



Family Partnerships of Central Florida

BREVARD | ORANGE | OSCEOLA | SEMINOLE

Family Partnerships of Central Florida

REQUEST FOR PROPOSAL for INFORMATION TECHNOLOGY NETWORK SERVICES

Closing Date: December 2, 2024

This Application outlines the process for selecting a Provider for the provision of professional employment organization services in Brevard, Orange, Osceola, and Seminole Counties, Florida, using the funds that are allocated by the State of Florida Department of Children and Families and administered by Community Based Care of Brevard dba Family Partnerships of Central Florida.

Family Partnerships of Central Florida

REQUEST FOR PROPOSAL

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PART I – INTRODUCTION

PURPOSE

Family Partnerships of Central Florida (FPOCF) is soliciting proposals from managed service providers interested in providing network infrastructure services for the agency in Brevard, Orange, Osceola, and Seminole counties. The intention of this request for proposals (RFP) is to solicit responses and formal proposals from qualified managed IT services providers (MSPs) and select a single organization to provide IT services for FPOCF to manage the network.

This RFP is issued solely for information and planning purposes. This document does not commit FPOCF to contract for any service, supply, or subscription whatsoever. FPOCF will not reimburse any information or administrative costs incurred because of participation in response to the RFP. All costs associated with a response will be at the responding party's expense.

FPOCF ORGANIZATION AND STRUCTURE

Brevard Family Partnership was established in 2003 as a nonprofit organization in response to the legislative mandate to privatize foster care and related services ([Section 409.986, Florida Statutes](#)). In 2005, the agency was awarded the contract to manage Brevard County's child welfare system through the [Florida Department of Children and Families](#). In 2024, Brevard Family Partnership became Family Partnerships of Central Florida (FPOCF) and was awarded the contract to manage the child welfare system for Brevard, Orange, Osceola and Seminole counties. Under this mandate, FPOCF and its community partners provide child abuse prevention, foster care, adoption and independent living services to an average of 8,500 Central Florida children and youth each year and more than 2,800 young people on any given day.

FPOCF is committed to protecting children, strengthening families and changing lives through a comprehensive, integrated, community-based system of care that ensures the children it serves have the stable, loving homes they need and deserve and a path to a bright future.

Mission

Our mission is to protect children, strengthen families and change lives through child abuse prevention and the operation and management of a comprehensive, integrated, community-based system of care for abused, abandoned, and neglected children and their families.

Vision

[FPOCF](#) and its partners manage a child welfare system committed to:

- Always putting the safety of children first.
- Ensuring timely permanency for every child.
- Providing customized services that meet the unique needs of each child and family and are provided by a comprehensive, community-based network of providers who are dedicated to delivering a family-centered, need-driven, responsive service delivery system.
- Efficiently and effectively managing resources to achieve better outcomes for children, with the goal of ensuring child safety and permanency within a 12-month timeframe.
- Ensuring financial support will be available from diverse federal, state and local sources and flexibly managed at the local level to meet the needs of children and families in a timely and appropriate manner.
- Operating a system that collects and uses data to accurately forecast the services and support needed, at the level of intensity and duration required, and at the necessary cost to achieve desired outcomes for each child and family.

Values

FPOCF's system of care is family-centered, strength-based and community-driven. Its staff and partners believe all children have the right to grow up safe, healthy and fulfilled in families that love and nurture them.

Principles of Practice

FPOCF's 10 Principles of Practice are:

- Family Voice and Choice
- Team-Based
- Natural Supports
- Collaboration
- Community-Based
- Culturally Competent
- Individualized
- Strengths-Based
- Persistent/Unconditional
- Outcome-Based

PART II - APPLICATION REQUIREMENTS

PROCUREMENT OF SERVICES

Procurement of services will be in accordance with state and federal laws, and FL Department of Children and Families contract stipulations with FPOCF.

PROPOSAL APPLICATION DEADLINE

Responses to this RFP will be accepted by FPOCF emailed to christoper.goncalo@brevardfp.org

Responses/proposals will be accepted **no later than 10 a.m. on Monday, December 2, 2024.**

Responses/proposals should be submitted to the attention of **Christopher Goncalo, Director of Contracts and Compliance.**

No changes, modifications or additions to the submitted proposals will be allowed once submitted.

FPOCF reserves the right to reject any and all proposals or to waive minor irregularities when to do so would be in the best interest of FPOCF. A minor irregularity is defined as a variation from the request for proposal terms and conditions that does not affect the price of the proposal, give the prospective respondent an advantage or benefit not enjoyed by other prospective respondents or does not adversely impact the interest of the agency.

AWARDS

As the best interest of FPOCF may require, the right is reserved to make an award to the most responsive respondent, by individual items, group of items, all or none, or a combination thereof; to reject any and all proposals or waive any minor irregularity or technicality in responses received.

Respondent(s) are cautioned to make no assumptions unless their proposal has been evaluated as being responsive and qualified. All awards made as a result of a proposal shall conform to applicable Florida laws. FPOCF reserves the right to cancel an awarded proposal if full funding is unavailable, a contract cannot be successfully negotiated, or upon due cause, such as provider misrepresentation, negligence, non-performance or other factors, via written notice of which electronic (email) is acceptable.

The anticipated start date for this contract is **February 1, 2025**. FPOCF will negotiate a contract with the successful respondent.

OFFICIAL CONTACT PERSON

This RFP is issued by FPOCF. The sole point of contact for information concerning content or procedures for responding to this RFP is:

Christopher Goncalo, Director of Contracts and Compliance
Family Partnerships of Central Florida
Office - 321-752-4650 x 3060
Cell – 321-693-2966
christopher.goncalo@brevardfp.org

Material changes, if any, to the scope of services of bidding procedures will only be transmitted by written addenda and posted on the FPOCF website at [Requests - Brevard Family Partnership](#)

NOTICES

All notices, decisions, intended decisions and responses to inquiries will be communicated through electronic posting at the following website:

[Requests - Brevard Family Partnership](#)

It is the prospective Respondent's exclusive responsibility to access any and all updates posted.

LIMITATIONS ON CONTACTING FPOCF

Respondents are advised to limit their contact regarding this RFP to the sole contact person listed above. With reference to this RFP, no representations, other than those distributed by the contact person in writing, are binding on FPOCF and respondents are cautioned that oral responses by FPOCF are not binding upon it.

INQUIRIES

Inquiries must be submitted in writing via email to the FPOCF contact person on or before the date specified in the timeline. Responses to all inquiries that involve clarification and/or changes to this RFP will be made available to interested parties via electronic posting on the FPOCF website in the order in which they were received. No questions related to this RFP will be accepted after the time specified in the timeline.

TIMELINE: SCHEULE OF EVENTS AND DEADLINES

EVENT	DATE AND TIME*
RFP released and posted on the FPOCF website	Monday, October 28, 2024
Last day to submit inquiries	Monday, November 11, 2024
Posting Q&A's responses	Ongoing postings to the Q&A document on the Requests section of the FPOCF website during the open period for inquiries.
Sealed proposals due to FPOCF	No later than 10 am on Monday, December 2, 2024
Distribute qualified respondents' proposals to evaluators	Tuesday, December 3, 2024
Evaluators turn in proposal Score Sheets	No later than Monday, December 9, 2024
Post Intent to Award Notice	No later than Wednesday, December 11, 2024
Protest deadline – by formal written notice to the sole FPOCF point of contact.	Wednesday, December 18, 2024, by certified mail or delivered in person (or within 5 business days of award notice posting if posting made earlier).
Anticipated Negotiations	January 6 through the 10, 2025
Anticipated effective date of contract	February 1, 2025

CONFLICT OF INTEREST

The award hereunder is subject to the provisions of federal regulations, state statutes and county ordinances. All respondents must disclose with their proposal the name of any officer, director, or agent who is also an employee of FPOCF or the National Center for Innovation and Excellence (NCFIE) or member of either organization's board of directors.

Further, all respondents must disclose the name of any FPOCF or NCFIE employees or members of the review board of directors who owns, directly or indirectly, any interest in the respondent's firm or any of its branches.

LOBBYING STATEMENT

Firms and their agents are hereby placed on notice that the FPOCF staff or the review board of directors shall not be contacted (except for designated contact person) about this proposal. Public meetings and public deliberations are the only acceptable forum for the discussion of merits of products/services requested by the RFP and written correspondence regarding proposals may be submitted to the official contact person. Failure to adhere to these requirements could result in the action to disqualify the respondent from consideration of the award.

FACSIMILE TRANSMISSION (FAX)

Proposals that are received by FAX are not acceptable and will be rejected.

ADDITION, DELETION OR MODIFICATION OF PROPOSAL

FPOCF reserves the right at its sole discretion to increase, decrease or delete any portion of this RFP at any time without cause.

PART III - SPECIAL CONDITIONS

News Releases/Publicity: News releases, publicity releases, or advertisements relating to this RFP and resulting contract, or the tasks or projects associated with the project, shall not be made without FPOCF's prior knowledge of the FPOCF point of contact. Releases should identify the funding entity, as well as the funding source.

RFP Documents: Respondents shall examine the RFP carefully. Ignorance of the requirements will not relieve the respondents of liability and obligations under the contract.

Respondents' Costs: FPOCF shall not be liable for any costs incurred by respondents in responding to this RFP.

Insurance: Respondents will ensure that either their insurance coverage or self-insurance program or insurance of their contracted agents is adequate and enough to cover the activities performed under this agreement, as to the actions undertaken. Respondents shall ensure that the insurance requirements upon all contractors conform to and comply with all applicable local, state and/or federal requirements.

Other Laws, Rules and Regulations that may apply

- A. Chapter 409 – *Social Welfare-Social and Economic Assistance*
- B. Chapter 39 Florida Statutes – *Proceedings Relating to Children*
- C. Florida Administrative Code, 65C-14- *Group Care*
- D. FPOCF Fiscal Policies AP-430 and AP-465
- E. Florida Public Records Act, Chapter 119 F.S.
- F. Florida Statutes, Chapter 112 - which deals with conflict-of-interest OMB Circular A-133
- G. Adoption and Safe Family Act (ASFA) performance standards
- H. Chapter 427 F.S. Part 1 Transportation Services and Rule 41-2 Florida Administrative Code– transportation of children.
- I. Federal requirements of TANF, Title IV-B and Title IV-E State plans, Children and Family Operating Procedures 175-71, 175-93, 175-29, and 175-59.
- J. U.S.C. (Section 1324a) (Section 274A(e) of the Immigration and Nationality Act – employment of unauthorized aliens)
- K. 45 CFR Part 76 – Certification Regarding Debarment and Suspension
- L. American Disabilities Act of 1990 PL 101-336
- M. 24 CFR Part 1 – The regulations promulgated pursuant to Title VI of the 1984 Civil Rights Act.
- N. Title VII of the 1964 Civil Rights Act as amended by the Equal Employment Opportunity Act of 1972 – prohibits discrimination in employment.
- O. Age Discrimination Act of 1973.
- P. Health Insurance Portability and Accountability Act (HIPAA)
- Q. Rehabilitation Act of 1973 – no discrimination against qualified handicapped individuals.
- R. Section 109 of Public Law 100-202 – which restricts the awarding of public works contracts to firms from foreign countries with unfair trade practices.
- S. Davis-Bacon Requirements Labor Standards Requirements.
- T. Chapter 287 F.S.

Additional Terms and Conditions FPOCF reserves the right to reject proposals containing any additional terms or conditions not specifically requested in the original conditions and specifications of this proposal.

PART IV – TECHNICAL SPECIFICATIONS/PROJECT DESCRIPTION

1. PROJECT DESCRIPTION

FPOCF is soliciting proposals from IT providers that have an interest in providing network and infrastructure IT services for FPOCF. FPOCF is pleased to invite you to respond to this RFP for managed IT network services. The intention of this RFP is to solicit responses and formal proposals from qualified managed IT services providers (MSPs) and select a single organization to provide IT services to manage the FPOCF network.

Company Profile

Established	<u>2003</u>
Line of work	<u>Child Welfare</u>
Ownership	<u>501 (C) 3</u>
Number of employees	<u>Approx. 600</u>
Number of locations	9 (including Colocation Facilities)
Primary Cloud Services	Microsoft 365 E3

Location	County	Location Type	Approx. Number at Location	Infrastructure Summary
FPOCF Admin Office 389 Commerce Parkway Ste 120 Rockledge, FL 32955	Brevard	Corporate Headquarters	50	1 Firewall 4 Switches 1 Server 9 WAPs
Brevard C.A.R.E.S & Family Allies Central Care Center 4050 Riomar Dr. Suite 2 Rockledge, FL 32955	Brevard	Service Center	200	1 Firewall 6 Switches 1 Server 5 WAPs
Family Allies South Care Center 6100 Minton Rd. Ste. 202 Palm Bay, FL 32907	Brevard	Service Center	100	1 Firewall 3 Switches 1 Server 3 WAPs
Coresite 9701 S John Young Pkwy, Orlando, FL 32819	Orange	COLO	N/A	4 HCI Servers 2 Core Switches 2 SDWAN Servers 2 Cisco NGF

Location	County	Location Type	Approx. Number at Location	Infrastructure Summary
Orange Service Center 4001 Pelee Street Orlando, FL 32817	Orange	Service Center	200	1 Server 4 POE Switches 1 SDWAN Server 8 WAPs
National Center for Innovation & Excellence 2575 N Courtenay Pkwy, Ste. 224 Merritt Island, FL 32953	Brevard	NCIE Center	5	1 Firewall 1 Switch
Orange Admin Support Center 901 N. Lake Destiny Road, Suite 400 Maitland, FL 32751	Orange	Service Center	250	1 Server 4 POE Switches 1 SDWAN Server 10 WAPs
Osceola Service Center 3600 Commerce Blvd Building B, Suite 101 Kissimmee , FL 34741	Osceola		100	1 Server 4 POE Switches 1 SDWAN Server 9 WAPs
Satcom Direct 8635 Holiday Springs Road Melbourne, Florida 32940	Brevard	COLO	N/A	5 Servers 1 Firewall 1 Tape Backup

Current Network Specifics Configuration (latest official inventory)

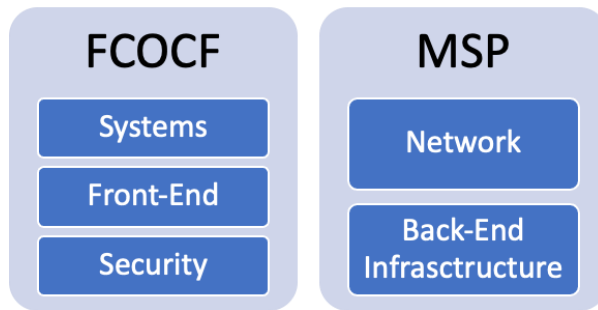
Location	Type	Spec
Commerce	Servers	1 Dell Server (Backup DC)
	Firewall	1 Fortigate 60F
	Switches	4 Ubiquiti US 48 PoE 500W
	WAPs	9 Ubiquiti Unifi AC Pro
	Connectivity	Spectrum Pseudo MPLS
Riomar	Servers	1 Dell Power Edge T430 1 Dell Power Edge T410

	Firewall	Fortigate 60F
	Switches	6 Dell N2048P
	Connectivity	Spectrum Pseudo MPLS
Minton	Servers	1 Dell Power Edge T430 1 Dell Power Edge T410
	Firewall	Fortigate 80F
	Switches	3 Dell 2048P
	Connectivity	Spectrum Pseudo MPLS
Coresite	Servers	4 PowerEdge R740xd, VMware HCI Cluster, vSAN (74 VMs running server 2016, 2019, 2022 Datacenter, Linux appliances)
	Firewall	2 Cisco FTD1140 Firewall with FMC
	Switches	2 Dell Datacenter switch cluster
	SDWAN	1 Dell VeloCloud SD-WAN Edge
	Connectivity	2 x Lumen / CenturyLink Enterprise Fiber (2 x Primary and 2 x Backup)
	VPN	Cisco AnyConnect / Site to Site for State Resources
Pelee	Server	PowerEdge, VMware ESXi (1 Server 2016 DC, 3x Linux appliances)
	SDWAN	1 Dell VeloCloud SD-WAN Edge
	Switches	3 Brocade POE Switches
	Wi-Fi	9 Aruba APs managed in Aruba Central Cloud
	Connectivity	Lumen / CenturyLink Enterprise Fiber (Primary and Backup)
	VPN	Cisco AnyConnect
Courtenay	WAPs	5 Unifi Ac Pro
	Connectivity	Spectrum Pseudo MPLS
	Firewall	Fortigate 60F
Lake Destiny	Server	PowerEdge, VMware ESXi (1 Server 2016 DC, 3x Linux appliances)
	SDWAN	1 Dell VeloCloud SD-WAN Edge
	Switches	3 Brocade POE Switches
	Wi-Fi	9 Aruba APs managed in Aruba Central Cloud
	Connectivity	Lumen / CenturyLink Enterprise Fiber (Primary and Backup)
Kissimmee	Server	1 PowerEdge, VMware ESXi (1 Server 2016 DC, 3x Linux appliances)
	SDWAN	1 Dell VeloCloud SD-WAN Edge
	Switches	4 Brocade POE Switches
	Wi-Fi	10 Aruba APs managed in Aruba Central Cloud
	Connectivity	Lumen / CenturyLink Enterprise Fiber (Primary and Backup)
Satcom	Servers	3 HPE ProLiant DL560 Gen10

		2 HPE ProLiant DL385 Gen10
	Tape Backup	1 HPE StoreEver 1/8 G2 Tape Autoloader
	Connectivity	Spectrum Pseudo MPLS
	Firewall	1 Fortigate 80F

I.T. Governance

FPOCF I.T. will manage the following aspects of the I.T. space: Helpdesk, Staff facing customer service, Office 365 management, security (excluding network configuration and upkeep), backup processes, and all other software utilized by the agency.



The successful bid will manage the network and back-end infrastructure of FPOCF. FPOCF believes the best path for the success of the I.T. services of the agency is to have a strong partnership with a professional service provider who has expertise in all facets of network development, configuration, and management.

Network Services Overview

This proposal is for network services that include the assets and services associated with the electronic transport of data across the FPOCF infrastructure, and external third parties. The point of demarcation for network services is the wall jack.

The contracted vendor will provide technological support and assistance to FPOCF, ensuring secure network access for users and authorized third parties, and continuously manage the network to meet business requirements, recommending upgrades, and improving network efficiency. The vendor will collaborate with third-party carriers, maintain network infrastructure, and provide 24/7/365 monitoring, maintenance, and technical support. They will also generate reports on network performance, capacity, and trends, manage network security, and develop project plans to prevent service interruptions. The vendor will implement automatic ticketing for network failures, evaluate new applications’ impact on infrastructure, and update network standards and documentation as needed. Additionally, the vendor will backup network device configurations and ensure infrastructure resource continuity.

Network services comprise the following components but are not limited to: data network; firewall and security.

- **Server & Network System Monitoring** – The MSP must provide 24x7 monitoring of FPOCF's server and network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- **Server & Network Configuration** – the MSP will ensure appropriate configuration of current equipment as well as any replacement / upgraded hardware.
- **Patch Management Services & Preventative Maintenance for all Network Hardware (servers, switches, routers, firewalls, SD-wan (Velocloud))** – The MSP must provide management of critical security and system patches to all servers, switches, routers, and core network systems to ensure FPOCF's network and resources are properly managed and maintained.
- **Business Continuity and Disaster Recovery** – The MSP must be able to support FPOCF'S ability to recover based on the recovery time objective (RTO) and recovery point objective (RPO) agreed upon by organizational constituents.
- **On-Site Support** – When needed, the MSP should have the ability to deploy onsite resources to assist in issues that cannot be resolved through remote access to in-house systems.
- **Networking Support** - FPOCF's requires proactive management and monitoring of FPOCF's switches, firewalls, routers, Wi-Fi systems, and other networking equipment as identified by FPOCF.
- **Firewall Monitoring** – MSP must provide proactive monitoring and management of FPOCF's security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions FPOCF may utilize.
- **Infrastructure Break Fixes and Installation** – The MSP should offer planned and on-call break/fix services, including emergency response to server issues.
- **Move, Add, Change (MAC)** – FPOCF's needs the MSP to help with any changes to the location, configuration of existing network equipment or software, and installation of additional equipment or software as needed.
- **Reporting** – The MSP should provide relevant reporting based not only on its performance from a network perspective but also regarding system health and, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties and refresh schedules.
- **Technology Strategy Planning** – The MSP will work with current IT staff to develop a long-term strategic technology plan. This plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
- **Account Management** – The MSP must offer an internal escalation process in tandem with FPOCF's to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.
- **Solution Design** – The MSP must provide solution packages (for example, hardware, software and, licensing) and associated consolidation of infrastructure.
- **Service Levels** – The MSP should identify service level agreements or objectives and report back on a regular basis to FPOCF's on their ability to meet these agreements or objectives.
- **IT Policy Review and Development** – The MSP should be able to assist in development of customized policies related to the use of technology.

- **Special Projects** – There are two special projects that will occur under this contract. You should line item these projects as they are one-time projects:
 1. Colocation consolidation: Within 30 days of awarding this RFP, FPOCF plans to move to one colocation facility and will require the awarded vendor to assist in moving, setting up, and re-configuration from location one to location two. The destination has not been determined but will be one of the current COLO facilities. Part of this project would be “attaching” Brevard service centers with those in Orange, Osceola, and Seminole. Currently, offices in Brevard County are using a Spectrum “pseudo” MPLS and those in Orange, Osceola, and Seminole are using VeloCloud SDWAN.
 2. Cloud migration and Consolidation of local domains: FPOCF will require a successful vendor to assist in migrating local file servers and infrastructure to AZURE. As a reminder, FPOCF does not currently use both Azure and Office 365 E3. FPOCF currently has two separate local domains. A successful vendor would be required to assist in combining these domains with limited downtime for staff.

Remote Access Service Overview

This section pertains to the remote access service component within the network services. The remote access services component applies to providing connection to internal FPOCF networked assets from outside the FPOCF perimeters, specifically for authorized users. Services provided within this component include, but are not limited to, VPN and remote access accounts. The contracted vendor will:

- A. Maintain a safe and secure session that allows authorized external and FPOCF users access to designated FPOCF network resources.
- B. Produce and submit recommendations for consolidated remote access services architecture.
- C. Produce and submit operational policies and procedures for remote access services.
- D. Produce and submit plans for updates and patches to remote access service assets.
- E. Design, test and implement approved remote access services.
- F. Design and implement approved operational policies and procedures for remote access services.
- G. Design, test and implement approved plans for updates and patches to remote access service assets.
- H. Provide support, including break-fix, for all remote access service assets.
- I. Maintain support and report on remote access services.
- J. Maintain and support FPOCF locations requiring remote access services.
- K. Maintain and support approved operational policies and procedures.

3. SELECTION AND SCORING CRITERIA

It is the intent of FPOCF to select one qualified Respondent that can best achieve the identified needs to provide quality service provision. FPOCF will convene a review team to evaluate and rank all proposals that have been deemed eligible. Responses that do not provide a complete application package will be determined ineligible for further consideration.

The following RFP evaluation sheet will be used:

Rating Scale Summary		
Points		
0	Respondent has not responded to or has poorly responded to the criterion demonstrating a lack of understanding of the criterion addressed in the proposal.	No value
1	Respondent has demonstrated little or no direct capability or has not adequately addressed the criterion in the proposal.	Minimal
2	Respondent has demonstrated good capability and a good approach to the criterion in the proposal.	Good
3	Respondent has demonstrated above average capability and approach to the criterion in the proposal.	Above Average

ORGANIZATIONAL CAPACITY:	Sub-total Score:	Weight	Maximum Score	Comments
<ul style="list-style-type: none"> For staff assigned to this project, respondents demonstrate qualifications, training and experience in providing IT Managed Network services. 	3	3	9	
<ul style="list-style-type: none"> Respondents demonstrate competent and experienced executive and management staff that provide leadership, direction and support to the respondent organization and staff assigned to this project. 	3	3	9	

ORGANIZATIONAL CAPACITY:	Sub-total Score:	Weight	Maximum Score	Comments
<ul style="list-style-type: none"> Respondents' proposal demonstrates good support to handle FPOCF infrastructure. 	3	2	6	
PROGRAM DESIGN	Sub-total Score:	Weight	Maximum Score	Comments
<ul style="list-style-type: none"> Respondents' proposal demonstrates a formal Quality Management system to ensure consistent high-quality service. 	3	2	6	
<ul style="list-style-type: none"> Respondents' proposal demonstrates a clear understanding of the technical specifications cited in the RFP. 	3	3	9	
COST PROPOSAL:	Sub-total Score:	Weight	Maximum Score	Comments
<ul style="list-style-type: none"> Response demonstrates that it provides a financially viable and cost-effective proposal. 	3	2	6	
<u>Financial Capability</u> – response demonstrates that the respondent is a financially stable organization and will provide fiscal management of the program, fiscal reporting and oversight.	3	1	3	

<ul style="list-style-type: none"> • <u>Project Budget</u> – response demonstrates that the respondent’s indirect costs are reasonable and allowable and labor costs and equipment/service costs are reasonable, competitive and a good value. 	3	2	6	
Total:	24		54	

Scoring will not be used as a sole determination of awarding funds to project(s). FPOCF considers awards based on the following:

1. Information as presented in the proposal;
2. Perceived value to the organization, and/or competitiveness or duplication compared to other currently proposed projects;
3. Expenditure goals and deadlines of individual funding sources; and
4. Which proposal(s), in the opinion of the Review Committee, will best serve the agencies’ needs.

The FPOCF review committee may require additional information, and respondents agree to furnish such information, up to and including respondent presentations. FPOCF reserves the right to award the contract to the qualified respondent that will best serve FPOCF’s interests. FPOCF reserves the right to award the contract to the Respondent who demonstrates, in the opinion of FPOCF, the best value. FPOCF reserves the right, based upon its deliberations and in its opinion, to accept or reject any or all proposals And to waive minor irregularities or variations, which are not mandated by DCF to the specifications and bidding process. FPOCF will fund the organization which, in its opinion, best serves FPOCF, based on the above criteria and consideration of the review/selection committee recommendation. The recommendation of the review team will be presented to the CEO for approval. Also, the Governance Board’s approval will be obtained if the contract meets threshold requirements.

FPOCF reserves the right to initiate contract negotiations with the most qualified respondents, with more than one respondent at a time, and need not negotiate with all qualified respondents. Once selected to enter negotiations, FPOCF may elect to request audited financial statements at the time of negotiations. If a contract cannot be negotiated with any of the ranked respondents who responded to this RFP, FPOCF has the right to issue a new RFP or to otherwise seek additional qualified respondents.

4. APPEALS

The appeals procedure for all procurements of commodities and/or services is documented in FPOCF OP-1143 Appeals and Complaint Process for Network Services and can be located on the FPOCF website or requested through the Contact Person listed in this RFP.

Any respondent who is allegedly aggrieved in connection with the solicitation, pending award, must file a formal written protest with FPOCF by the date specified in the timeline or within five business days of the posting of the award or notification of the decision. The formal written protest shall reference the name of the solicitation, and closing date of the RFP, and state with particularity the facts and laws upon which the protest is based, including full details of adverse effects and the relief sought.

Upon receipt of an appeal, the FPOCF contract and compliance manager or designee will convene an appeals committee consisting of a minimum of three FPOCF executive staff members and a minimum of two community representatives. The appeals committee will review appeals within 10 business days of receipt of the written protest or appeal. The FPOCF attorney or designee may attend all appeal or protest-related meetings. The FPOCF senior executive of administration or designee will record the meeting and provide any information the committee requests. The purpose of an appeals review is to provide an opportunity to: (1) review the basis of the protest, (2) evaluate the facts and merits of the protest, and (3) if possible, reach a resolution of the protest that is acceptable to the affected parties. The decision of the appeals committee will be delivered to the respondent via certified mail, return receipt requested.

If the matter is not resolved with the respondent's acceptance of the FPOCF appeals committee decision, the respondent will have the opportunity to meet with the appeals committee for the purpose of arguing the facts included and law implicated in the formal written protest and to request the relief sought therein. The appeals committee will not entertain any argument or consider any information or request for relief that was not included in the initial written protest. The appeals committee will announce its decision in writing within three business days of the meeting. FPOCF's vice president of operations or designee will present the recommended award, including the details of the protest and the FPOCF appeals committee recommendation, to an appeals committee of the board of directors as a final means of administrative remedy within 15 business days of the FPOCF appeals committee decision. If the matter remains unresolved, FPOCF and the respondent shall enter mediation with a mutually agreed upon mediator, the costs of which will be shared by FPOCF and the respondent, prior to either party initiating litigation.

Upon receipt of an appeal, the FPOCF contract and compliance manager or designee will convene an appeals committee consisting of a minimum of three FPOCF executive staff members and a minimum of two community representatives. The appeals committee will

review appeals within 10 business days of receipt of the written protest or appeal. The FPOCF attorney or designee may attend all appeal or protest-related meetings. The FPOCF senior executive of administration or designee will record the meeting and provide any information the committee requests. The purpose of an appeals review is to provide an opportunity to: (1) review the basis of the protest, (2) evaluate the facts and merits of the protest, and (3) if possible, reach a resolution of the protest that is acceptable to the affected parties. The decision of the appeals committee will be delivered to the respondent via certified mail, return receipt requested.

If the matter is not resolved with the respondent's acceptance of the FPOCF appeals committee decision, the respondent will have the opportunity to meet with the appeals committee for the purpose of arguing the facts included and law implicated in the formal written protest and to request the relief sought therein. The appeals committee will not entertain any argument or consider any information or request for relief that was not included in the initial written protest. The appeals committee will announce its decision in writing within three business days of the meeting. FPOCF's vice president of operations or designee will present the recommended award, including the details of the protest and the FPOCF appeals committee recommendation, to an appeals committee of the board of directors as a final means of administrative remedy within 15 business days of the FPOCF appeals committee decision. If the matter remains unresolved, FPOCF and the respondent shall enter mediation with a mutually agreed upon mediator, the costs of which will be shared by FPOCF and the respondent, prior to either party initiating litigation.

PART V - CONSIDERATION FOR AWARD

CRITERIA CHECKLIST

All the items listed below must be included (per category) or the submitted proposal package is incomplete. No incomplete proposal will be considered for funding.

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Proposal submitted on or before **Monday, December 2, 2024, 10 a.m.** deadline

Proposal Section I - IV, completed and signed

Cost Proposal

PART VI - REQUIREMENTS OF THE PROPOSAL

All proposals must be submitted as specified with the proposal pages required.

To be considered, the proposal must respond to all parts of the RFP and information not clearly defined as a response to application requirements or in the proper order or section may not be scored.

All proposals shall become the property of Family Partnerships of Central FL. All proposals must be submitted to the FPOCF designated point of contact via email at christopher.goncalo@brevardfp.org. The proposal shall be signed by a representative who is authorized to represent the Respondent.

All proposals should be submitted in the following order:

- | | | |
|-------------|---|---|
| Section I | - | Project Application Form |
| Section II | - | Proposal Signature Page |
| Section III | - | Project Description / Program Narrative |
| Section IV | - | Attachments |

FAMILY PARTNERSHIPS OF CENTRAL FLORIDA

SECTION I. PROJECT APPLICATION FORM

The name provided here must be identical to that in the articles of incorporation or in the official document identifying the respondent as a unit of state or local government. Address, city, state, and zip code must be provided. A contact person's name, title, and telephone number also must be furnished.

Respondent	_____

Project Name	_____
Dollar Amount Requested	_____
Parent Organization	_____
Contact Person & Title	_____
City, State, Zip Code	_____
Email	_____
Telephone	_____
Name of Board of Directors Chairperson	_____
Tax ID #	_____

SECTION II. PROPOSAL SIGNATURE PAGE

The undersigned hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications, addenda, legal advertisement, and conditions contained in the RFP. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal, I will accept a contract if approved by Family Partnerships of Central Florida and such acceptance covers all terms, conditions, and specifications of this proposal.

Proposal submitted by: (please print)

NAME: _____ TITLE: _____

NAME OF AGENCY/ORGANIZATION _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

Signature of Authorized Representative

Date

Addenda Acknowledgment - RESPONDENT acknowledges that the following addenda have been received and are included in this proposal:

ADDENDA NO.	DATE ISSUED

SECTION III - DESCRIPTION OF THE PROJECT / PROGRAM NARRATIVE

The order of information provided in the response must correspond to the outline that follows and shall be labeled accordingly:

1. Organizational Capacity – limited to 10 pages, excluding related Exhibits

Maximum points possible = 24

- a. Mission statement and description of how it is implemented in the operations.
- b. Historical description of the company.
- c. Company overview to include accomplishments, pertinent news releases, key executive bios, accreditations and independent accounting procedures review.
- d. Number of clients currently served by the company.
- e. Number of employees working at the company.
- f. A brief description of the types of clients the company serves.
- g. Customer retention rate.
- h. Hours the company is available by phone, e-mail or text.
- i. The standard for returning phone calls.
- j. States in which the company operates.
- k. Confirm whether financial statements are audited by a CPA.
- l. List any trade associations of which the company is a member, including the Better Business Bureau.
- m. An explanation sharing what makes the company better than other IT service providers.
- n. Letters of recommendation (if available).
- o. Client references, including company name, point of contact, phone number and email address.

2. Program Design – limited to 20 pages, excluding related exhibits

Maximum points possible = 15

Describe proposed Project Description meeting the minimal acceptable standards outlined in Project Description pages 12-17.

3. Cost Proposal – limited to 10 pages, excluding related Exhibits

Maximum points possible = 15

- a. Provide a budget with clearly defined costs.
- b. Describe the financial stability of the organization.
- c. Explain how the company will help manage and minimize increasing costs.
- d. Provide a sample of a monthly invoice that clearly outlines costs.

SECTION IV – Attachments

The respondent will place any exhibits, MOUs, letters of commitment, letters of recommendation, community support documentation, certifications and other pertinent information regarding the project proposal in this section. Attachments should be clearly marked and referred to or identified in the narrative as a response to specific application requirements.