

**City of Belle Isle – RFP #2026-04
Municipal Information Technology (IT Services)
Proposal**

The Scarlett Group
1532 Kingsley Avenue, Suite 110
Orange Park, FL 32073
o: 904.688.2211

Andrew Howell
Director of Govt Relations/Point of Contact
c: 904.329.5990
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City of Belle Isle – RFP #2026-04 Municipal Information Technology (IT Services) Proposal

The Scarlett Group, LLC

A. LETTER OF TRANSMITTAL

**RFP #2026-04 – Municipal Information Technology (IT Services)
City of Belle Isle, Florida**

Submitted by:

The Scarlett Group, LLC

1532 Kingsley Avenue, Suite 110

Orange Park, FL 32073

Phone: (904) 688-2211

Website: <https://scarlettculture.com>

Authorized Representative:

Andrew Howell

Director of Government Relations

ahowell@tsgcompany.com | (904) 329-5990

Dear Evaluation Committee:

The Scarlett Group, LLC is pleased to submit this Proposal in response to the **City of Belle Isle’s Request for Proposals #2026-04 for Municipal Information Technology (IT Services)**. We appreciate the opportunity to be considered as the City’s partner for fully outsourced, enterprise-class IT managed services.

Founded in 2006, The Scarlett Group is a **Florida-based Managed IT and Cybersecurity firm** with extensive experience supporting **municipal governments, counties, and law enforcement agencies** throughout the State of Florida. Our team routinely operates in environments subject to **CJIS, NIST 800-53, FDLE, and public records requirements**, and we understand that compliance, governance, and transparency must be embedded into daily operations.

We understand that the City of Belle Isle is seeking more than basic technical support and requires a **single point of accountability** capable of delivering secure, reliable, and compliant IT services under a fully outsourced service model. Our governance-driven approach emphasizes **proactive monitoring, documented processes, structured escalation, cybersecurity-by-default operations, and long-term strategic planning** aligned with municipal operations and procurement requirements.

Services under this Proposal will be delivered by a **team of U.S.-based, CJIS-certified professionals**, including service desk technicians, senior engineers, cybersecurity specialists, and executive oversight resources. This team-based model ensures continuity of service, redundancy of expertise, and timely escalation for critical or public-safety-related incidents. Our security operations align with **CJIS and NIST 800-53 standards**, including ongoing monitoring, annual training, penetration testing, and SIEM/SOAR-supported threat detection and response.

The Scarlett Group is committed to providing **predictable service delivery, measurable outcomes, and transparent reporting**, while fully respecting **City ownership, authority, and procurement controls**. All hardware, software, licenses, and cloud tenants will remain the sole property of the City of Belle Isle.

We affirm that The Scarlett Group, LLC is fully prepared to perform the services described in this Proposal in accordance with all RFP requirements, applicable laws, and City policies. This Proposal and the associated cost schedule shall remain **valid and binding for a period of one hundred eighty (180) days** following the Proposal due date.

Thank you for your consideration. We look forward to the opportunity to further demonstrate how The Scarlett Group can serve as a **trusted, long-term technology partner** for the City of Belle Isle.

Respectfully submitted,

The Scarlett Group, LLC

Andrew Howell
Director of Government Relations
Authorized Representative

B. FIRM PROFILE

The Scarlett Group, LLC is a **Florida-based Managed IT and Cybersecurity firm founded in 2006**, with nearly two decades of experience delivering managed IT services, cybersecurity oversight, and governance-driven IT support to public-sector organizations throughout the State of Florida. Since inception, the firm has continuously provided services similar in scope and complexity to those requested by the City of Belle Isle.

A significant portion of The Scarlett Group's client base consists of **municipal governments, counties, law enforcement agencies, and constitutional offices**, many of which operate under **CJIS, NIST, FDLE, and public-records requirements**. This experience has shaped a service model that prioritizes compliance, documentation, transparency, and predictable service delivery within municipal operating environments.

The Scarlett Group employs **approximately 65 full-time professionals**, including service desk technicians, senior infrastructure and network engineers, cybersecurity specialists, governance and compliance personnel, and executive leadership. All technical staff with access to CJIS-regulated systems maintain appropriate **CJIS certification** and operate under role-based access controls.

The firm is headquartered in **Orange Park, Florida**, with regional resources distributed throughout the state to support onsite response requirements. Service delivery is provided through a **centralized service desk and network operations capability**, supplemented by local onsite support when required.

Personnel assigned to support the City of Belle Isle will possess experience and skills aligned with municipal IT operations, including Microsoft 365 administration, network and firewall management, endpoint security, incident response, CJIS and NIST 800-53 compliance, and IT governance. This **team-based approach** ensures continuity of service, redundancy of expertise, and timely escalation for critical or public-safety-related issues.

C. PROPOSER APPROACH & METHODOLOGY

1 The Scarlett Group will provide services through a fully outsourced, governance-driven managed services model designed specifically for municipal environments. Our methodology emphasizes proactive monitoring, preventative maintenance, documented change control, and cybersecurity-by-default operations, supported by a centralized service desk

and senior engineering resources. Ongoing support is delivered using defined service levels, severity-based escalation, and regular reporting to ensure predictable performance, transparency, and continuous improvement across all City departments.

2 The Scarlett Group is positioned to deliver these services based on nearly two decades of experience supporting Florida municipalities, counties, and law enforcement agencies operating under CJIS, NIST, FDLE, and public-records requirements. Our firm began as an IT audit and governance organization and expanded into managed services to operationalize compliance and risk-management recommendations, resulting in a service model that prioritizes documentation, accountability, and operational maturity rather than ad-hoc or technician-dependent support.

3 The Scarlett Group has provided managed IT and cybersecurity services to public-sector clients of similar size and regulatory complexity, including city governments, county agencies, and law enforcement organizations. References will demonstrate experience supporting CJIS-regulated environments, coordinating with multiple vendors, serving mixed user populations, and maintaining long-term service relationships characterized by stability, compliance, and responsiveness.

4.A Help desk support is available and serves as the single intake point for all City IT incidents, service requests, and user support needs. Requests are logged, categorized, prioritized, and tracked through a centralized service management platform to ensure consistency, accountability, and clear communication from intake through resolution.

4.B Support is available during the City's normal business hours, with after-hours, weekend, and holiday support provided for emergency and critical incidents, including public safety and CJIS-related systems. In addition, infrastructure and security monitoring operates continuously, allowing incidents to be detected and addressed regardless of time or day.

4.C The City will have access to multiple support channels, including toll-free phone support, email-based ticket submission, and a secure service request portal. This multi-channel approach ensures City staff can request assistance efficiently based on urgency, location, and user preference.

4.D Support is delivered through a team-based model consisting of service desk technicians, senior infrastructure and network engineers, cybersecurity specialists, and executive escalation resources. This structure ensures redundancy of expertise, continuity of service, and the ability to escalate issues promptly without dependence on a single individual.

4.E Services are provided under a fixed monthly managed services fee that includes proactive monitoring, routine maintenance, and standard support activities. Project work, specialized services, or efforts outside the defined managed services scope are quoted separately and performed only with prior City approval, ensuring cost transparency and alignment with municipal procurement requirements.

4.F Issues are resolved using a documented, severity-based escalation process that begins with service desk triage and progresses to senior engineering and executive oversight as needed. Throughout the escalation process, the City receives status updates, impact assessments, and resolution documentation to ensure visibility and accountability.

4.G Final authority for operational priorities, conflict resolution, procurement decisions, and material changes remains with the City of Belle Isle at all times. The Scarlett Group provides technical recommendations and operational guidance while respecting City governance, approval processes, and ownership of all systems and assets.

4.H Emergency and critical incidents receive a response within two (2) hours, including during after-hours periods, with resources assigned immediately to stabilize and restore affected services. Non-critical issues are addressed according to severity-based service level targets designed to balance responsiveness with operational efficiency and minimal disruption to City operations.

Service Level Agreement (SLA) Summary

Severity	Example	Response	Resolution
Critical	CJIS/Public Safety outage	≤ 2 hrs (24x7)	Continuous until restored
High	Multiple users impacted	≤ 4 business hrs	Same/next business day
Medium	Single user issue	≤ 1 business day	2–3 business days
Low	Informational request	≤ 2 business days	As scheduled

5 Beyond core managed services, The Scarlett Group offers value-added capabilities such as cybersecurity governance support, compliance assistance, strategic IT planning, budgeting and lifecycle forecasting, vendor coordination, and risk-based technology road-mapping. These services support the City’s long-term operational, security, and planning objectives without requiring additional internal staffing.

6 The Scarlett Group is pursuing this engagement to establish a long-term partnership with the City of Belle Isle and to apply its public-sector expertise, CJIS experience, and governance-driven service model to enhance service delivery and security posture. Our qualifications uniquely align with the City’s requirement for a mature, fully outsourced IT partner capable of supporting both operational needs and strategic planning.

7 The Scarlett Group has not experienced any contract termination, default, or notice to stop services for nonperformance or poor performance within the past five (5) years. Our client relationships are characterized by continuity, stable service delivery, and long-term engagement.

8.A The cost proposal includes a fixed monthly fee for ongoing preventative managed services, supplemented by clearly defined hourly rates for approved on-demand or project-based services. This structure supports predictable budgeting while allowing flexibility for non-routine needs.

Monthly Fixed Rate (Up to 40 users)	\$3,000 (includes on-site support)
Additional users above 40	\$80 per month
On-site project support	\$80 per hour

8.B Pricing is structured to be transparent, predictable, and aligned with municipal budgeting and procurement practices, with no bundled hardware, software, or licensing costs. All technology purchases are quoted separately and remain the sole property of the City.

8.C Any additional charges, including travel or project-specific services, are disclosed in advance and require explicit City approval prior to being incurred, ensuring full cost visibility and control.

9 The Scarlett Group offers the City of Belle Isle a mature, compliant, and fully outsourced managed IT services solution designed to improve service quality, strengthen cybersecurity posture, and support long-term operational and strategic objectives while respecting City governance and ownership.

SCARLETT CYBERSECURITY

CAPABILITY STATEMENT

OUR MISSION

Scarlett Cybersecurity, a Division of The Scarlett Group exists to simplify government cybersecurity and IT, save resources, foster community trust, and facilitate innovation. We enable government organizations to focus on their core objectives by providing the latest network & computer technology with transformational results.



COMPANY OVERVIEW

Founded and built by IT Auditors in 2008, The Scarlett Group is unique. Our governance, controls, processes, security, and approach are next level. From day one, our focus is on delivering an excellent customer experience. As an SBA-Certified Small Business, we provide enterprise level services, and our team holds enterprise level certifications.

Headquartered in Jacksonville, Florida with a satellite office in Raleigh, North Carolina, we leverage the talent in these technology hubs. We service clients from coast to coast, offering a wide array of consulting, solutions, and services.

Our firm operates under the highest standards. Our people make the difference. Our highly motivated team of Technology Professionals is committed to delivering best in class service.



TECHNICAL SERVICES

- Cyber Hunt
- Incident Response
- Risk & Vulnerability Assessments
- Cybersecurity Assessments
- SIEM SOC
- Managed Cybersecurity Services
- IT Consulting
- System Administration
- IT Audit

FIELD

Information Technology and Cybersecurity Services

CAGE

8FME5

DUNS

012530744

PRIMARY INDUSTRY

NAICS CODES

54151HACS

518210C

54151S

Ancillary

PRIMARY PROFESSIONAL AND INDUSTRY CERTIFICATIONS

CISA

CRISC

CGEIT

GCFA

Type 2 SOC 1 Accredited

THE SCARLETT GROUP IS DEDICATED TO ENABLING LOCAL, STATE, AND FEDERAL GOVERNMENT TO EASILY OBTAIN CRITICAL IT AND CYBERSECURITY SERVICES.



Contract Holder
Contract # 47QTCA21D000A



EXPERIENCE

Security Assessment and Monitoring

Clay County Sheriff, FL
\$184,926/2022-2025

The Scarlett Group conducted a comprehensive cybersecurity assessment and currently provides ongoing Managed Detection and Response (MDR) services, security patching, and vulnerability oversight for the Clay Sheriff's Office.

System Administration and Network Monitoring

Department of Transportation
\$630,000,000/2020-2025

The Scarlett Group currently provides Network monitoring and System Administration Services supporting the prime contractor, TOTE Services for National Security Multi-Mission Vessels. Duties include desktop, laptop, and server patching and escalation of system issues to our advanced System Administration team.

Security Monitoring and Penetration Testing

Hillsborough County Tax Collector, FL
\$63,032/2023-2025

The Scarlett Group provides comprehensive NIST CSF assessment to evaluate security alignment with NIST CSF. Evaluated Network, IT, Security, and vendors. Additionally, includes recurring penetration testing via a specialized platform to ensure continued security of network.



TEAM PROFILE

We are on the cutting-edge of customer service by continuously investing in our team and their skills. Our highly specialized staff practices a large array of IT and cybersecurity domains. Our team is always growing. With strong employee retention and an enthusiastic atmosphere, The Scarlett Group will always provide the best service possible.



COMPANY QUICK FACTS

DUNS: 012530744

CAGE: 8FME5

GSA Contract: 47QTCA21D000A

Services: Information Technology, Cybersecurity, Cloud, Audits, Compliance

Set Asides: Small business, SBA Certified Small Disadvantaged business

Contact: Andrew Howell | Director of Government Relations

Email: ahowell@tsgcompany.com

Phone: 904.329.5990

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 Lori Harris, Senior Consultant
[print individual's name and title]
for The Scarlett Group, LLC [print name of entity submitting sworn statement]
whose business address is 1 5 3 2 K i n g s l e y A v e S T E 1 1 0
Orange Park, FL 32073
and (if applicable) its Federal Employer Identification Number (FEIN) is 2 0 - 5 2 1 9 9 0 4 (If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement:
_____.)

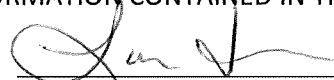
2. I understand that a "public entity crime" as defined in Paragraph 287.133 (1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any 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 12th day of March, 2026.

Personally known _____ X _____

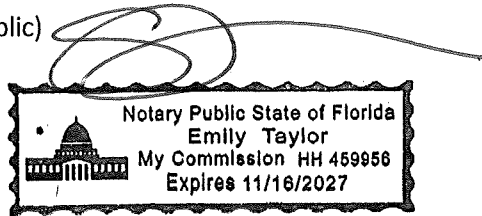
OR Produced identification _____

Notary Public – State of Florida

(Type of identification)

My commission expires 11/16/2027

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



City of Belle Isle
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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: Lori Harris

Date: March 12, 2026

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

E-VERIFY STATEMENT

ATTACHMENT #3

Bid/Proposal/RFQ Number: RFP 2026-04

Project Description: City of Belle Isle Municipal Information Technology (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: The Scarlett Group, LLC

Contact Name (Print): Lori Harris

Authorized Signature:  _____

Title: Senior Consultant

Date: March 12, 2026

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

RESPONDENT'S CERTIFICATION

ATTACHMENT #4

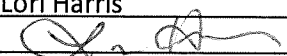
The execution of this Bid Form & Certification by the undersigned acknowledges the receipt of the City of Belle Isle's (City) Request for Proposals (RFP), other related documents identified in the RFP, and any and all Addenda(s) issued by the City regarding this RFP. I hereby propose to furnish the goods 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.

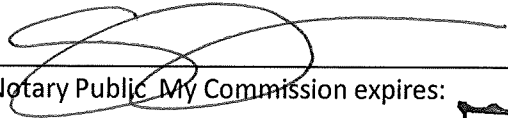
<u>The Scarlett Group, LLC</u>	Name of Business
<u>Lori Harris</u>	Name (Print)
<u></u>	Date:
<u>Signature March 12, 2026</u>	

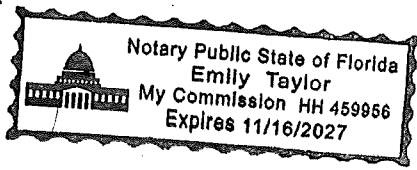
STATE OF FLORIDA COUNTY OF Clay

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 12th day of

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

_____ as identification.

 11/16/2027
Notary Public My Commission expires:



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