



THE TOWN OF PONCE INLET
4300 SOUTH ATLANTIC AVENUE
PONCE INLET, FLORIDA 32127

INVITATION TO SUBMIT PROPOSAL
(RFP 2011-02)

REQUEST FOR PROPOSALS FOR INFORMATION TECHNOLOGY SERVICES

PART I GENERAL INFORMATION

1.1 PURPOSE

This request for proposals (RFP) provides guidelines for the submission of proposals in response to the Town of Ponce Inlet's solicitation for firms to bid on providing information technology services.

1.2 ISSUING OFFICE AND LOCATION OF PROPOSALS OPENING

Office of the Town Manager
Town of Ponce Inlet
4300 South Atlantic Avenue
Ponce Inlet, Florida 32127

1.3 INVITATION TO PROPOSE

The Town of Ponce Inlet, Florida invites proposals from qualified firms experienced in providing information technology services. The services are to include (at a minimum) all areas outlined in Part II, Section 2.2 Scope of Services.

1.4 CONTRACT AWARDS

The Town of Ponce Inlet anticipates entering into a contract with the firm that submits the proposal judged by the Town to be most advantageous to the Town. The Town anticipates awarding a single contract to the firm chosen, but reserves the right to award in any fashion it, in its sole determination, decides is in its best interest.

The firms submitting a response to this request for proposals understand that this RFP does not constitute an agreement or a contract with the Town. An official contract

or agreement is not binding until the submission is reviewed and accepted by the Town Council and executed by all parties.

The Town reserves the right to reject all proposals, to waive any formality, and to solicit and advertise for other proposals.

1.5 DEVELOPMENT COSTS

Neither the Town nor its representatives shall be liable for any expenses incurred in connection with the preparation of a response to the RFP. Firms responding should prepare their submittals simply and economically, providing a straightforward and concise description of the firm's ability to meet the requirements of the RFP.

Firms requesting inspection of current Town IT assets will do so at their expense and with the direct supervision of Town IT staff. Inspections will be granted on a first come first server basis and based on availability of Town IT staff to oversee the process. IT facilities inspections are not required, but strongly encouraged to assure that firms provide the most accurate proposals possible.

1.6 INQUIRIES

The Town will not respond to oral inquiries. All inquiries for interpretations of this RFP should be submitted in writing to :

Daniel Scales, Fire Chief
IT Manager
Town of Ponce Inlet
4300 South Atlantic Avenue
Ponce Inlet, Florida 32127
dscales@ponce-inlet.org

The Town will respond to written inquiries received at least seven (7) business days prior to the date scheduled for receiving the proposals.

1.7 PRELIMINARY SCHEDULE

This RFP is the initial step in the process of selecting an individual or firm to conduct the compensation and classification studies. The following is an outline of the steps and tentative schedule that will lead to the selection, negotiation and agreement approval between the individual or firm and the Town.

February 22,2011	Issue RFP
March 25, 2011	Deadline for receipt of response. Due by 2:00 p.m.
Week of March 28, 2011	Staff will review and evaluate RFPs.

The process and dates shown above may be modified with notice from the Town to all parties being considered at the time of any said change of procedure or date. It is anticipated that the selected individual or firm may enter into a contract after conducting negotiations and obtaining appropriate approvals in mid February. The Town will notify unsuccessful respondents at this time.

1.8 DELAYS

The Town may delay scheduled due dates if it is to the advantage of the Town to do so. The Town will notify respondents of all changes in the scheduled due dates by written addenda.

1.9 PROPOSAL SUBMISSION

All proposals not in compliance with the conditions specified herein are subject to rejection.

The Town will receive proposals at the following address:

Town of Ponce Inlet
Kim Cherbano
4300 South Atlantic Avenue
Ponce Inlet, Florida 32127

Telegraphic or telephonic proposals will not be considered.

The outside of the envelope must be marked in the lower left hand corner as follows, "RFP 2011-02, REQUEST FOR PROPOSALS FOR INFORMATION TECHNOLOGY SERVICES".

The envelope shall also include the Respondent's return address in the upper left hand corner.

Respondents shall submit **ten (10) copies** of the proposal in a sealed envelope as noted above. The respondent may submit the qualifications by mail or in person.

THE TOWN MUST RECEIVE ALL PROPOSALS BY 2:00 P.M. ON FRIDAY, March 25, 2011.

1.10 WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn by notifying the Town in writing at any time prior to the opening. Respondents may withdraw their submission in person or by an authorized representative. Respondents and authorized representatives must provide the letter of withdrawal, picture identification, and proof of authorization (in the case of authorized representative). Once opened, the proposals become "public record" and are subject to public disclosure in accordance with the Florida Public Records Law, F.S. 119.

1.11 ADDENDA

If revisions become necessary, the Town will provide written addenda to all respondents who received the Request for Proposals.

PART II STATEMENT OF WORK

2.1 BACKGROUND

The Town of Ponce Inlet has approximately 47 full-time employees serving in five departments and 5 members of Council:

Legislative Department
Finance, Utilities & Maintenance
Development Services Department
Fire Department
Police Department

We presently have two bargaining unit, but no contracts has been reached.

2.2 SCOPE OF SERVICES

The work consists of furnishing all labor, service and supervision necessary to properly provide efficient Information Technology (I.T.) services on a part-time basis (minimum of 20 hours per month) and as described herein. For information concerning procedures for responding to this Bid, contact Daniel Scales, I.T. Manager at 386-322-6720.

Material changes if any to the specifications or bidding procedures will be transmitted by written addendum to all known interested parties.

SPECIFICATIONS:

The successful firm shall provide a full range of services to run the Town's information technology network on a part time basis (20 hours/month during normal business hours, as well as an after normal business hours support provision) including, but not limited to:

1. Network administration including in-depth, hands-on experience in designing, installing, configuring, maintaining, optimizing, upgrading, securing, patching, protecting, monitoring, scripting, documenting, maximizing interoperability, troubleshooting, capacity planning, and resolving problems on standalone and multiple servers based using Microsoft Windows operating systems in a high availability, medium sized enterprise environment.
2. Serving as computer systems consultant providing technical direction, guidance and coaching to the Town in the acquisition and implementation of new hardware and software solutions.

- Responsibility involves the establishment of a framework for new automated systems; developing and designing functional and system specifications, assisting in application design, development and all phases of application testing.
 - Responsibility for the implementation of new automation.
3. Researching and evaluating Enterprise Resource Planning (ERP) and Geographical Information System (GIS) software systems.
 4. Provision of design and daily system administration of all network security devices including firewalls, antivirus, content management systems, VPN and software security agents. Coordination with other external vendors providing technical support and managing network services for various applications.
 5. Providing support for desktop technology systems and a variety of software applications, some specific to government. Responsible for setting up new and/or replacement work stations and equipment. Ability to design and implement in-house training of staff on Microsoft Office and other commonly used applications as needed.
 6. Implementing security policies, standards, and procedures to safeguard against computer crime from within or without the Town. Monitoring and managing the Town's software applications to ensure necessary access while controlling security risk.
 7. Assisting the IT Manager to establish the framework for new automated systems, ranging from conducting feasibility studies to post-implementation evaluation.

REQUIRED EXPERIENCE:

To be considered as a potential I.T. Service provider for the Town of Ponce Inlet, the successful firm must demonstrate and provide experience including, but not limited to:

1. A minimum of ten (10) years continuous experience providing I.T. Services of similar scope and technology.
2. A high level of proficiency with Microsoft operating systems.
3. Considerable experience running a large network in coordination with remote support administrators.
4. A minimum of five (5) years maintaining a Help Desk, and ability to use a service order system.
5. A minimum of five (5) years with Microsoft SQL, Microsoft networking, Intel based server and desktop hardware.
6. A minimum of five (5) years substantive experience in securing wireless environments and proficiency with Symantec enterprise Anti-Virus, Anti-Spam applications, email security appliances and other commonly used security software.

7. A minimum of eight (8) years responsibility for analyzing and designing complex large-scale systems.
8. Considerable experience with website development and administration.
9. Considerable experience with the setup, maintenance and repair of telephone and audio/visual systems.

The Town of Ponce Inlet requires a variety of skill levels in order to maintain or improve the levels of service provided to the staff and the residents. Personnel must demonstrate a high level of providing customer service and be able to communicate orally and in written form to all levels of management and staff.

CURRENT TOWN TECHNOLOGY:

1. Business System Automation

Currently the Town uses a number of software applications to automate its business and financial systems. The Town is using Tyler Technology, financial, payroll, business tax receipts, and code enforcement applications. The successful proposer must have the expertise to process installations, updates and upgrades to the third-party software as necessary. Some software applications use SQL servers.

2. Phone System Automation

The Town is utilizing a Mytel Digital telephone system using a Deltacom PRI, as well as a traditional trunked analog phone system located at the Fire Department and Public Works facilities. These phone systems are also maintained by IT Services.

3. Hardware Infrastructure

The network is a LAN/WAN supporting a Windows 2003 active directory domain, covering locations at Town hall, the Police Station, and two other remote sites. The Town Hall and the Police Station are connected via fiber links. Core network traffic is handled by HP Procurve switches and Cisco routers. There are approximately 50 users, spread among several locations. The user group is supported in various roles by 7 servers running Microsoft operating systems on HP hardware. VPN access is available for some users. The Town uses a Mytel telephone and voice mail system. Major networked applications include Microsoft Exchange. Workstations are comprised primarily of Microsoft software on HP hardware. There are several public wireless access points in Town Hall and the Fire Station. Public access to the Internet is provided by a workstation in the Town Hall lobby, which is an off network workstation. The Town's web site is hosted off-site.

3. Miscellaneous Technology

The Town's Commission chambers include an audio/visual system that allows audio broadcasting and recording of commission meetings.

Internet access is provided through a Brighthouse broadband cable modem.

4. Software Packages

Some of the more commonly used software packages currently used or being implemented in the Town include, but are not limited to, Microsoft Office Suite (Word, Excel, PowerPoint), AutoCAD, ArcView GIS, and Spiceworks network management software.

PART III INSTRUCTIONS FOR PREPARING SUBMISSIONS

3.1 SUBMITTAL REQUIREMENTS

The Town of Ponce Inlet requires that any respondent desiring to be considered for this project submit the following information organized as described below. There is no intent to limit the contents of the proposals submitted in response to this RFP. At a minimum, however, the proposal shall contain the following information:

A. Letter of Interest: brief summary and concise statement the respondent's qualification.

B. Table of Contents

C. Project Manager or Lead Agent name and contact information and resume; the name of any other company or group with which the lead person is currently associated.

D. Location of the office where the work will be performed; names and qualifications of other key persons, groups, or companies that would participate with the project team.

E. Description of previous experience that is pertinent to the proposal. As part of the description, provide information on the scope of work, location, timeframe to completed project(s), special circumstances, etc.

F. Provide at least three (3) references for related projects within the past five (5) years. The list must include: brief description of project, bid price and contract time limit, date of completion, name and telephone number of contact person.

G. Standard billing rates for staff to be assigned.

H. Anticipated time schedule based on Scope of Services.

I. Any additional information the respondent feels would be necessary for the Town's review of the submission.

J. Provide a full copy of the professional liability policy and the professional liability claim history of the firm.

K. Public Entity Crimes Statement.

L. Conflict of Interest Statement.

Interested parties are required to submit **ten (10)** copies of all material as indicated above no later than **2:00 p.m. Friday, March 25, 2011.**

PART IV SELECTION CRITERIA

4.1 Selection Criteria and Negotiations

A. General.

The Town of Ponce Inlet reserve the right to reject any and all proposals and to select any firm that, in its sole judgment, is deemed to be the best qualified to perform the work required. No party will be compensated for this submittal or subsequent presentation interview.

B. Selection.

The responses received by the deadline that contain all the required information specifically outlined in section 3.1 (Submittal Requirements) and have complied with section 1.9 (Proposal Submission) of this RFP will be reviewed by Town Staff and/or other individuals, agencies and elected officials. Staff may entertain presentations by some or all of the short listed firms and details will be provided to those firms at a later date. This process will culminate with the identification of those considered to be the best qualified to partner with the Town in providing Information Technology Services

C. Negotiations.

It is the purpose of this qualification process to enter into a contract with the highest-ranking individual/firm or firms for providing the Town with information technology services. To that end, negotiations will begin with the selected firm or firms beginning with the highest ranked firm and ending upon successful negotiation with the selected firm or firms.

As stated in Section 1.4 (A) above, the Town reserves the right to reject all submittals, to waive any irregularities and solicit and re-advertise for other qualifications.

4.2 Miscellaneous Provisions

A. Equal Opportunity

The Town recognizes fair and open competition as a basic tenet of public procurement and encourages participation by minority and women business enterprises.

B. Insurance

The firm awarded the contract shall secure, maintain and present insurance coverage reflecting the minimum amounts and conditions as required by the Town.

C. Public Entity Crimes – must be submitted with RFP.

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 be awarded or 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 in excess of the threshold amount provided in s. 287.017 for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.

D. Signature by the Responsible Party.

All responses must be signed with the individual's or firm's name and by a responsible employee authorized to transact business on behalf of the firm, partnership, or corporation. Obligations assumed by such signature must be fulfilled. No respondent may assign or transfer any legal or equitable interest in the proposal after the date and hour set for the receipt of responses.

E. Town's Rights Reserved.

The Town of Ponce Inlet reserves the right to accept or reject any or all responses in whole or in part; to waive any irregularities in any response; to accept the response(s) which, in the judgment of the Town is (are) most advantageous to the Town; and to re-advertise, if so desired.

F. Conflict of Interest – must be submitted with RFP.

The respondent agrees that it presently has no interest, and shall acquire no interest, direct or indirect, that would conflict in any manner or degree with the services hereunder. The respondent further agrees that, in the performance of any subsequent agreement, no person having any such interest shall be employed.

G. Open Records.

Documents submitted to the Town, including the response to this RFP, contracts, and draft documents prepared through the course of the engagement, may be subject to the Open Records law of the State of Florida.

H. Indemnification.

The respondent agrees to protect, defend, indemnify, and hold harmless the Town of Ponce Inlet, its elected officials, agents, and employees from and against any and all liability, damages, claims, suits, liens, and judgments, of whatever nature, including claims for contribution and/or indemnification, for injuries to any person or persons, or damage to the property or other rights of any person or persons, caused by respondent's submittals. Respondent's obligation to protect, defend, indemnify, and hold harmless, as set forth hereinabove, shall include any matter arising out any actual or alleged infringement of any copyright, or service mark, or any actual or alleged unfair

competition, disparagement of service, or other business tort of any type whatsoever, or any actual or alleged violation of professional regulations.

I. Ownership.

All documents and materials prepared pursuant to this RFP are the property of the Town of Ponce Inlet. The Town shall have the unrestricted authority to publish, disclose, distribute, and otherwise use, in whole or in part, any reports, data, or other materials prepared under this process.

J. Verbal Agreement.

No verbal agreement or conversation with an elected official or appointed official, agent or employee of the Town, either before, during, or after the submittal of the response shall affect or modify any of the terms or obligation herein contained, nor shall such verbal agreement or conversation entitle the respondent to any compensation or consideration whatsoever under the terms of this RFP.

K. Changes.

The Town may, from time to time, request changes in the RFP issued to the respondent to be performed hereunder. Such changes shall be incorporated in written amendments to this RFP.

**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 _____
[print name of the public entity]

by _____
[print individual's name and title]

for _____
[print name of entity submitting sworn statement]

whose business address is

and (if applicable) its Federal Employer Identification Number (FEIN) is _____

(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 of 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, nonjury 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:

1. A predecessor or successor of a person convicted of a public entity crime; or
2. An entity under the control of any natural person who is active in the management of 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 another 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 of 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 applies 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 management of an entity.

6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. [indicate which statement applies.]

_____ Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been a subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. [attach a copy of the final order]

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES FOR CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

[Signature]

Sworn and subscribed to on this _____ day of _____, 20 _____.

Personally Known _____

OR Produced Identification _____

(Type of identification)

Notary Public - State of _____

My commission expires _____

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