

City of Belle Isle - RFP: IT Services



City of Belle Isle
1600 Nela Avenue
Belle Isle, FL 32809

Handwritten signature

CITY OF BELLE ISLE
BUILDING DEPARTMENT
RCD: _____



EOLA
TECHNOLOGY PARTNERS

The City of Belle Isle
RFP #2022-06

Prepared For: Yolanda Quiceno, City Clerk
Prepared By: Eola Technology Partners

April 21, 2022



Letter of Transmittal

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

RE: Solicitation for Municipal Information Technology (IT) Services - RFP #2022-06

Ms Yolanda Quiceno:

In response to request for proposal for Municipal Information Technology (IT) Services, via RFP #2022-06, this letter of transmittal is to serve as introduction to the information requested in the RFP. All information contained in this packet was prepared specifically for RFP #2022-06. Within this packet, the requestor will find detailed information explaining our company, history, qualifications, description of services rendered and all other relevant information pertaining to the proposal. Eola Technology Partners is familiar with the nature and scope of services requested, is currently providing the same services to other cities in the Central Florida area and would be committed to providing the same for the City of Belle Isle.

This proposal is valid and binding for ninety (90) days from the date of submission, April 21, 2022.

COMPANY INFORMATION	
Legal Name	Eola Technology Partners, LLC
Location of Office	3670 Maguire Blvd., Suite 250, Orlando, FL 32803
Company Website	https://www.eolatech.com
Company Phone Number	407-722-7440
Authorized Representative	Kevin Fraser, kfraser@eolatech.com , 407-722-7441
Federal Tax ID	11-3665107
State Tax ID	N/A
State Supplier Number	N/A

Eola Technology Partners would be honored to partner with the City of Belle Isle and appreciates the opportunity to be considered.

Best regards,

Kevin Fraser, President



Profile

Eola Technology Partners (often referred to as Eola Tech or ETP) is an Orlando based, IT Services firm offering turnkey solutions for Small and Midsize Businesses (SMB) and Municipalities. Our team is made up of experienced professionals who are passionate about technology, helping our customers and serving our community. Our goal is to provide you with an “uncommon IT experience.” We have been in business, providing Managed IT Services for over 14 years and have a team of 11 employees.

COMPANY PROFILE	
LOCATION OF OFFICE	3670 Maguire Blvd., Suite 250, Orlando, FL 32803
YEARS IN BUSINESS	14
NUMBER OF CLIENTS	24
PUBLIC SECTOR CLIENTS	2
TOTAL EMPLOYEES	11
FULL-TIME TECHNICAL EMPLOYEES	8

PARTNERSHIPS	
MANUFACTURERS	
Microsoft Silver Partner	Cisco
HP	Lenovo
Dell	Fortinet
Synology	Google Cloud
HYPERCONVERGED INFRASTRUCTURE	
VMware	Scale Computing
BACKUP AND RECOVERY	
Veeam	Acronis
POWER AUTOMATION	
APC	Cyber Power
UNIFIED COMMUNICATIONS	
RingCentral	Poly

Employee Skills Matrix

Below is a skills summary of the technical team who would be supporting the City of Belle Isle:

EMPLOYEE	POSITION	SPECIALIZED EXPERIENCE / QUALIFICATIONS
Kevin Fraser	President and Owner	<ul style="list-style-type: none"> • CJIS Level 4 Security Awareness Certification • CJIS Limited Access Training • Microsoft 365 Fundamentals (MS-900) • Managing Microsoft Teams (MS-700) • Microsoft Security Administrator Associate (MS-500) - <i>Pursuing</i> • Cisco Small Business Technical Overview - 700-755 SBTO • Scale Computing Training Certification • RingCentral Communications Professional
Jon Miller	Director of Technology	<ul style="list-style-type: none"> • Windows Server – 2016/2012/2008 • Virtualization with VMware / vCenter / ESXi • Group Policy, Active Directory, DHCP, DNS • Network Administration • CJIS Level 4 Security Awareness Certification • CJIS Limited Access Training
Nick Costa	Technical Support Analyst	<ul style="list-style-type: none"> • CJIS Level 4 Security Awareness Certification • CJIS Limited Access Training • Microsoft 365 Fundamentals (MS-900)
Justin Hamill	Technical Support Analyst	<ul style="list-style-type: none"> • CJIS Limited Access Training • CJIS Level 4 Security Awareness Certification • Microsoft 365 Fundamentals (MS-900) • Microsoft Enterprise Administrator Expert (MS-100)- <i>Pursuing</i> • CW Manage Automate Certified Expert
Michael Workman	Technical Support Analyst	<ul style="list-style-type: none"> • Microsoft 365 Fundamentals (MS-900) • Managing Microsoft Teams (MS-700) - <i>Pursuing</i> • CJIS Level 4 Security Awareness Certification • CJIS Limited Access Training
Maria Patti	Technical Support Analyst	<ul style="list-style-type: none"> • Microsoft 365 Fundamentals (MS-900) • CJIS Level 4 Security Awareness Certification • CJIS Limited Access Training



Proposal

Approach For Providing Services and Ongoing Support

Eola Technology Partners (ETP) is an Orlando based, Managed IT Service Provider (MSP) focused on removing the complexity of IT services for business owners and stakeholders by providing one simple, all-inclusive, flat fee service plan. Our staff is professional, friendly, considerate, and dedicated to ETP's client-centric philosophy. We will always take the time to address a technical issue, big or small, and provide solutions in a jargon-free, easy-to-understand way.

History of Experience on Providing Similar Services

Eola Technology Partners has over 14 years of experience providing Managed IT Services for a range of organizations, including two (2) local municipalities in Seminole County, Florida. The average tenure of our customers is over 5 years, and we have an aggregate customer satisfaction (CSAT) score of 97.6% from a total of 10,723 responses to ticket reviews.

Through our diverse mix of customers, we have experience supporting several different platforms and systems and have familiarity with multiple IT security frameworks and compliance requirements such as HIPAA, HITRUST, NIST, PCI DD and CJIS.

To provide the best possible service to our customers, as well as stay on top of emerging technology trends, Eola Technology Partners has forged partnerships with several leading IT manufacturers.

Additionally, we work with the following major IT distributors: Ingram Micro, Synnex and D & H. Our President, Kevin Fraser, is on the SMB Alliance Council with Ingram Micro, providing regular feedback to Ingram Micro on the state of developing trends in the industry.

References

COMPANY	Thumprint
LOCATION	2000 Platinum Road Apopka, FL 32703
CONTACT	Tod Elington
TELEPHONE NUMBER	(407) 310-0004
EMAIL ADDRESS	tod@thumprint.com
BRIEF DESCRIPTION OF SERVICES PROVIDED	Managed IT Services
NUMBER OF USERS	41
LENGTH OF TENURE	8 Years
COMPANY	City of Casselberry
LOCATION	95 Triplet Lake Drive Casselberry, FL 32707
CONTACT	Ed DeJesus, IT Manager
TELEPHONE NUMBER	(407) 262-7700
EMAIL ADDRESS	edejesus@casselberry.org
BRIEF DESCRIPTION OF SERVICES PROVIDED	Managed IT Services
NUMBER OF USERS	242
LENGTH OF TENURE	7 Years
COMPANY	Westbrook Service Corporation
LOCATION	1411 S. Orange Blossom Trail Orlando, FL 32805
CONTACT	Ethan Pitsch, VP, Strategy and Technology
TELEPHONE NUMBER	(407) 970-4108
EMAIL ADDRESS	epitsch@westbrookfl.com
BRIEF DESCRIPTION OF SERVICES PROVIDED	Managed IT Services
NUMBER OF USERS	153
LENGTH OF TENURE	11 Years
COMPANY	City of Winter Springs
LOCATION	1126 East SR 434 Winter Springs FL 32708
CONTACT	Jonathan Duryea, IT Manager
TELEPHONE NUMBER	(407) 327-5954
EMAIL ADDRESS	jduryea@winterspringsfl.org
BRIEF DESCRIPTION OF SERVICES PROVIDED	Managed IT Services
NUMBER OF USERS	194
LENGTH OF TENURE	5 Years

Support Service Questions

- A. Is help desk support available?

Yes, we have a fully staffed helpdesk.

- B. When is support availability (days of the week and time and evening and weekend support)?

Our operating hours are Monday through Friday, 8:00 AM-5:00 PM for regular support. After hours support is provided on an emergency basis. All non-emergency support requests submitted after hours will be addressed the following business day.

- C. Do you provide a toll-free phone number to access support help?

We do not provide a toll-free number to access support currently. However, we do have a dedicated local number for support purposes.

- D. Number of staff that will be available for support?

During regular business hours there are 6 technicians available for support. Outside of business hours there will always be 2 technicians available for emergency support.

- E. Structure of charges for support (e.g ., ongoing preventative maintenance fee versus on-demand calls and consultant services).

ETP provides Managed IT Services for an unlimited, flat fee, on a per user basis. This would cover not only the ongoing preventative maintenance work, but also any on-demand calls. The scope of services listed in this RFP would be included in the flat fee rate quoted per user. Project work would be based on an hourly rate of \$150 per hour.

- F. Steps for resolving problem escalations.

Support escalations can be requested in the following manner and order (the necessary contact information would be provided upon customer onboarding):

LEVEL 1 ESCALATION	Request escalation via ticket and/or call to our helpdesk
LEVEL 2 ESCALATION	Contact our Director of Operations, Nathalia Fernandes via cell
LEVEL 3 ESCALATION	Contact our President, Kevin Fraser via cell

- G. Final authority regarding conflicts.

The final authority regarding conflicts would be our President, Kevin Fraser

H. Response time and goal for resolving problems.

See the following table for our response time goals:

PRIORITY	RESPONSE GOAL	RESOLUTION PLAN	RESOLUTION GOAL	DURING
PRIORITY 1-CRITICAL	1 Hour	4 Hour	8 Hour	24/7/365
PRIORITY 2- QUICK RESPONSE	4 Business Hours	8 Business Hours	16 Business Hours	Office Hours
PRIORITY 3- NORMAL RESPONSE	8 Business Hours	16 Business Hours	24 Business Hours	Office Hours

Scope of Services Beyond the RFP

While the RFP covers most of the services included in our Managed IT Services offering, there are a few additional services that would also be provided in our flat fee offering but not specifically mentioned including: Security Awareness Training, Phishing Simulations, CJIS audit preparation and post audit remediation. Beyond the scope of this RFP, ETP also offers hardware and software procurement as a turnkey service, should the City desire such additional services.

Prior Terminations and Defaults

In the company's 14-year history, Eola Technology Partners has experienced no terminations for non-performance or poor performance.

Cost of Services

Eola Technology Partners offers Managed IT Services on a flat, per user fee per month. There are no surprises or overages within the scope of the agreement. By structuring our offering this way, it allows us to focus more on the overall relationship and not the billable hours. Below is our fee breakdown for Managed IT Services:

DESCRIPTION	RECURRING	QTY	EXT. RECURRING
Managed Users	\$100 / month	35	\$3,500 / month

Costs not covered in our Managed IT Services offering would include the following:

- Project work (quoted separately) is not included in the monthly cost and will be at a rate of \$150 per hour
- Travel expenses if onsite support is needed outside of the greater Orlando metropolitan area
- Hardware and software purchases
- Third-party services, such as security audits
- Physical plant services, such as new cable runs or services that require altering physical environments
- Usage costs associated with failing over to a cloud environment for disaster recovery purposes

Proposal Summary

We believe that our tenure as a Managed IT Services provider over the last 14 years supporting a breadth of customers, including other local municipalities, positions us well to support the City of Belle Isle moving forward. Our team has all of the necessary experience and certifications, including CJIS Level 4, to be able to pick up and support the City quickly and seamlessly. Combine that with our flat fee, per user approach to offering Managed IT Services, the City can ensure that they have the necessary IT support without any budgetary surprises.

Eola Technology Partners would be honored to partner with the City of Belle Isle and appreciates the opportunity to be considered.

ATTACHMENT #1

PUBLIC ENTITY CRIMES AND CONFLICTS OF INTEREST FORM

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 Consultant 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 State 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 Kevin Fraser , President
[print individual's name and title]
for Eola Technology Partners, LLC [print name of entity submitting sworn statement]
whose business address is 3670 Maguire Blvd Suite 250 Orlando FL 32803

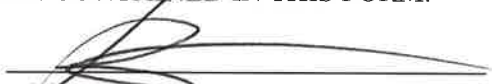
and (if applicable) its Federal Employer Identification Number (FEIN) is 11-3665107 (If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement:

_____)
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 those officers, directors, executives, partners, shareholders, employees, members, and agents who are active 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 of 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 21 day of April, 2021. 2022

Personally known _____


OR Produced identification FL

DL
(Type of identification)

Notary Public – State of FL

My commission expires 9/28/2023

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

 **Grace Singh**
Notary Public
State of Florida
My Commission Expires 09/28/2023
Commission No. GG 382184

ATTACHMENT #2

DRUG-FREE WORKPLACE

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' 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 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: Kevin Freser
Date: 4/21/22