.

The proposer is uniquely qualified to perform these Services based on 18 years in the IT services industry and more than 10 years of experience supporting municipal and public-sector organizations. The firm brings a proven, structured service delivery model, a CJIS-certified technical team, and a strong focus on proactive maintenance, cybersecurity, and clear communication. This combination of municipal experience, technical expertise, and established local presence positions the proposer to provide consistent, high-quality IT services that align with the City's operational, security, and budgetary requirements.

7. Contract Termination

No such event has taken place.

8. Cost of Services

A. Fee Schedule

Eola Technology Partners utilizes a fixed monthly, per-user pricing model. Standard help desk and IT support services are not billed hourly and are fully included in the monthly per-user rate.

Service Type	Rate	Quantity	Total
Managed IT Services (Preventative Maintenance & Help Desk Support)	\$120 / user / month	38	\$4,560 / month
On-Demand / Project / Migration Services	\$175 / hour		

Annual Price Adjustment:

Fees for Managed IT Services may be subject to an annual price adjustment of up to five percent (5%), effective upon each contract anniversary date. Any such increase will be provided to the City in writing at least 60 days prior notice and will reflect increases in labor costs, operating expenses, market conditions, and regulatory or compliance requirements.

No price adjustment shall exceed five percent (5%) in any single contract year. All other contract terms and service levels shall remain unchanged.

B. Pricing Methodology

The proposer's services are priced using a per-user, per-month model designed to provide predictable budgeting and scalable coverage. The monthly rate of \$120 per user includes ongoing preventative maintenance, monitoring, cybersecurity management, and unlimited help desk support during standard service hours. This fee automatically adjusts as the City's user count fluctuates due to hiring or employee departures, ensuring the City only pays for active users.

Services that fall outside of routine managed services—such as large projects, system migrations, or specialized consulting—are billed on an on-demand hourly basis at \$175 per hour, subject to approval by the City.

C. Additional Charges

Hardware, software, and licensing costs are billed separately. Hardware and software are quoted and approved in advance to ensure transparency and compliance with City procurement requirements. All hardware, software, licenses, subscriptions, cloud Services, and related assets purchased for use by the City of Belle Isle shall be and remain the sole property of the City of Belle Isle.

9. Proposal Summary and Proposer Qualifications

Eola Technology Partners submits this proposal to continue serving the City as a trusted, long-term IT partner capable of delivering secure, reliable, and proactive managed IT services across all departments, including CJIS-regulated environments. As the City's current IT services provider, Eola brings immediate familiarity with the City's infrastructure, operational workflows, and compliance requirements, allowing for continuity of service and reduced transition risk.

The proposer is uniquely qualified based on 18 years of experience in the IT services industry and over 10 years supporting municipal and public-sector organizations. Eola employs a proven, structured service delivery model emphasizing preventative maintenance, cybersecurity, and responsive user support, supported by a CJIS Level 4-certified technical team and local Orlando-based resources. This combination of municipal experience, technical expertise, and proactive service philosophy positions the proposer to deliver consistent, high-quality IT services that align with the City's operational, security, and budgetary needs.

City of Belle Isle
REQUEST FOR PROPOSALS
RFP #2026-04

PUBLIC ENTITY CRIMES AND CONFLICTS OF INTEREST FORM

ATTACHMENT #1

Pursuant to the provisions of Paragraph (2) (a) of Section 287.133, Florida State Statutes – "A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a Bid on a Contract to provide any goods or Services to a public entity, may not submit a Bid on a Contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases or real property to a public entity, may not be awarded to perform Work as a Contractor, Supplier, SubContractor, or Contractor under a Contract with any public entity, and may not transact business with any public entity over the threshold amount Category Two of Section 287.017, Florida Statutes, for thirty-six (36) months from the date of being placed on the convicted vendor list".

The award of any contract hereunder is subject to the provisions of Chapter 112, Florida Statutes. BIDDERS must disclose with their Bids the name of any officer, director, partner, associate, or agent who is also an officer or employee of the City of Belle Isle or its agencies.

**SWORN STATEMENT PURSUANT TO SECTION 287.133 (3)(a), FLORIDA STATUTES,
ON PUBLIC ENTITY CRIMES**

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted to City of Belle Isle
[print name of the public entity]
by Nathalia Fernandes, Director of operations
[print individual's name and title]
for Eola Technology Partners [print name of entity submitting sworn statement]
whose business address is 3670 Maguire Blvd Suit 250
Orlando FL 32803
and (if applicable) its Federal Employer Identification Number (FEIN) is 11-3665107 If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement:
696-81-7619.)

2. I understand that a "public entity crime" as defined in Paragraph 287.133 (1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or the United States, including, but not limited to any bid or contract for goods or Services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133 (1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or State trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.
4. I understand that an "affiliate" as defined in Paragraph 287.133 (1)(a), Florida Statutes, means:
 - (a) A predecessor or successor of a person convicted of a public entity crime; or
 - (b) An entity under the control of any natural person who is active in managing the entity and who has been convicted of a public entity crime. The term "affiliate" includes officers, directors, executives, partners, shareholders, employees, members, and agents who are actively involved in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in any person, or a pooling of equipment or income among persons when not for fair market value under an arm's length Agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.
5. I understand that a "person" as defined in Paragraph 287.133 (1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state or the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or Services let by a public entity, or which otherwise transacts or uses to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in managing an entity.
6. Based on information and belief, the statement I have marked below is true in relation to the entity submitting this sworn statement. [Indicate which statement applies.]
 Neither the entity submitting this sworn statement nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity, has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity, has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity, has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been a subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings, and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. {attach a copy of the final order.}

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES, FOR CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.



[signature]

Sworn to and subscribed before me this 8 day of April, 2026.

Personally known _____

OR Produced identification X FL DL

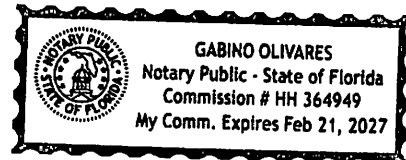
Notary Public – State of Florida

FL DL

(Type of identification)

My commission expires Feb 21, 2027

(Printed, typed, or stamped commissioned name of notary public)



**City of Belle Isle
REQUEST FOR PROPOSALS
RFP #2026-04**

DRUG-FREE WORKPLACE

ATTACHMENT #2

Whenever two or more Bids which are equal with respect to price, quality, and service are received by the State or by any political subdivisions for the procurement of commodities or contractual Services, a Bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing tie Bids will be followed if none of the tied vendors have a drug-free workplace program. To have a drug-free workplace program, a business shall:

- 1) Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
- 2) Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
- 3) Give each employee engaged in providing the commodities or contractual Services under the bid a copy of the statement specified in Subsection (1).
- 4) In the statement specified in Subsection (1), notify the employees that, as a condition of working of the commodities or contractual Services that are under Bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
- 5) Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program, if such is available in the employee's community, by any employee who is so convicted.
- 6) Make a good faith effort to continue maintaining a drug-free workplace through the implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

BIDDER'S Signature:  _____

Print Name: Nathalia Fernandes

Date: 4/8/26

City of Belle Isle
REQUEST FOR PROPOSALS
RFP #2026-04

E-VERIFY STATEMENT

ATTACHMENT #3

Bid/Proposal/RFQ Number: #2026-04

Project Description: Managed IT Services

Vendor/Contractor acknowledges and agrees to the following:

Vendor/Contractor shall utilize the U.S. Department of Homeland Security's E-Verify system, in accordance with the terms governing use of the system, to confirm the employment eligibility of:

- (a) All persons employed by the Vendor/Contractor during the term of the Contract to perform employment duties within Florida; and
- (b) All persons, including subContractors, assigned by the Vendor/Contractor to perform work pursuant to the contract with the Department.

Company: Eola Technology Partners

Contact Name (Print): Nathalia Fernandes

Authorized Signature: 

Title: Director of Operations

Date: 4/8/26

**City of Belle Isle
REQUEST FOR PROPOSALS
RFP #2026-04**

RESPONDENT'S CERTIFICATION

ATTACHMENT #4

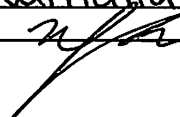
The execution of this Bid Form & Certification by the undersigned acknowledges the receipt of the City of Belle Isle's (City) Request for Proposals (RFP), other related documents identified in the RFP, and any and all Addenda(s) issued by the City regarding this RFP. I hereby propose to furnish the goods or Services specified in the Request for Proposal. I agree that my qualifications will remain valid for 180 days to allow the City adequate time to evaluate them.

1. I certify that all information contained in this qualification is truthful to the best of my knowledge and belief. I further certify that I am duly authorized to submit this qualification on behalf of the firm as its act and deed and that the firm is ready, willing, and able to perform if awarded the contract.

2. The applicant certifies to the best of his/her knowledge and belief, that his/her principals:
 - a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - b. Have not within a three-year period preceding this Proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, Local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or falsification or destruction of records, making false statements, or receiving stolen property;
 - c. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, Local) with commission of any of the offenses enumerated in paragraph 1.b of this certification; and
 - d. Have not, within a three-year period preceding this application/Proposal, had one or more public transactions (Federal, State, Local) terminated for cause or default.

3. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall submit an explanation to the City of CITY, City Manager.

I further certify, under oath, that this qualification is made without prior understanding, Agreement, connection, discussion, or collusion with any other person, firm or corporation submitting a qualification for the same product or service; no officer, employee or agent of the City of CITY or any other proposer is interested in said qualification; and that the undersigned executed this Proposer's Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.

<u>Eola Technology Partners</u>	Name of Business
<u>Nathalia Fernandes</u>	Name (Print)
<u></u>	Signature
<u>4/8/26</u>	Date

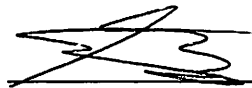
STATE OF FLORIDA COUNTY OF Orange

PERSONALLY APPEARED BEFORE ME, the undersigned authority, who, after first being

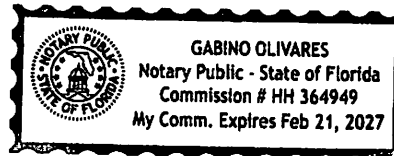
sworn by me, affixed his/her signature at the space provided above on this 8 day of

April, 2026, and is personally known to me, or has provided FL DL

_____ as identification.



Notary Public My Commission expires: Feb 21, 2027



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