

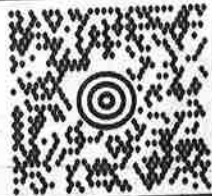
JASON DOVGIN
(954) 587-5521
EVOLVTEC
1321 NW 65TH PL
FORT LAUDERDALE FL 33309-1911

1 LBS

1 OF 1

DWT: 13,11,2

SHIP TO:
ATTN:RFP:IT SERVICES
BELLE ISLE, CITY OF
C/O YOLANDA QUICENO
1600 NELA AVENUE
BELLE ISLE FL 32809



FL 328 9-06



UPS NEXT DAY AIR

TRACKING #: 1Z 79R 05E 01 5678 2765

1



Proof of Delivery

Dear Customer,

This notice serves as proof of delivery for the shipment listed below.

Tracking Number

1Z79R05E0156782765

Service

UPS Next Day Air®

Delivered On

04/21/2022 11:53 A.M.

Delivered To

ORLANDO, FL, US

Received By

HOUSTON

Left At

Inside Delivery

Proposal
RFP #2022-06
IT Services

April 19th, 2022
Prepared For
The City Of Belle Isle



Submitted by: Gus Haffar
Gus.haffar@evolvtec.com
954.993.4745

For: BLM Technologies of Florida
DBA : EVOLVTEC

HQ: 1321 NW 65th Place, Ste. 3
Fort Lauderdale
Florida

Local Office: 970 Sunshine Lane
Suite I
Altamonte Springs, FL 32714

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PROFILE

EvolvTec (a dba of BLM Technologies of Florida, LLC.) (“EVOLVTEC”) has over forty years of history of providing services to its customer base through predecessor companies. EVOLVTEC acquired a portion of the assets of BLM Technologies, Inc. in 2008. BLM Technologies Inc. acquired a portion of the assets of Wareforce in November 2001. In March 1999, Wareforce purchased the assets of Kennesco. Kennesco, which was incorporated in 1974, was an IT company with particular emphasis in the computer maintenance and integration business. Kennesco had extensive experience in providing a broad range of computer services including maintenance, installations, logistics, moves, adds and changes to a broad customer base. EVOLVTEC, through the above predecessor companies have been providing the services specified under this RFP to Florida State agencies as well as County and City Governments, for over twenty-five years.

EvolvTec is currently providing similar services as listed in this RFP for cities and departments located in the State of Florida such as the City of Oakland Park and the Governor’s Office.

EvolvTec has met and exceeded the requirements that had been set forth in the contract with the City of Oakland Park. We are a listed vendor on the MyFloridaMarketPlace Information Technology (IT) Consulting 973-561-10-1 contract. We have been providing services listed on this contract many governmental agencies.

EvolvTec (a dba of BLM Technologies of Florida, LLC) is listed with the Department of State Division of Corporations and our status is Active.

Gus Haffar, our Sales Director will be the primary contact for City of Belle Isle, and his phone and email contact info is office 954-587-5521 x 220 , Cell 954-993-4745, gus.haffar@evolvtec.com . Jim Jones, our VP of Engineering Services, will be the Secondary contact , and his phone and email contact info are as follows: 954-587-5521 x 250 jim.jones@evolvtec.com.

Overview and Goals

Keeping up with technological advancements can be overwhelming, and you can't be an expert in everything. You need reliable and trustworthy IT advice, planning, and management services you and your people can depend on. We specialize in:

- Custom IT solutions that build on your current business and IT infrastructure
- High-level security structures that protect you and your customers
- User-focused tools and training that make implementing new systems easy
- Long-term management of IT systems and infrastructure for clients

A Complete Managed Service Offering

Upon completion of the Network Assessment, EVOLVTEC will configure The City Of Belle Isle network and will proactively manage and maintain the network environment.

The core components that compromise our EVOLVTEC Proactive Care managed services package include:

- Unlimited remote service desk during business hours
- Onsite labor when needed during business hours
- 24x7x365 network and critical device monitoring
- Complete backup system
- Advanced Endpoint Security
- Automated trouble ticket generation
- Virus, spyware, malware monitoring & scanning
- Microsoft and 3rd party, patching and security updates
- Complete network administration
- Project labor
- Vendor management
- Technology Business Reviews
- Complete network documentation

Cyber Security

Managed SOC/SEIM

- A Fully managed security operations center providing 24x7 security monitoring and incident response
- Our threat monitoring platform detects malicious and suspicious activity across three critical vectors:
 - o Endpoint Security
 - o Network Security
 - o Cloud Security

NEXT GENERATION MANAGED FIREWALL

- Next-generation firewalls give you the network security, control and visibility your organization needs to innovate and grow quickly.
- Block more attacks with Real-Time Deep Memory Inspection (RTDMI) & Reassembly-Free Deep Packet Inspection (RFDPI) technologies
- Prevent advanced threats with cloud-based and on-box threat prevention featuring multi-engine sandboxing, anti-malware, intrusion prevention, web filtering and more
- Gain faster performance through a high-speed multi-core hardware architecture
- Gateway Security Services – Get real-time protection with gateway anti-virus, anti-spyware, intrusion prevention and application intelligence and control
- Content Filtering Services – Manage access to inappropriate, unproductive, and even illegal and malicious web content
- Capture Advanced Threat Protection (ATP) – Stop unknown zero-day attacks at the gateway with automated remediation using cloud-based multi-engine sandboxing

ENDPOINT PROTECTION, DETECTION, & RESPONSE

One platform to prevent, detect, respond, and hunt in the context of all enterprise assets.

- **Next-Gen Antivirus Protection**
 - Stops a wide range of malware, trojans, hacking tools, and ransomware before they start.
- **Endpoint Detection & Response (EDR)**
 - Active EDR detects highly sophisticated malware, memory exploits, script misuse, and other fileless attacks as they are attempted.
- **Threat Hunting**
 - Our breach detection service hunts for the unaddressed techniques hackers use to maintain access to their victims.
- **AI-Based Response**
 - Our patented Behavioral AI fuels Active EDR, surgically reversing and removing any malicious activity.
- **Analysis Engine**
 - Each persistent application is evaluated using a combination of file reputation, frequency analysis, and other proprietary algorithms.

- **Device Control**

- Enables safe and accountable USB device usage with effortless visibility and precise control.

ZERO-TRUST POLICY SECURITY

Take complete control over what software is running and block everything else, including ransomware, viruses, and other malicious software

- **Application Whitelisting**

- Set policies to automatically block untrusted software from running, whether executed by a user or an exploit.

- **Ringfencing**

- Control how applications can interact with each other, and protect network resources, registry, and your data from misbehaving software.

- **Audit File & Application Access**

- Audit all file and application access in real-time, for both remote and local users.

- **Enforce Encryption**

- Comply with HIPAA, Sarbanes Oxley, and other compliance requirements by enforcing encryption of portable storage devices.

- **Storage Policies**

- Control what devices, applications, and users can access individual storage devices and how they access them.

- **Storage Control**

- Determine what kinds of files can be saved to, copied from, or deleted from your systems.

DARK WEB MONITORING

With cyber threats increasing every day, Dark Web Monitoring brings peace of mind knowing you are proactively protecting your company's brand, employees, executives, and customers.

- Dark Web ID alerts us when your emails and passwords have been compromised and are for sale to the highest bidder, BEFORE a breach occurs.

- We use real-time data evidence that has been analyzed and validated, to deliver a solid justification for added security measures, such as 2FA or employee security training.

- Domain-level monitoring means full-coverage protection without the software to deploy.

AI E-MAIL FILTERING & SECURITY

EVOLVTEC Email Protection solutions—deployed as a cloud service or on-premises—protect against malware and threats that don't involve malware, including impostor email, or business email compromise (BEC).

- Email Protection allows you to set up robust policies as a first step in routing emails to users. With a wealth of data and search tools, you can ensure your organization's email is protected.
- Our Stateful Composite Scoring Service (SCSS) is a machine learning approach that searches for these email threats. It uses what's known about your unique environment, along with data from all customers, to more effectively detect and block email fraud.
- Extend email security to help detect compromised accounts. It can automatically scan all internal email traffic, providing a layered approach to identify malware or phishing attacks sent via compromised accounts.
- Email downtime can be a significant hit to worker productivity. Enterprise Continuity ensures email is always available, even if your company email is down. And it automatically activates in an outage, with fully automated recovery.
- TRAP enables messaging and security administrators to analyze emails and move malicious or unwanted emails to quarantine, after delivery. It follows forwarded mail and distribution lists and creates an auditable activity trail.
- Digital Risk Protection protects your brand and the people who trust it from suspicious and infringing domains. Our solution applies artificial intelligence to uncover fraudulent domains that pose a risk to your brand and customers.

SECURITY AWARENESS TRAINING

Our Security Awareness Training specializes in making sure your employees understand the mechanisms of spam, phishing, spear phishing, malware, ransomware, and social engineering and can apply this knowledge in their day-to-day job. 7

Business Continuity & Data Protection

DISASTER RECOVERY AS A SERVICE

The Truth About Disasters

They can happen to any business at any time and the downtime they cause is truly catastrophic, many of which never recover. The strength to avert disasters and effectively handle the ones that occur starts with knowledge.

- **Downtime is Common** - 90% of companies experience some form of downtime, which may result in loss of data, security, productivity, and revenue.
- **(Down) Time is Money** - An hour of downtime costs \$8,000 for a small company, \$74,000 for a medium company, and \$700,000 for a large enterprise.
- **Planning Ahead** - The most powerful and flexible disaster recovery plan is local virtualization for SMBs and enterprises with physical or virtual servers.
- **Disastrous Situations** - Disasters that cause downtime may be a result of hardware failure, human error, software failure, or natural disaster.
- **Recovery is Painful** - The average time it takes a business to recover from disaster is 18.5 hours, but 43% of companies never totally recover.

How can I protect my business?

Your disaster recovery plan must ensure that your entire business infrastructure can be recovered within seconds.

You need a holistic, integrated disaster recovery plan that is reliable, simple, and quick. DRaaS offers a disaster recovery plan that is visible, scalable, and affordable.

Business-critical data, systems, desktops, servers, and the entire infrastructure must be protected and recoverable.

With secure local virtualization solutions, if disaster strikes, your entire infrastructure (physical or virtual) is virtualized instantly, empowering you to continue your business operations without losing any data, incurring any damage, or experiencing any downtime.

CLOUD-TO-CLOUD BACKUP

Simply, securely, and automatically maintain control of your cloud data.

Leverage the benefits of the cloud without losing control

Your clients can now opt for a SaaS provider like Google Apps or Office 365, and eliminate the platforms' drawbacks. You can help the keep control of critical business data while enjoying the scalability, cost-effectiveness, and flexibility of SaaS solutions with SaaS Protection that is:

- **Reliable** - Automatic backups ensure you can restore clients' cloud data no matter what happens to it: from malicious attacks to careless employees.
- **Transferrable** - With SaaS Protection, your clients maintain ownership of their business data – not the provider or the users who created it. You back it up and can take it anywhere.
- **Simple** - Everything is backed up. Anything can be restored. No matter who did what or when.
- **Cost-reducing** - Save your clients money by providing a solution that enables them to stop paying for licenses they no longer need. SaaS Protection gives them control of their user accounts.
- **Safe** - SaaS Protection ensures critical information can be recovered easily after user errors, malicious activity, or provider outage

Who needs SaaS Protections or Cloud to Cloud Backup?

Google and Microsoft handle invaluable business data responsibly for many companies

Google and Microsoft handle invaluable business data responsibly for many companies. They can be trusted with your clients' data and a breach or outage on their end is highly unlikely.

However, when it comes to user error, malicious attacks, compliance issues, and user management, a SaaS Protection backup and recovery solution is your only hope for preventing data loss, downtime, and the related financial demise that follows.

Managed IT Services & Support

FIXING ISSUES BEFORE THEY HAPPEN

Imagine several months passing without having to worry about an IT-related issue. No hassles over software updates or integration, no frustration around downtime and no lost sleep over a security breach. You're away from the office, feeling confident that your company's complete IT infrastructure is being fully taken care of.

The long and short of it: Our Managed IT services give you the best value for the money. It proactively provides seamless technology integration, updated systems and expert technical support at all times—not just when something breaks.

It meets all of your IT needs, plus increases your team's efficiency and productivity.

- **Network Management**

Cloud services are network-dependent, which is why EVOLVTEC network management and monitoring services have become critical to IT.

- **Infrastructure**

EVOLVTEC ensures your IT infrastructure is always optimized to support the stable and highly available services organizations demand.

- **Endpoint management**

Client and server endpoints are managed as one estate, ensuring security and stability while maximizing uptime and employee productivity.

- **Service desk**

EVOLVTEC support is about maximizing service efficiency, resolving problems and driving continuous service improvement.

- **Applications**

EVOLVTEC supports Software as well as on-premise deployments, ensuring applications are always optimized for the best possible user experience.

- **Vendor Management**

Take the hassle out of juggling multiple vendors. Look to EVOLVTEC as your single point of contact for any and all technical issues.

SERVICES INCLUDED

PROACTIVE MONITORING

The traditional break-fix support model is broken. It shouldn't take days to diagnose and fix problems when they arise. EVOLVTEC integrates its services into your company to ensure your technology issues never become technology problems. Proactive support means we can work around your employees' schedules to minimize downtime. We'll even work to reduce your billing and administrative headaches.

HELP DESK

At EVOLVTEC, we specialize in providing our client partners with a rapid resolution to any computing-related problems they may experience. EVOLVTEC Help Desk solutions deliver professional and timely support services guaranteed to have your business back up and running as quickly as possible. Our cost-effective Help Desk solutions can allow your organization to benefit from some of the most highly qualified and certified technical staff in the industry. And all without having to worry about the recruitment, training, and fulfillment issues involved in providing the quality support your company needs. EVOLVTEC team of professional IT support technicians has the expertise and experience that can provide your business with the type of comprehensive support that empowers your staff to focus on your business, not your IT.

Help Desk Partner Benefits

- Knowledgeable, certified, US-based in-house staff
- Remote troubleshooting and access capabilities
- Multi-technology support
- Complete trouble ticket tracking and reporting solution
- Web-based incident reporting and status tools for end-users
- On-site escalation support available
- **Server Management & Support:** We monitor your servers for potential issues, apply necessary security patches and updates, perform all required maintenance, and make sure they are running at optimal performance. Our management plan also includes Security+ protection for all systems.
- **Workstation Management & Support:** We monitor your workstations for potential issues, apply necessary security patches and updates, and make sure they are running at optimal performance. Our management plan also includes Security+ protection for all systems.
- **Mobile Device Management & Support:** We manage your Apple iOS and Google Android platform mobile devices with smooth enrollment, configuring, monitoring and reporting functions.
- **Network Management & Support:** We apply the same monitoring services to your network devices, switches, routers, firewalls, and network appliances.

- **Unlimited Remote Support via Help Desk:** Since 95% of all problems can be solved without needing to be onsite, we include all the remote support time at no additional charge.
- **Standard Response Coverage:** We provide a committed 2-hour remote and 4-hour on-site (URGENT) response Monday through Friday from 8:00 AM to 5:00 PM.
- **Software/Application Support:** We will provide first-line support for all software applications and work with the software vendor to resolve any escalated issues.
- **Pre-Paid Onsite Support Blocks:** While we do everything in our power to resolve issues remotely, some things simply require an onsite presence. We provide our EVOLVTEC Block-hours to our clients with the ability to pre-purchase onsite support hours at discounted rates. Blocks do not expire and can be extended at any time if necessary.

Microsoft Office Apps

GET THE ESSENTIAL PRODUCTIVITY TOOLS

Word. Excel®. PowerPoint®. Outlook®. These four applications are among the most essential tools of modern business.

With EVOLVTEC Office Apps powered by Microsoft Office 365™, you get your essential productivity tools from the same provider that delivers your email, phones and other key services—with just one bill.

Microsoft Office Apps is offered on a subscription basis. You can buy it for all users or just a few. Available as a download, it's quick and easy to deploy, even if you have remote employees or satellite offices. Best of all, you'll get access to new versions of Office as soon as they're released.

PC, Mac, online & mobile

Get Word, Excel®, PowerPoint®, Outlook® and the other Office Apps. Users can access them from any platform they choose.

Always the latest version

With PC Dynamix, you always have the latest version of Office, optimized for mobility, with a modern look-and-feel and an intuitive design across all devices.

One bill. One support number.

Simplify IT administration by getting Office Apps from the same provider that delivers your email, phones and other essential services.

Website support

- *Website update whenever the browser is updated (windows or Chrome)*
- *Upload images and content (provided by the client) to the website*
- *Provide an estimate for a new / improved website*

Microsoft Office365 E-Mail

CLOUD-BASED MICROSOFT EXCHANGES BUSINESS EMAIL FROM THE BEST INDEPENDENT PROVIDER.

- 99.999% uptime SLA
- Unlimited email storage
- Facilitates compliance with HIPAA and other regulations
- Lower TCO as compared to on-premises Exchange
- Our People-Friendly support + free migration performed by our experts

Productivity features

Microsoft Exchange's productivity features include calendars, contacts, tasks, notes, public folders and more.

Share and sync your organization's calendars

- See your coworkers' availability
- Share your availability with your coworkers
- Easily organize large meetings without multiple rounds of back-and-forth
- Authorize assistants or other team members to manage your calendar

Mobility features

On most devices, it's simple to set up your email, calendars, and contacts. You don't need to call your IT team or type in the confusing server information. Instead, you just create a new account, and your device sets up and syncs.

Sync your data across all your devices

"Your Company Name" Exchange Email includes ActiveSync technology at no additional charge. ActiveSync ensures that virtually no matter which device you use or what activities you perform, your email, calendars, and contacts are in sync and up-to-date.

Get remote wipe capabilities and other protection features

What happens if a user's device is lost or stolen? With Exchange Email, an administrator can remotely remove critical company data, or even deactivate the device's ability to receive company email. You can also enforce account- or user-specific security policies, including enforced passcodes.

Access Outlook from any web browser

With the Outlook Web App, you get a full-featured, web-based version of Outlook. It provides the Outlook experience for email, calendars, and contacts without requiring a download. Your changes are synced.

With Exchange 2016, OWA is optimized for a touchscreen experience plus offline access.

Unlimited storage

One of the biggest challenges of any email infrastructure is capacity planning. It's very challenging for organizations to forecast their growth in order to plan for future storage needs. In an on-premises environment, this creates headaches for operations and procurement. But it's also a challenge presented by cloud providers that limit the size of user inboxes. It forces you to make a tough choice: do you provision mailboxes conservatively, which will save money but handicap your power users? Or do you spend money to enable your edge users, knowing that you're paying more for the average user than you have to?

Compliance

Microsoft Office365 Exchange Email and other EVOLVTEC services are designed to meet many privacy and security requirements. One example is for Protected Health Information (PHI). Our policies, procedures, technologies, and services are audited by an independent party to validate conformance with HIPAA privacy and security requirements, and <Your Company Name> will execute a HIPAA Business Associate Agreement with Covered Entities.

If you choose our Compliance and Security Plan, you receive high-security email, file sharing and web application security tools. Everything you need to succeed in today's regulatory environment from encrypting sensitive correspondence, proposals and research to collaborating on due diligence with private room access controls for documents. All available to your team whether they're in the office or on the road, with full support for mobile devices.

Why EVOLVTEC?

At EVOLVTEC, we appreciate the trust you put in us when you hand us the keys to your IT kingdom. We've earned that trust from hundreds of clients in dozens of industries, and we know we can earn it from you.

Our consultants are strategic thinkers with years of experience in both IT and business. We do our homework and make sure we understand your business goals before working with you to set technology goals.

Our specialty is custom-made solutions for how you work, sell, and grow. We think this is important because, at the end of the day, IT is about people, not computers.

Summary of Support and Requirements

Support

EVOLVTEC technical support team answers service calls during business hours. Our service desk is staffed with experienced technicians from 8am to 6pm Monday – Friday and 9am – 3pm on Saturdays. We also provide support outside of those hours as needed and requested. Our clients benefit from remote support, whereby our technicians utilize remote access tools connecting them to your office systems, allowing the ability to diagnose hardware and software failures via dedicated Internet connections. All our service agreement clients receive priority service.

Obtaining Support and Escalation

Requests for IT support and other IT-related services can be initiated by any employee of the Client providing that employee is covered by the Scope Of should be initiated via our web-based Client Ticket Portal. In addition to our web-based portal, phone, and email can be used to report support issues. All issues are then tracked through our ticketing system, where each issue is logged and escalated using a support ticket in our system. An active ticket is required for each support request regardless of the source including issues reported via email or voicemail may not be actioned right away until they are logged into the ticketing system.

You may open a support ticket directly:

- Via our client portal at <http://support.EVOLVTEC.com>.
- Requests may also be initiated via phone at (800) 486-1571
- Via email helpdesk@EVOLVTEC.com.

Incident/Request Severity Levels

The following characteristics are used to identify the severity of a problem report:

- Business and financial exposure
- Work outage
- Number of clients affected
- Workaround available

The severity criteria below are provided as guidelines. Issues are likely to have varying severity criteria in the various categories or a category may be unclear or not applicable. In most cases, overall assessment and best judgment by our technicians are used to determine the initial severity level. If the severity level is changed or escalated, the response-time objectives of the new severity level begin at the time of the change and are not retroactive. The severity level of new issues will be determined:

- Initial contact 1 hour at the time of receipt for emergency and non-emergency requests received during regular business hours

- Within the first hour of the next business day for non-emergency items received outside of business hours
- Within 4 hours of receipt for emergency requests received outside the business hours

Issue Characteristic	Severity 1	Severity 2 (High)	Severity 3 (Medium)	Severity 4 (Low)
Business Exposure	Severe business and financial exposure	Significant business and financial exposure	Low business and financial exposure	Minimal to no business or financial exposure
Work Outage	All essential/job functions	Some essential work and/or job functions	Nonessential work functions only	functions only job functions
Clients Affected	All or most clients	Several clients	Minority of clients	Minimal or no clients
Workaround	Workaround does not exist	Workaround may or may not exist	Tested workaround exists	Tested workaround already exists

Incident/Request Response Time

Response Phase	Severity 1	Severity 2	Severity 3	Severity 4
Initial Response Time	15 minutes	1 hour	3 hours	8 hours
Work Begins Within	2 hours	4 hours	Next business day	3 days

Requirements

- EVOLVTEC will require complete network documentation and mapping for the facility. All work possible will be performed during regular business hours. We will try to minimize disruptions to normal work if possible.
- Current Website needs to be in an updated status before handover and access will need to be provided.
- ALL current suppliers & vendors to the City of Belle Isle contact details will need to be provided
- Access to local / virtual servers & drives will need to be forwarded to Evolvtec
- All computers should have a fully supported OS installed.
- All software must be legally licensed.
- One single account for all Windows Office license
- 12-month contract period
- 60 days contract termination advanced notice

BID OFFER

Quantity	Ongoing service and support	
35 USERS	<ul style="list-style-type: none"> - EVOLVTEC IT Support and Cybersecurity Protection - Unlimited remote service desk support 24/7 - Included ONE Weekly onsite visit (max 3hrs) if required - Advanced Endpoint Security for Desktops and Servers - Additional Content Filtering & Reporting - Encryption of devices - Intrusion Detection and Prevention - Employee Phishing and Security Awareness Training - Dark Web monitoring - Weekly Performance & Preventive Maintenance on servers and workstations -SOC/SEIM per Endpoint -Microsoft Office365 Support -Annual Penetration Test -Quarterly Risk Assessment -Website Services 	\$3,999.00 Monthly
*Total excluding taxes		\$3,999.00 Monthly

Additional Services:

- *Additional Onsite Network / Support will be billed at rate \$100/hour.*
- *Emergencies and afterhours Onsite Support will be billed at a rate \$175/hour*
- *Additional Website support / maintenance will be billed at rate \$50.00/hour*

Exclusions

- This proposal does not include the replacement of equipment or parts required for repairs on printers, screens or peripherals. All labor required for installation and/or repair of the above devices, consumables such as printer maintenance kits, toner, ink, batteries, etc. is not covered under this agreement and will be invoiced separately.
- Any labor after hours, any new computers and/or servers and any new setups are not included.
- All computers should have a fully supported OS installed.
- All software must be legally licensed.
- Website Management contract is strictly for website update as and when Internet Explorer / Chrome are updated, and for content (provided by the client) updates. ALL other services will be charged at Website Management hourly rate.



Letter of Transmittal

EvolvTec (a dba of BLM Technologies of Florida, LLC.) (“EVOLVTEC”) located at 1321 NW 65th Place, Suite 3, Fort Lauderdale, FL 33309, has over forty years of history of providing services to its customer base through predecessor companies. EVOLVTEC acquired a portion of the assets of BLM Technologies, Inc. in 2008. EvolvTec has an extensive experience in providing a broad range of computer services including maintenance, installations, logistics, moves, adds and changes to a broad customer base. EVOLVTEC, through the above predecessor companies have been providing the services specified under this RFP to Florida State agencies as well as County and City Governments, for over thirty years.

EvolvTec is currently providing similar services as listed in this RFP for cities and departments located in the State of Florida such as the City of Oakland Park and the Florida Legislature.

EvolvTec has met and exceeded the requirements that had been set forth in the contract with the City of Belle Isle. We have been providing the services listed on this contract with many governmental agencies. We are a Dell, Xerox, Lexmark, HP authorized warranty service provider, and are certified on most major OEM brands for Desktop, Laptops, Servers and Peripheral hardware.

EvolvTec’s taxpayer identification number is 26-3430898, and our DUNS number is 83-082-0135.

EvolvTec (a dba of BLM Technologies of Florida, LLC) is listed with the Department of State Division of Corporations and our status is Active.

Gus Haffar, our Sales Director, will be the primary contact for the City of Belle Isle, his phone and email contact info are as follows: 954-587-5521 x 220 gus.haffar@evolvtec.com.

EvolvTec has a through understanding of the terms and conditions as set forth in the RFP. EvolvTec is prepared to provide the necessary support and services needed for both City Hall as well as the Belle Isle police department. We are able to provide support services 24/7 as needed and required by this RFP and the City. We will work very closely with the City’s IT staff in providing the latest technologies in the service and support of the City. Our proposal and cost schedule as outlined in the RFP response are valid for ninety (90) days following the proposal due date.


Gus Haffar – Sales Director

April 19, 2022
Date



Technical Knowledge and Competence

EvolvTec has over 40 years of providing expert technical support to a large range of organizations in the Florida marketplace. We are certified partners with Dell, Microsoft, SonicWall, HP, Lexmark and others. Many of our technicians have been with EvolvTec more than 10 years, with some more than 30 years, so you can expect a high level of expertise from experienced professionals. Our Customer Engineers undergo several hours of additional training every year on the newest hardware and software to ensure that EvolvTec can provide the highest level of support service to our customer and to ensure that we can resolve any issues as quickly as possible.

Our approach to providing service is broken down into several levels. The first is the highly qualified expert that we will have on-site at your organization that will provide hands-on and remote support to your users on all of the covered equipment and systems.

Second, our expert helpdesk stands at the ready to provide additional assistance to your users so that if the on-site technician is otherwise engaged, your users will still be able to receive support for their issues using cutting-edge remote support tools and our many years of experience in providing remote support.

We also have other technicians located in our Ft. Lauderdale office as well as technicians in our seven other locations throughout the Florida market, providing the City of Belle Isle with not just the expertise of the on-site technician, but with the wide-range of knowledge of our over 20 additional customer engineers.



EvolvTec is proud to provide the following References for your review:

City of Oakland Park

Street Address: 3650 NE 12th Ave
City, State, ZIP: Oakland Park, FL 33334
Phone: (954) 630-4228
Contact: Mr. Mark Curry
Email: mark.curry@oaklandparkfl.gov

Town of Ft. Myers Beach

Street Address: 2523 Estero Blvd.
City, State, ZIP: Ft. Myers Beach, FL 33931
Phone: 239-765-0202 x 1402
Contact: Amy Baker
Email: Amy@fmbgov.com

Office of Legislative Information Technology Services

Street Address: 111 West Madison St.
City, State, ZIP: Tallahassee, FL 32399
Phone: 850-717-0242
Contact: Mr. James Griffin
Email: griffin.james@leg.state.fl.us

Miami Dade County Public Schools

Street Address: 13135 SW 26th Street
City, State, ZIP: Miami, FL 33175
Phone: (850) 717-9484
Contact: Mr. Mario Mendez
Email: Mario.Mendez@dadeschools.net

EvolvTec will be assigning the following people to provide support for your organization. Others may be added to your support your organization as needed following approval from The City of Belle Isle .

Gus Haffar	Dave Wallin	Guido Angles
Greg Russ	Adalid Cruz	Barry Hamilton
Warren Porteous	Steven Fossedal	Jim Jones



Service Orientation and Professionalism

EvolvTec has been in the IT support industry for over forty (40) years through various name changes. We have been the 'go to' IT Company for many State Agencies and Departments, and County and City governments. We provide a wide variety of services to them, from traditional 'break fix' services, true maintenance services, managed print services, managed network services, structure cabling, VoIP and IP Security Solutions as well as customized solutions tailored to meet the customer's needs. EvolvTec currently services our customers out of 8 offices, located in Ft. Lauderdale, Jacksonville, Tampa, Orlando, Tallahassee, Ft. Myers, Ocala and Pensacola. This allows us to be on-site to any of our customers in two hours or less. And all of these offices are backed by our help desk that provides world-class phone and remote support 24 hours a day, 365 days a year.

EvolvTec is led by Greg Blanc, President in our Ft. Lauderdale office, Jim Jones, Vice President of Engineering Services in our Tallahassee office, and Gus Haffar, Sales Director in our Ft. Lauderdale office. We also have supervisors in each of our 8 offices overseeing the deployment of our over 10 Customer Engineers.

EvolvTec employs the latest customer service and support systems available in the market. This allows us to provide rapid response to our customers and the fastest problem resolution possible. Our systems allow us a great deal of depth in understanding our customer's systems and this understanding allows us to provide the best support and guidance available. Using these systems, we can streamline hardware and software deployments and provide an over-all better experience for our customers.

Upon award of the contract, EvolvTec would move quickly to perform a comprehensive network assessment to identify any issues that may be compromising the City's systems currently. As part of our on-boarding process, we install remote support agents that allow us to inventory all of the hardware and software systems and facilitates changes to be made to computers during the duration of the contract. We would then review all security and permission settings and review with the City's Manager or others as designated any make changes as necessary. We would review all software licensing to ensure that the City is in compliance with all agreements and standardize applications and hardware as necessary. And, of course, we would review all hardware to ensure everything is in good working order. We will work with the City to identify any changes or upgrades that are needed, provide procurement services as needed and develop budgets for any future IT plans or projects.

Simply put, we will be assessing all of your systems on an on-going, regular basis, evaluating the best solutions and recommending the proper solution.

EvolvTec is currently providing support services very similar to those that are listed on this RFP for the City of Belle Isle. We are also providing support services for Lexmark Printer Systems statewide. And we are also providing support services and managed print services for the Florida Legislature statewide.

All EvolvTec Customer Engineers have undergone Criminal Justice Information Systems background checks and all have the IT Vendor Certification currently, as this is a requirement for many of our existing customers. We also insist on drug tests for all of our employees.

EvolvTec has thoroughly reviewed the RFP and has a good understanding of the requirements and needs that the City of Belle Isle have put forth. EvolvTec does not have any relationships with any Commission members, their families, nor any business(s) that they may own.



EvolvTec will provide an On-Site Customer Engineer who will be responsible for the delivery of routine IT support services to the City. They will have System Administrator access for troubleshooting reported problems and coordinating overall operational support to you , as well as well as serving as a Liaison to the City for the Consultant.

EvolvTec understands and agrees to the following definitions and duties:

“1st Tier Support” shall mean support provided by designated Onsite IT Service Technician and shall consist of the first point of contact for customer support of police, supervisors and users. The **1st Tier Support** will create a record of all requests and actions including a determination of whether the reported trouble/issue is technical or operational, and shall resolve operational issues and respond to questions concerning the use of the system. Technical issues that cannot be resolved by the 1st Tier Support Person shall be reported to the **“Help Desk”** which will review the ticket and determine the proper escalation point as needed or assist in resolution.

“2nd Tier Support” shall mean support issues that have escalated to our tier 2 engineer by the designated Onsite Services Technician. All technical issue not resolved by 2nd Tier Support shall be reported to the 3rd Tier support for resolution.

“3rd Tier Support” shall mean support provided by the vendor/manufacturer customer support, and shall consist of technical issues determined to be caused by the application or hardware.

Services are to include but are not limited to:

- **Server Management** Provide preventive, diagnostic and remedial support to maintain the City’s servers, including performance of daily, weekly and monthly backups. EvolvTec will manage the City’s server hardware, software and related systems to ensure the City has a quality, secure, high performance, reliable system. EvolvTec will conduct scheduled preventative maintenance services for the IT equipment and will develop and enact plans for back-ups and will provide procedural documentation. EvolvTec will setup new users, modify existing users on server. EvolvTec will monitor the Server performances as well as providing capacity management services.
- **Service Desk Support:** Support for desktop computing hardware devices and associated operating system software, laptop computer, local and network printers, scanners, copiers and hand-held computing devices. EvolvTec will provide the support necessary to perform the following:
 - Installation services for PC’s, Laptops, Printers and Software.
 - Identify and correct hardware problems and perform advanced troubleshooting.
 - Repair, update and upgrade all City computers as needed and approved by the City’s manager.
 - Assist the City in software and hardware purchasesAdditionally, EvolvTec provides a remote helpdesk that prioritize and respond to service requests from City’s staff, responding after normal business hours as situationally required.
- **Network Support:** Services and activities required to provide and support the City’s computer network environment, including LAN, wireless networks, switches, firewalls, routers and other network security equipment, VOIP and internet domain name management and, coordinate all scheduled maintenance. EvolvTec will monitor network performance and make changes as needed.



- **Professionalism** –All of our employees are at all times professionally dressed in EvolvTec uniforms and our Customer Engineers, Project Managers and Supervisors are trained to provide timely, courteous and professional service.
- **Emergency Services** – While not specifically in scope for this RFP, EvolvTec will provide emergency technical, communication, and IT support services in the event of emergency situation. EvolvTec currently provides 24 hour 7 days a week support for several of our customers currently. We are providing these services statewide for The Department of Corrections, Miami Dade County Public Schools and Broward County Public Schools. We have in the past we have provided these services for the Florida Highway Patrol, and the Florida Department of Highway Safety and Motor Vehicles. We have in the past provided Emergency Services for the Department of Corrections when their facilities were impacted by several hurricanes. We provided both hardware and technical services to them throughout the State. This reduced the amount of ‘down time’ that impacted not only the Department but other Law Enforcement agencies across the State.
- **Communications (Phone, Cellular Phones, and Voicemail) Support** – EvolvTec will provide the necessary support required for the City’s mobile phone systems.
- **E-Mail System Management:** Provide services and activities to support the City’s e-mail and other interpersonal communications computing infrastructure, and for archiving for public records request response purposes.
- **Quarterly Assessments** - EvolvTec will provide to the City of Belle Isle a compiled and updated inventory of all IT technology related assets, and will provide recommendations to improve the City’s IT environment. From these assessments, you will have a solid understanding of the health of your entire system. These assessments will be reviewed with you by your virtual Chief Information Officer to develop strategy and budget.
- **IT Project Management** - EvolvTec has the resources needed to support multiple projects simultaneously. Our project managers have the experience to serve as a liaison between the City’s teams and other vendors in order to guide the project to completion, meeting budget and time forecasts. The City will be provided status reports as needed throughout the life of the project.
- **Security** - EvolvTec will provide maintenance of Anti-Virus/Anti-Malware detection systems on the City of Belle Isle servers, email and all other City computers and laptops. Perform security audits as requested and notify the City personnel immediately of suspected breaches of security or intrusion detection and work to reduce amount of spam received by the City employees. Control staff access, as requested, to the Internet, various sites and any files or applications as appropriate. These same services would could be made available to the City.
- **Virtual CIO Services:** EvolvTec will provide virtual Chief Information Officer services to City of Belle Isle to help provide the City guidance on future technology needs and to help provide plans, budgets and other necessary information. EvolvTec will provide technical advisement for Information Technology issues and system and make recommendations for future purchasing and technology needs and will provide recommendations for potential economies in IT related matters. Using Barracuda software to monitor and provide a listing of hardware and software that needs to be updated and patched.



EvolvTec will provide Emergency After-Hour Support Services on an On-Call 24/7/365 basis. The City of Belle Isle minimum of one (1) hour response time to the originator of the emergency. Our escalation procedure is as follows:

EvolvTec has a pre-defined escalation process already in place and it is as simple as 1-2-3.

- 1) If in the event a service request requires to be redefined as a critical request or an issue with an existing incident, The Customer needs to only call or email our Central Dispatch Center making the request (helpdesk@EvolvTec.com or call 866-299-3246).
 - a) Central Dispatch will contact the assigned Customer Engineer to that service event informing them of the status change or issues with the incident. Along with the assigned Customer Engineer their immediate supervisor will also be notified of the situation. Once it is determined what the correct course of action is required he/she will communicate back with The Customer what is to take place to resolve their issue.
 - b) The local Territory Supervisor, Dave Wallin dave.wallin@evolvtec.com 954-587-5521 x 212 has the ability to redirect Technical staff and part procurements as needed.
- 2) If a problem arises that requires a more immediate response The Customer can contact the VP of Engineering Services and speak directly with Jim Jones jim.jones@EvolvTec.com 954-587-5521 x 250. The VP of Engineering Services has the ability to adjust priorities for Technical staff, parts procurement, etc.
 - a) The VP will communicate directly with the Customer Engineer and Supervisor to determine what is needed to provide completion to the incident. He will also work with the procurement and shipping departments to insure repair parts are sent out in a timely order. Once it is determined what the correct course of action is required he will communicate back with The Customer what is to take place to resolve their issue.
- 3) In the unlikely advent that Jim is unable to satisfy their request, The Customer may contact the CEO of EvolvTec, Greg Blanc greg.blanc@EvolvTec.com 954-587-5521 x 203.
 - a) The President will work with everyone involved in the incident to insure that all is being done to bring resolution to the incident and The Customer. Once it is determined what the correct course of action is required, he will communicate back with The Customer what is to take place to resolve their issue.

EvolvTec has in place a state-of-the-art electronic incident tracking system, The City of Belle Isle will be provided access to this system via a web-portal, which is available 24/7. Our Call Center also operates 24/7, and users call our 800 number to place a service request as well

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 Mr. Gus Haffar
[print individual's name and title]
for BLM Technologies of Florida, DBA EVOLVTEC [print name of entity submitting sworn statement]
whose business address is 1321 NW 65th Place, Ste. 3, Fort Lauderdale, FL 33309

and (if applicable) its Federal Employer Identification Number (FEIN) is 26340898 (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.]
X 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 19 day of April, 2022.

Personally known _____

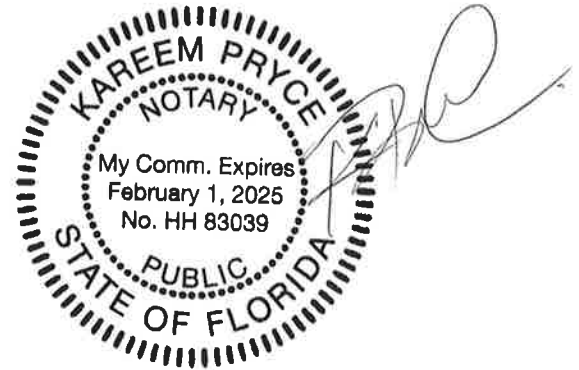
OR Produced identification

FL DL
(Type of identification)

Notary Public – State of Florida

My commission expires 2/1/2025

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



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: Gus Haffar

Date: APRIL -18 - 2022



CITY OF FORT LAUDERDALE BUSINESS TAX YEAR 2021-2022



Business Tax Division

700 NW 19TH AVE. | FORT LAUDERDALE, FL 33311 | (954) 828 - 5195

Business ID: BL-1700369

Business Name: EVOLVTEC

Business Address: 1321 NW 65 PL # A3

EVOLVTEC
1321 NW 65 PL # A3
FORT LAUDERDALE FL 33309

TAX CATEGORIES

406210 CONSULTANT (UNCLASSIFIED)
420200 SALES OFFICE (NO RETAIL SALES)
406700 CORPORATE HEADQUARTERS
419514 REPAIR SHOP-MACHINES, OFFICE

Contact: EVOLVTEC

Business Email: Greg.Blanc@Evolvtec.Com

- This Receipt is issued for the period commencing October 1st and ending September 30th of the years shown above.
- If you have closed or moved out of the city, please email businessstax@fortlauderdale.gov and include the Business ID #.
- A transfer of business location within city limits is subject to zoning approval. Complete a Business Tax Transfer Application online to obtain the necessary approval. A transfer fee of 10% of the Business Tax fee applies, not less than \$3.00, no more than \$25.00.
- If you have sold your business, please email a copy of the Bill of Sale to businessstax@fortlauderdale.gov and include the Business ID #. A transfer of ownership will incur a transfer fee of 10% of the Business Tax fee, not less than \$3.00, no more than \$25.00.

Please be advised that this issuance of a Business Tax Receipt establishes that the business you intend to conduct is a use permitted by the City Zoning Code for the location at which you intend to operate. The issuance of a Business Tax Receipt in no way certifies that the property located at this address is in compliance with other provisions of the City Code of Ordinances.

700 NW 19TH AVE.
Fort Lauderdale, FL 33311
TEL 954 828 5195
WWW.FORTLAUDERDALE.GOV



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

04/19/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER M&L Insurance Agency Inc 2855 N University Dr Suite 110 Coral Springs FL 33065	CONTACT NAME: David Vaandering PHONE (A/C, No, Ext): (954) 340-2323 E-MAIL ADDRESS: customerservice@miinsurance.net FAX (A/C, No): (954) 840-0320													
	<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A : U.S. Liability Insurance Group</td> <td>25895</td> </tr> <tr> <td>INSURER B : Progressive American Insurance</td> <td>24252</td> </tr> <tr> <td>INSURER C : U.S. Liability Insurance Group</td> <td>25895</td> </tr> <tr> <td>INSURER D : U.S. Liability Insurance Group</td> <td>25895</td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </tbody> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : U.S. Liability Insurance Group	25895	INSURER B : Progressive American Insurance	24252	INSURER C : U.S. Liability Insurance Group	25895	INSURER D : U.S. Liability Insurance Group	25895	INSURER E :		INSURER F :
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INSURED BLM TECHNOLOGIES OF FL DBA EVOLVTEC 1321 NW 65TH PL FORT LAUDERDALE FL 33309														

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC			PPP1554841A	10/03/2021	10/03/2022	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS			02733538-1	10/03/2021	10/03/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
C	UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$			XL 1608589	10/03/2021	10/03/2022	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below						WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
D	PROFESSIONAL LIAB			PPP1554841A	10/03/2021	10/03/2022	AGGREGATE \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

ARE HOUSE OFFICE - IT SERVICES - INSTALLATION AND MONITORING SERVICES
GENERAL LIABILITY COVERAGE INCLUDES HIRED AND NON - OWNED VEHICLES

CERTIFICATE HOLDER**CANCELLATION**

City Of Belle Isle 1600 Nela Avenue Belle Isle FL 32809	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE DAVID VANNDERING
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Barracuda RMM - MSP

Security-Centric Remote Monitoring and Management (RMM) platform for MSPs

The first RMM tool in its class to include a built-in security assessment tool that enables MSPs to quickly assess customers' networks, deliver multi-layered security, monitor anomalies, and seamlessly recover data in the event of an attack.

Create multi-layered security services

Barracuda RMM is a single, turnkey solution that includes security assessment, remote monitoring and management capabilities, task automation, patch management, detailed reporting, and more. Available on-premises or in the cloud, you can create security services that small-and-medium sized businesses need in today's cyberthreat landscape.

Detect and address vulnerabilities

Barracuda RMM's Site Security Assessment is a built-in business enablement tool that allows managed service providers to easily identify network vulnerabilities, provide remediation recommendations, and uncover new sales opportunities from your customers. The assessment measures security posture for SMB sites by analyzing patch and password management, antivirus status, and network security levels. The output of the assessment can be reviewed periodically to track security history and improvement over time.

Deliver services efficiently and profitably

With a built-in service plan feature, Barracuda RMM enables your team to quickly onboard new customers, assign policies and alerts, and automate remediation actions. Barracuda RMM includes a free remote IT support tool that allows your team to remotely resolve customer tickets without traveling to their site. Furthermore, it is integrated with Barracuda MSP's security stack, allowing MSPs to streamline their security services delivery.

Demonstrate value and grow your business

Managed Service Providers can schedule and share reports with customers using over 150 pre-built, customizable reports. These illustrate the service provider's contributions, provide transparency, and identify areas for improvement. Additionally, remote IT Support functionality enables prompt resolution of customer issues, from anywhere, while PSA ticketing capabilities ensure you can track and report on customer tickets through built-in features and PSA integrations. Collectively, this lays a solid foundation for improved customer security postures, enhanced relationships, and your business growth.

Key Features

Built-in Site Security Assessment: Identify client network vulnerabilities to recommend the right services.

Standardized Service Plans: Create and execute service based on your preferences.

Centralized Dashboard: Add and manage client networks from a single dashboard.

Custom Monitoring & Alerting: Continuous monitoring and alerting based on service plan policies.

Microsoft Patch Management: Acquire, test, and apply Microsoft patches automatically or manually.

Task Automation: Quickly complete common tasks and remediate simple alerts with 200+ pre-built scripts.

Remote IT Support: Promptly resolve customer issues swiftly, from anywhere.

Detailed Reporting: Illustrate your contributions, provide transparency, identify areas for improvement.

PSA Ticketing: Track and report on customer tickets through built-in features and PSA integrations.

RMM Add-ons

Network Operations Center (NOC): Barracuda's Network Operations Center (NOC) delivers reliable 24x7 managed services and technical support, both on-shore and off-shore, to customers as an extension of the MSP's team. It offers synchronized ticketing, reporting, and centralized management for service providers.

Help Desk: Barracuda Help Desk works as an extension of service providers' help desk, available via ticketing, phone, email, and chat.

Advanced Software Management: Barracuda's Advanced Software Management provides MSPs with access to a comprehensive library of third-party patches and updates from over 100 software vendors that they can automatically deploy to their customers. This helps MSPs further improve their customers' security posture by preventing vulnerabilities and staying up-to-date with tested patches.

Managed antivirus: Deploy Avast Business Antivirus Pro Plus to all devices under management from Barracuda RMM for easy policy configuration and enhanced device security.

Barracuda Content Shield: Provide advanced web security service with Barracuda Content Shield. Monitor and manage Barracuda Content Shield customers through Barracuda RMM for easy web security service delivery and central management.

Barracuda Intronis Backup: Ensure your customers data are protected and available when it's required. Deploy, monitor, and manage Barracuda Intronis Backup through Barracuda RMM to increase efficiency and reduce management time.



About Barracuda MSP

As the MSP-dedicated business unit of Barracuda Networks, Barracuda MSP enables IT managed service providers to offer multi-layered security and data protection services to their customers through our award-winning products and purpose-built MSP management platforms. Barracuda MSP's partners-first approach focuses on providing enablement resources, channel expertise, and robust, scalable MSP solutions designed around the way managed service providers create solutions and do business. Visit barracudamsp.com for additional information. @BarracudaMSP | LinkedIn: BarracudaMSP | smartermsp.com

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THANK YOU!