

# Proposal for Managed Information Technology Services

**City of Belle Isle | RFP #2026-04**  
**Submitted by iVenture Solutions**

*Prepared for municipal review | concise response aligned to Belle Isle's required submission order*

## 1. Letter of Transmittal

iVenture Solutions appreciates the opportunity to submit this proposal to serve as the City of Belle Isle's managed IT services partner. We understand the City is seeking a responsive, security-minded provider that can support Administration, Public Works, and the Belle Isle Police Department through a fully outsourced model, while coordinating closely with the City's IT Coordinator and third-party vendors.

If selected, iVenture will provide proactive support, clear communication, and strategic guidance designed to improve user experience, strengthen cybersecurity, and support predictable budgeting. This proposal and cost schedule shall remain valid for 180 days following the proposal due date.

<b>Proposer</b>	iVenture Solutions
<b>Main office</b>	11208 Blue Heron Blvd, Suite 200, St. Petersburg, FL 33716
<b>Website</b>	www.iventuresolutions.com
<b>Authorized contact</b>	Joshua Carlson, Business Development Executive
<b>Email / phone</b>	JCarlson@iventuresolutions.com   (407) 960-4580 direct   (260) 579-2161 mobile
<b>Federal Tax ID</b>	[to be inserted]
<b>State Supplier No.</b>	[to be inserted]

Authorized Signature:  Date: 04/21/26

## 2. Company Profile

Founded in 2000, iVenture Solutions is a Florida-based managed services provider with approximately 200 employees, including roughly 180 technical staff, serving organizations across the state from offices in Jacksonville, Orlando, Tampa Bay, and St. Augustine. iVenture has nearly 25 years of experience delivering managed IT, cybersecurity, cloud, and strategic advisory services, including support for Florida municipalities and regulated environments.

- Delivery model: dedicated service team of 10-12 specialists per client, supported by service desk, projects, onboarding, and security resources.
- Service desk: live-answer support during business hours with after-hours emergency coverage.
- Governance: non-commissioned account leadership and vCIO guidance focused on planning, budgeting, lifecycle management, and vendor coordination.
- Compliance maturity: operations aligned to SOC 2 Type II audited controls, with service frameworks mapped to NIST CSF and CIS Controls.

<b>Years in business</b>	25 years
<b>Similar managed services experience</b>	Nearly 25 years
<b>Estimated client base</b>	[client count available upon request]
<b>Public-sector clients</b>	Multiple Florida municipal and public-sector organizations
<b>Office serving Belle Isle</b>	Orlando / Central Florida team with statewide engineering support
<b>Representative skills matrix</b>	Microsoft, Azure, VMware, Cisco, Fortinet, CompTIA, HDI, service desk, systems administration, cloud, security, and project delivery

### 3. Proposal / Approach to Services

Belle Isle's environment calls for a single accountable partner that can support day-to-day operations while also helping the City plan ahead. iVenture's approach is built around that balance: dependable frontline support, disciplined cybersecurity, and practical strategic guidance. The City would receive one coordinated managed services team responsible for infrastructure, Microsoft 365 administration, server and network oversight, vendor coordination, backup and recovery, and user support across Administration, Public Works, and the Police Department.

- Single point of accountability for core IT operations, with coordination across application vendors, internet providers, and law-enforcement technology partners as needed.
- Remote-first efficiency supported by scheduled onsite visits, project deployment support, and onsite response for issues that cannot be resolved remotely.
- Layered security including endpoint protection, monitoring, backup oversight, access controls, and practical end-user support written in clear language for non-technical staff.
- Roadmap-driven leadership through regular reviews, documentation updates, budgeting support, lifecycle planning, and prioritization of risk-reduction initiatives.
- Support for a CJIS-sensitive environment with disciplined processes, background-screened personnel, and operational alignment to security best practices and applicable law-enforcement requirements.

iVenture's onboarding methodology is designed to reduce transition risk. During the initial transition period, the team focuses on access collection, documentation, monitoring baselines, backup validation, immediate issue stabilization, and confirmation of escalation paths. From there, the engagement shifts toward standardization, hardening, reporting cadence, and delivery of a practical roadmap for Belle Isle's next 12 to 36 months.

### 4. Support Services Responses

Support Topic	Response
<b>Help desk support</b>	Yes. iVenture provides a live-answer service desk backed by a dedicated service team and after-hours emergency support.
<b>Support availability</b>	Business hours support Monday-Friday, 7:00 a.m.-7:00 p.m. ET, with 24/7/365 on-call coverage for emergencies and critical service-impacting issues.
<b>Toll-free access</b>	Yes. Main support access includes a toll-free line: 888-380-1235.
<b>Support staff available</b>	Belle Isle would be supported by a dedicated team model, with 10-12 assigned specialists supported by service desk, projects, security, and onboarding resources.
<b>Charge structure</b>	Managed services are priced as a fixed monthly fee. Full Plus includes project work at separate hourly rates; Full Complete includes project labor within the recurring fee. Hardware, software, licenses, and third-party costs are separate.
<b>Escalation process</b>	Requests are triaged by the service desk, escalated to the assigned team lead or engineer as needed, and elevated further to senior engineering, security, or leadership depending on impact and urgency.
<b>Final authority for conflicts</b>	Operational matters are coordinated through iVenture account leadership and the assigned team lead, with executive escalation available when needed. City leadership retains final approval on procurement, policy, and business decisions.
<b>Response approach</b>	iVenture will align its operating model to Belle Isle's requested emergency response expectations, including rapid triage, clear status updates, and escalation discipline for public-safety or service-impacting incidents. Specific response obligations would be finalized in the service agreement if selected.

### 5. Additional Services

Beyond the core managed services scope, iVenture can support Belle Isle in the following areas when requested:

- Strategic planning and budgeting support for annual refresh, cybersecurity improvement, disaster recovery, and grant-aligned technology initiatives.
- Project implementation for server upgrades, network modernization, Microsoft 365 improvements, storage and backup redesign, and office or facility moves.

- Security awareness training, vulnerability management coordination, and preparation support for compliance-oriented reviews.
- Documentation, reporting, and procurement support, including review of quotes, lifecycle recommendations, and coordination with vendors under City approval processes.

### 6. Cost Structure Explanation

For budgetary purposes, pricing below assumes 35 billable users. Final scope, user counts, and any special requirements would be validated during discovery. The managed services fee is intended to cover recurring labor and service delivery. Hardware, software, Microsoft licensing, subscriptions, telecommunications, and third-party pass-through costs are not included unless specifically identified and approved by the City in writing.

Option	Users	Rate / User	Monthly Fee	One-Time Startup
Full Plus	35	\$173	\$6,055	\$12,110
Full Complete	35	\$192	\$6,720	\$13,440

- Full Plus includes recurring managed services and project work billed separately at standard hourly rates. Based on supporting proposal materials, typical project and on-demand rates range from \$165 to \$250 per hour depending on resource type and scope.
- Full Complete includes recurring managed services with project labor included in the monthly fee.
- One-time startup pricing is equal to two months of the selected recurring service fee and is intended to cover onboarding, documentation, access validation, monitoring setup, and environment standardization.
- Any purchase of equipment, software, licenses, or subscriptions would be quoted separately and requires prior written City approval in accordance with Belle Isle procurement requirements.

This proposal and the contents of this RFP response are intended to outline iVenture Solutions' services and approach. If selected, iVenture Solutions and the City of Belle Isle will enter into a mutually agreed-upon service agreement that incorporates the relevant terms of the RFP together with standard service agreement provisions. This proposal is not intended to serve as the final contract.

### 7. References

Representative references for similar service environments are listed below. Additional reference details can be furnished upon request.

Client	Contact	Services	Tenure	Phone / Email
Town of Oakland, FL	Elise Hui, Assistant Town Manager / Town Clerk	Municipal managed IT services	Since Apr. 2023	407-656-1117 ext. 2110   ehui@oaklandfl.gov
Town of Windermere, FL	Robert Smith, Town Manager	Municipal managed IT services	Since Nov. 2021	(407) 876-2563 ext. 5324   rsmith@town.windermere.fl.us
Oakland Police Department	Stacie Quinn, Director of Police Administration	Police department support / CJIS-sensitive environment	[confirm]	(407) 697-8191   squinn@oaklandpd.com

### 8. Proposal Summary

iVenture is pursuing this opportunity because Belle Isle's needs align closely with the type of partnership we are built to provide: high-touch managed services for organizations that need dependable daily support, clear accountability, and thoughtful long-term guidance. The City's size, public-safety responsibilities, and compliance expectations call for a partner that can scale expertise without creating complexity for staff. That is where iVenture is strongest.

- Florida-based organization with municipal experience and a mature managed services model.
- Dedicated service team supported by specialized security, onboarding, and project resources.
- Strong fit for a small city seeking both practical frontline support and executive-level planning.
- Clear understanding that procurement, ownership of systems, and City approvals remain under Belle Isle's control.

To the best of iVenture's knowledge and based on the source materials used for this response, no contract termination for cause or default has been identified for the past five years. If the City requests a formal disclosure statement, iVenture can provide one in the final submission package. We appreciate the opportunity to be considered and would welcome the chance to discuss how this model can support Belle Isle from transition through long-term operations.



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.

MA 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]  
[signature]

Sworn to and subscribed before me this 24 day of March, 2026.

Personally known ✓

OR Produced identification \_\_\_\_\_

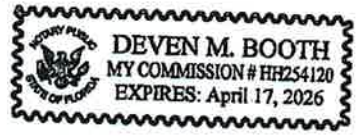
Notary Public – State of Florida

(Type of identification)

My commission expires April 17, 2026

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

Deven M. Booth



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

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**DRUG-FREE WORKPLACE**

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**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: ANNA ANDERSON

Date: 3/24/26

City of Belle Isle  
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E-VERIFY STATEMENT

ATTACHMENT #3

Bid/Proposal/RFQ Number: \_\_\_\_\_

Project Description: \_\_\_\_\_


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: iVenture Solutions LLC

Contact Name (Print): JOSH CARLSON

Authorized Signature: 

Title: People Operations Generalist

Date: 3/24/26

**City of Belle Isle  
REQUEST FOR PROPOSALS  
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**RESPONDENT'S CERTIFICATION**


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**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>i Venture Solutions LLC</u>	Name of Business
<u>ANNA ANDERSON</u>	Name (Print)
<u></u>	Date:
Signature	<u>3/24/26</u>

STATE OF FLORIDA COUNTY OF Duval

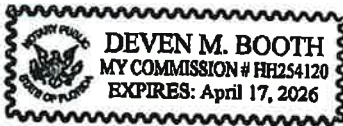
PERSONALLY APPEARED BEFORE ME, the undersigned authority, who, after first being sworn by me, affixed his/her signature at the space provided above on this 24 day of

March, 2026, and is personally known to me, or has provided \_\_\_\_\_

\_\_\_\_\_ as identification.

Deven M. Booth

Notary Public My Commission expires: April 17, 2026



Deven M. Booth

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