



## **Request for Qualifications #23-0**

Security Focused Information Technology Support  
And  
Consulting Services

**Proposals due by , 2023**

**At 10:00am: City Hall  
300 Municipal Drive  
Madeira Beach, FL 33708**

**CONTACT:**

Robin I. Gomez, City Manager

Phone: (727)580-8014

City of Madeira Beach

**RFQ 23-0**

Email: [jhatch@madeirabeachfl.gov](mailto:jhatch@madeirabeachfl.gov)

## **REQUEST FOR PROPOSAL / INTRODUCTION**

This Request for Proposals (RFP) is for The City of Madeira Beach to receive responses from qualified firms/companies capable of providing a full complement of security focused information technology support and consulting services.

The City of Madeira Beach reserves the right to reject or accept any proposal or to waive any irregularities in any proposal deemed to be in the best interest of the City of Madeira Beach.

Vendors are required to submit written proposals that present the vendor's qualifications and understanding of the work to be performed. The vendor's proposal should be prepared simply and economically and should provide all the information it considers pertinent to its qualifications for the specifications listed herein.

The proposal must be submitted via mail or email no later than , contact below:

City of Madeira Beach  
Attn: Robin I. Gomez  
Re: Security Focused IT Support and Consulting Services

300 Municipal Drive  
Madeira Beach, FL 33708

or [rgomez@madeirabeachfl.gov](mailto:rgomez@madeirabeachfl.gov)

**NOTIFICATION:** The City utilizes the following methods for notification and distribution of solicitation opportunities:

- City of Madeira Beach website [www.madeirabeachfl.gov](http://www.madeirabeachfl.gov)
- Demand Star

## **INDEMNIFICATION AND INSURANCE**

The City shall be held harmless for all claims, liability, losses and causes of action which may arise out of its fulfillment of the contract awarded pursuant to this RFP. It agrees to pay all claims and losses, including related court costs and reasonable attorneys' fees, and shall defend all suits filed due to the negligent acts, error or omissions or Respondent employees and/or agents.

The Respondent agrees to indemnify the City and pay the cost of the City's legal defenses, including fees of attorneys as may be selected by the City, for all claims described in the hold harmless clause herein. Such payment on behalf of the City shall be in addition to all other legal remedies available to the City and shall not be considered the City's exclusive remedy.

In the event the completion of a project awarded pursuant to this RFP (to include the work of others) is delayed or suspended because of the Respondent's failure to purchase or maintain the required insurance, the Respondent shall indemnify the City from all increased expenses resulting from such delay. It is agreed by the parties hereto that the Respondent/Vendor has received specific consideration under the agreement for this hold harmless/indemnification provision.

**Subcontractors:** Proposer shall require and verify all subcontractors maintain insurance, including workers' compensation insurance, subject to all the requirements stated herein prior to beginning work.

## **ASSURANCES**

The responding firm shall provide a statement of assurance that the firm is not presently in violations of any statutes or regulatory rules that might have an impact on the firm's operations. All applicable laws and regulations of the State of Florida and ordinances and regulations of the City will apply.

## **DEVIATIONS FROM SPECIFICATIONS**

Respondents shall clearly indicate, as applicable, all areas in which the items/services he/she proposes do not fully comply with the requirements of this submittal. The decision as to whether an item fully complies with the stated requirements rests solely with the city.

## **NO COLLUSION**

By offering a submission to this request, the responder certifies that no attempt has been made or will be made by the responder to induce any other person or firm to submit or not to submit a submission for the purpose of restricting competition. The only person(s) or principal(s) interested in this submission are named therein and that no person other than those therein mentioned has/have any interest in this submission or in agreement to be entered. Any prospective firm should make an affirmative statement in its proposals to the effect that, to its knowledge, its retention would not result in a conflict of interest with any party.

## **TERMINATION**

The resulting contract may be canceled by the City when:

- a. 30-days for cause
- b. 90-days without cause

## **SUBMITTAL WITHDRAWAL**

After submittals are opened, corrections or modifications to submittals are not permitted, but a respondent may be permitted to withdraw an erroneous submittal prior to the award by the City Commission, if the following is established:

- a. That the respondent acted in good faith in submitting the submittal.
- b. That in preparing the submittal there was an error of such magnitude that enforcement of the submittal would create severe hardship upon the respondent.
- c. That the error was not the result of gross negligence or willful inattention on the part of the respondent.
- d. That the error was discovered and communicated to the City within twenty-four (24) hours of submittal opening, along with a request for permission to withdraw the submittal.
- e. The respondent submits documentation and an explanation of how the error was made.

## **TAXES, FEES, CODES, LICENSING**

The awarded firm shall be responsible for payment of all required permits, licenses, taxes, or fees associated with the project. The awarded firm shall also be responsible for compliance with all applicable codes, laws, and regulations.

## **PUBLIC RECORDS**

Contractor acknowledges that it is acting on behalf of a public agency; this Agreement is subject to the provisions of §119.0701, Florida Statutes, and; that Contractor must comply with the public records laws of the State of Florida. Contractor shall:

- (1) Keep and maintain public records required by the public agency to perform the service.
- (2) Upon request from the public agency's custodian of public records, the Contractor shall provide the public agency with a copy of the requested records or allow the records to be inspected or copied within a reasonable time and at a cost that does not exceed the costs provided in this chapter or as otherwise provided by law.
- (3) The Contractor shall ensure that public records that are exempt or confidential and, therefore exempt from public records disclosure requirements, are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract.
- (4) The Contractor shall, upon completion of the contract, transfer, at no cost, to the public agency all public records in possession of the Contractor or keep and maintain public records required by the public agency to perform the service. If the Contractor transfers all public records to the public agency upon completion of the contract, the Contractor shall destroy any duplicate public records that are exempt or confidential and, therefore, exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon completion of the contract, the Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the public agency, upon request from the public agency's custodian of public records, in a format that is compatible with the information technology systems of the public agency.

- (5) A request to inspect or copy public records relating to a public agency's contract for services must be made directly to the custodian of public records for the public agency. If the public agency does not possess the requested records, the public agency shall immediately notify the Contractor of the request. The Contractor must provide the records to the public agency or allow the records to be inspected, copied, or photographed within a reasonable time and in compliance with the requirements of §119.07, Florida Statutes.
- (6) If Contractor does not comply with a public agency's request for records, the public agency shall enforce the contract provisions in accordance with the contract.
- (7) A Contractor who fails to provide public records to the public agency within a reasonable time may be subject to penalties under §119.10, Florida Statutes.
- (8) If a civil action is filed against a Contractor to compel production of public records relating to a public agency's contract for services, the court shall assess and award against the Contractor the reasonable costs of enforcement, including reasonable attorney fees, if:
  - a. The court determines that the Contractor unlawfully refused to comply with the public records request within a reasonable time, and.
  - b. At least eight (8) business days before filing the action, the plaintiff provided written notice of the public records request, including a statement that the Contractor has not complied with the request, to the public agency and to the Contractor.
  - c. The notice requirement is satisfied if written notice is sent to the public agency's custodian of public records and to the Contractor at the Contractor's address listed in this contract with the public agency or to the Contractor's registered agent. Such notices must be sent by common carrier delivery service or by registered, Global Express Guaranteed, or certified mail, with postage or shipping paid by the sender and with evidence of delivery, which may be in an electronic format.
- (9) A Contractor who complies with a public records request within 8 business days after the notice is sent is not liable for the reasonable costs of enforcement.
- (10) If the Contractor Has Questions Regarding the Application of Chapter 119, Florida Statutes, To The Contractor's Duty To Provide Public Records Relating To This Contract, Contact The Custodian Of Public Records At:

City of Madeira Beach, Attn: City Clerk  
Madeira Beach, FL 33708  
727-391-9951, Ext. 231 or [evanblargan@madeirabeachfl.gov](mailto:evanblargan@madeirabeachfl.gov)

## **PART A**

**ADDENDA:** Any interpretations, corrections, or changes to this REQUEST FOR PROPOSAL will be made by addenda. Sole issuing authority shall be vested in the Recreation Department. Addenda will be posted and available through the City notification methods shown above.

**SUBMISSION:** Proposals must be received on or before the Due Date and Time (local time) at the City Hall Lobby reception desk located at 300 Municipal Dr., Madeira Beach, Florida, 33708 or via email to [jhatch@madeirabeachfl.gov](mailto:jhatch@madeirabeachfl.gov). Proposals must be clearly marked “RFP #23-02 - Re: Request for Proposal for Reflection Pond Repair and Upgrades”.

**LATE PROPOSALS:** Proposals received at the City of Madeira Beach City Hall after the Due Date and Time shall be considered non-responsive. It is the sole responsibility of Proposer to ensure its Proposal is received by the City by the Due Date and Time. The City is not responsible for the lateness due to weather conditions, delivery service, or any other reasons.

**PROPOSAL OPENINGS:** All Proposals submitted before the Due Date and Time shall be publicly opened by the Recreation Director at the City Hall Building, located at 300 Municipal Dr. Madeira Beach, FL.

**SCHEDULE:** A summary schedule of the major activities associated with this solicitation is presented below. The City, at its sole discretion, may modify this schedule as the City deems appropriate.

ACTIVITY	DATE
Advertisement for Proposal & RFP Issued	
Questions Due	
RFP Submittal Date	
Commission Approval	TBD*
Notify Bidder	TBD*

\*Tentative and subject to change

**MEETING LOCATIONS:**

- **City Hall** - located at 300 Municipal Dr. Madeira Beach, FL 33708
- **POINT OF CONTACT:** For information concerning procedures for responding to this Request for Proposal, contact the City Manager via email at [rgomez@madeirabeachfl.gov](mailto:rgomez@madeirabeachfl.gov) . Such contact shall be for clarification purposes only.

**QUESTIONS:** Each Proposer must examine this proposal, which incorporates all its addenda, instructions, special conditions, and attachments to determine if the requirements are clearly stated. All questions concerning this proposal, such as discrepancies, omissions and exceptions to any term or condition of the REQUEST FOR PROPOSAL documents, including the Sample Agreement, should be submitted in writing. Questions of a material nature must be received prior to the Deadline for Delivery of Questions specified in the schedule.

**PART B:**

## **PURPOSE:**

Identify and Select a qualified security focused information technology support and services company/firm. Selected companies for interview must demonstrate qualifications, experience, and abilities to perform the scope of work detailed in this document. If chosen, the anticipated contract term/period is five (5) years and the City reserves the right to offer or deny an additional renewal option. A selection committee will review and grade responses to this RFQ.

## **BACKGROUND:**

The City of Madeira Beach does NOT have an Information Technology/Management (IT/IM) Department and is currently uses an outside firm to provide all maintenance, support, and IT related services and functions as needed for all City users. The City of Madeira Beach offers various municipal services including Fire, Public Works, Recreation, Administration, Marine, Community Development, Building, and Code Enforcement. There are two (2) main servers at City Hall and the Marine building with various supporting hardware in addition to over 50 desktop and laptop computers located in 4 buildings. All will need to be covered under the service and support agreement.

## **SCOPE OF SERVICES:**

The city is in search of a company that will provide and serve the internal role of an integral IT department that will provide a better scope of coverage than an internal one. The services scope should incorporate the following:

- Initial Assessment/IT Lifecycle Planning
  - Establish minimum hardware specifications
  - Audit and assess all hardware and software
  - Determine necessary (EOL) end of life for all hardware and software
  - Establish a suggested hardware/software replacement plan
  - create a list of priorities that could create largest technology issues
- Global Support
  - 8 am to 5 pm EST, Monday – Friday
  - An allowance for emergency (Mission Critical) after hours
  - Remote support, and onsite support escalation, if necessary
  - Monitoring of Network 24 x 7 x 365 and reporting issues, suggesting actions
  - Maintain inventory of IT hardware & software
  - Responsible for IT onboarding and offboarding of City employees
- Cybersecurity
  - Have a detailed Cybersecurity plan and threat mitigation
  - Endpoint Security
  - Zero Trust applications for workstation and servers
    - Application whitelisting

- Internet filtering/ SIEM
  - Zero Trust VPN and IDS Intrusion Detection on all Workstations / Servers
  - Dark web scanning of madeirabeachfl.gov domain
  - Cloud – file backup for workstations
  - Local and Cloud backup for servers
    - File backups and system images
    - 6<sup>th</sup> Month retention on cloud backups
  - Office 365 email backup and archiving for compliance
  - Disaster Response Plan for natural disasters and cyberattacks
  - Run email phishing campaigns and offer cybersecurity training & education
  - Secure online password manager with mobile application
  - Securely encrypt all city administrative technology passwords
  - Encrypt hard drives of workstations
  - Stay informed on latest threats and educate end users on threats
  - Maintain patch management on operating systems and other equipment as applicable
- Hardware and Application Support
  - City understands that all third-party software must be covered under a software maintenance agreement
  - IT Company will assist with the scheduling and installing of updates on third party software
  - Troubleshoot local desktop and server applications
  - Handle installation of physical hardware of workstations, servers, and network equipment
  - Establish incident / request response level and estimated resolution times
- Network and Server Management
  - Update and make any configuration changes as necessary
  - Assist with the installation of any new application or appliances on the network
  - Maintain networks segmentation, including Guest wi-fi, city network; and ensure adequate security measures in place
  - Monitor active utilization of network and capacities to ensure necessary uptime and future planning
- Vendor Management
  - Maintain relationships with any other software/technology vendors utilized by the City of Madeira Beach
  - Engage vendor with any hardware/software issues to obtain resolution
  - Schedule repairs of any vendor hardware/software
- Consulting
  - Gain understanding of the City of Madeira Beach's business objectives and work to create an IT plan
  - Check in frequently to ensure business objective have not changed or to determine if their needs to be a realignment of the IT plan
  - Build a technology budget and manage the IT budget throughout the fiscal year
  - Consistently search for better tools and processes the City could leverage technology to



improve productivity

Proposers are requested to provide proposals including but not limited to the items listed above. Proposals will be evaluated by responsiveness to request and overall pricing for repairs/upgrades.

**PART C:**

**PROPOSAL RESPONSE REQUIREMENTS**

1. Prepare a brief introduction including a general demonstration of understanding of the scope and complexity of the required work as well as:  
Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Phone #: \_\_\_\_\_  
Email Address: \_\_\_\_\_  
Name of Authorized Representative: \_\_\_\_\_
2. Description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.
3. Naming of staff resources, with identification of key personnel and their credentials/certifications; who are available to provide the services; experience and expertise of staff; local availability of staff is an important consideration; role and responsibilities of each staff member assigned to the City of Madeira Beach.
4. Support service questions to be addressed:
  - a. Help desk description
  - b. Support availability (days of week and times)
  - c. Structure of charges for support
  - d. Steps for resolving problem escalation
  - e. Final authority regarding conflicts
  - f. Response time and goal for resolving problems
5. Explanation of any contract termination for default or other incident in the past five years. Termination for default defined as notice to stop services for non-performance of poor performance, and whether the issue was either litigated or not litigated.
6. Scope of services beyond the RFQ that the firm provides which may be of interest to the City.

7. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.

8. References:

(A) Name of Entity: \_\_\_\_\_

Nature of Services Provided: \_\_\_\_\_

\_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

(B) Name of Entity: \_\_\_\_\_

Nature of Services Provided: \_\_\_\_\_

\_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

(C) Name of Entity: \_\_\_\_\_

Nature of Services Provided: \_\_\_\_\_

\_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

Requests for Additional Information

Questions or requests for additional information should be directed to City Manager, Robin I. Gomez at [rgomez@madeirabeachfl.gov](mailto:rgomez@madeirabeachfl.gov).

Signature of Proposer's Agent

Title

\_\_\_\_\_

Printed Name

Date

\_\_\_\_\_