



REQUEST FOR PROPOSALS (RFP) O-01021
FOR
GENERAL INFORMATION TECHNOLOGY SERVICES

RFP Issue Date: 7/26/2021

RFP Response Due Date: 9/09/2021

RESPONSIBLE DEPARTMENT

Shari Callahan
IT Manager

PROCUREMENT DEPARTMENT

Man Le, PMP
Procurement Manager
1104 East Twiggs Street, Suite 300
Tampa, Florida 33602
Telephone Number: (813) 272-2307
Email: Man.Le@tampa-xway.com

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I. INTRODUCTION

The Tampa-Hillsborough County Expressway Authority (the "Authority" or "THEA") is soliciting proposals from qualified and licensed firms to perform all services and duties customarily and usually performed for general information technology network support and network services providers. The consultant must provide a wide variety of information technology Network Support and Network Services that include but are not limited to: network architecture, configuration, analysis, management, security, monitoring, website design, maintenance and troubleshooting, software, hardware, wireless support, and mobile device integration.

A. GENERAL REQUIREMENTS

The selected consultant shall minimize, to the extent possible, THEA's need to apply its own resources to assignments authorized by THEA under the Scope of Services as described in Section II below. The selected consultant will be expected to provide personnel technically certified and capable to perform the tasks and services required.

THEA shall request consultant services on an as-needed basis. There is no guarantee that any or all of these services described in the Scope of Services will be assigned during the term of the contract. Furthermore, the selected consultant will be providing these services on a non-exclusive basis. THEA, at its option, may elect to have any of the services set forth herein performed by other consultants or THEA staff.

The selected consultant will be required to provide the Scope of Services requested to multiple THEA Networks and equipment. The firm will encounter equipment listed (but not limited to) in Attachment "C."

B. INITIATION & LENGTH OF SERVICES

The Scope of Services to be provided by the selected consultant will be initiated and completed as directed by THEA's Project Manager for each assignment authorized. Such specific assignments shall be clearly defined by a task work/purchase order which shall document the specific work to be performed, the products and services to be provided, the agreement of staffing, the task schedule, and the task cost and method of compensation.

II. SCOPE OF SERVICES

The following types of work elements may be assigned under the terms of this agreement:

A. Network Support

The selected consultant will assist THEA personnel in various aspects of network support to include, but not be limited to, the following areas of expertise. The person proposed to be

the network architect for the Scope of Services must be able to demonstrate experience with the protocols, software, etc. defined below:

- Network Management – A background in industry standard network management software platforms is required. Experience in network design, architecture, and configuration. Knowledge of Layer 1, 2, 3 networks, .NET and virtual networks required.
- Network Security – Knowledge of all aspects of cyber security issues, concerns and solutions. Knowledge of WatchGuard Series of firewall appliances as these are currently in use on THEA's networks. Experience with multiple AntiVirus protection solutions. Knowledgeable in industry standard policy and procedures for all aspects of mobile device security.
- Network Troubleshooting – Able to troubleshoot and correct network issues from the Transportation Management Center (TMC) head end and Disaster Recovery device locations. Previous experience with troubleshooting head end equipment such as HP servers. Experienced with virtual environments and storage area networks.
- New Technologies - Responsible for recommending new technologies and new devices and software of all types.
- The selected consultant will provide THEA with continuous 24/7 network monitoring with email and/or text notification of a system failure, and a consultant hosted and web accessible device trouble ticket system. Event severity levels may include, but will not be limited to: Critical, Minimum, and Low. The consultant performance objectives for remediation may include, but will not be limited to: Critical - Respond ASAP to stabilize the environment. Minimum – Suggest Remediation to THEA Project Manager. Low – Discuss at next meeting with THEA Project Manager or via email.

The consultant will provide THEA with a monthly monitoring rate and detail of what will be monitored. Internet connectivity should be included in this monitoring to alert THEA if an outage is detected the consultant shall add appropriate measures to protect all equipment which may cause harm to THEA's network.

Assist with the inventory database for all equipment residing within the TMC and at the Disaster Recovery (DR) site and all equipment necessary for operation of THEA's network.

B. Monitoring and Website Services

The consultant must have an established network monitoring system with failure notification systems which is capable of developing management reports.

The consultant must have experience with website hosting including all applicable SSL and other licensing requirements. The consultant must have experience with website development and maintenance.

C. Hardwire and Wireless Telecommunications

The consultant must have experience with single mode long haul communications, fiber optic cable communications, data wired, and wireless communications and connections. The consultant must have experience with design of wireless networks.

D. Desktop/Laptop/Mobile Devices/Help Desk Support

The consultant shall provide personnel dedicated to onsite help desk support to maintain users equipment and connectivity and any other projects designated by the THEA Project Manager. The consultant shall provide personnel that can develop custom reports from help desk and applicable data bases. THEA currently uses SharePoint for help desk ticketing. The consultant must have experienced staff in SharePoint and its administration. The consultant must manage this data for reporting to THEA Management in a variety of ways. THEA has no preference as to the software used for the reports. The consultant must also have experience with other help desk ticketing systems and be able to suggest solutions that will best fit THEA's growing needs.

E. Roles and Responsibilities

This section describes the roles and responsibilities of THEA's Project Manager and of the consultant. This section is meant to be an overview and is not meant to be all-inclusive or limiting. THEA may, at its discretion, add, delete, or revise the responsibilities of both THEA's Project Manager and the consultant.

The consultant will commence providing the services upon receiving an executed task work/purchase order from THEA. The consultant shall work closely with THEA's Project Manager who will be responsible for the overall supervision of the services contract.

The consultant's Project Manager, management personnel, supervisor, operations personnel, and other staff will fall under the responsibility of THEA's Project Manager. THEA's Project Manager is the authority responsible for managing the fulfillment of contractual obligations between the consultant and THEA. The consultant and consultant's staff shall have the technical and performance experience needed for this type of work. The consultant's staff shall exercise sound judgment in carrying out their duties and conduct themselves in a manner that will reflect favorably upon THEA and other involved agencies.

F. Coordination with THEA

All aspects of the Scope of Services and/or of each authorization or task will be coordinated through the THEA's Project Manager (or his/her designee). The Project Manager will be responsible for all work being performed under this contract and the approval of all invoices.

Services to be provided by the Consultant will be initiated and completed as directed by THEA's Project Manager or designee. The Project Manager shall furnish the consultant an

executed task work/purchase order outlining the services to be performed, the fees, and schedule. No payment for work performed shall be made to the consultant until a task work/purchase order has been executed.

All authorizations and approvals shall be in writing and executed by THEA prior to the commencement of work.

THEA's Project Manager for this project is Shari Callahan, IT Manager located at:

Tampa-Hillsborough Expressway Authority
1104 E. Twiggs Street
Tampa, FL 33602

G. Responsibilities of THEA

At no cost to the consultant, THEA will furnish and/or provide access to, the following services and data relevant to the consultant's Scope of Services:

- Provide all criteria and full information as to THEA's requirements for the consultant's services including objectives, constraints, budgetary limitations, and time restraints.
- THEA's policies, procedures, standards, and forms.
- Facilitate meetings with applicable THEA staff.
- Conduct reviews of the various phases of the consultant's activities. Reviews will be conducted to determine compliance. The consultant shall cooperate with and assist THEA's Project Manager in conducting these reviews.

H. Responsibilities of the Consultant

The consultant will be required to provide management, administrative work, and all technical services as described in the Scope of Services. All consultant activities are required to be tracked and documented.

The consultant will be required to provide THEA with an internal project manager for the entire contract term. Any changes to the consultant's project manager, or any of the other indicated personnel in charge of the work, shall be subject to written review and approval.

The consultant will provide staff as outlined in consultant's proposal.

The consultant will be required to provide THEA with remote services consisting of technical assistance or advice provided via telephone and/or remote computer session (inclusive of all the labor cost, incidentals, consumable supplies, tools, overhead, profit, taxes, insurance and other fringe benefits.)

I. Equipment Protection

THEA requires the consultant to review THEA's current equipment system protection and to make recommendations for best practice enhancements. Equipment protection may include, but will not be limited to the following; anti-virus, spam blocker, web blocker, firewall security, VPN Tunneling, network device hardening, physical security of server racks, power backup protection, and network surge protection.

J. Project Management

The Consultant shall be responsible for all activities necessary to effectively manage this project. The Scope of Services to be provided by the consultant can be divided into major task groups as follows:

The consultant's project manager will be expected to meet on a monthly basis with THEA's Project Manager and discuss tasks completed during the previous period, task assignments for the current period and one-month "look ahead" schedule. The consultant must provide summary minutes within three (3) working days after each meeting for review and approval by THEA.

The consultant's project manager shall be responsible for notifying THEA and/or THEA's Project Manager (or his/her designee) of any and all emergencies and problems.

The consultant's project manager will be required to be available to meet with THEA's Project Manager (or his/her designee) at a mutually convenient time for both parties during regular business hours to discuss work requirements prior to the consultant assuming the responsibilities of the contract. The initial time will not be billable to THEA.

If during the term of the contract a new project manager is to be assigned by the consultant to THEA, the individual shall be available to meet with THEA's Project Manager (or his/her designee) at a mutually convenient time for both parties during regular business hours to discuss work requirements prior to the consultant's new project manager assuming the responsibilities of this project. This time spent shall not be billable to THEA.

Project management consists of all work necessary to provide for the general management, public outreach, oversight, quality control and administration of all contract activities and support personnel. In general, the project management activities include:

- Provide oversight of all work performed under the Scope of Services.
- Prepare and submit monthly invoices and progress reports.
- Track project budget and provide monthly updates, status of work and cost summaries.
- Administer a resource allocation plan, ensure that the appropriate resources are available and provide periodic task schedules for the project.
- Provide adequate staff and resources for all tasks and activities throughout the duration of the Scope of Services.
- Ensure the consultant's staff has the required qualifications, and all background check documentation is available to be submitted to and approved by THEA if so requested.
- Maintain records and documentation as required to support the overall operations of THEA's network.

- Provide oversight and management of all THEA approved sub-consultants utilized by the consultant for this engagement.
- Participate in monthly progress meetings with THEA staff to discuss the current task list. Produce meeting minutes for all meetings.
- Cooperate and coordinate with all contractors and consultants working for THEA.
- Ensure that all deliverables are delivered to, reviewed by, and approved by THEA.

The consultant must provide staff for the following positions that are required by this project:

Project Manager
 System Architect
 Senior Technician
 Remote Services
 Administrative
 Technician
 Developer (Website)
 Developer (other)

The Admin Network Equipment list and Operations Network Equipment list in the Attachment “C” is a detailed inventory list by manufacturer, model, and operating system (OS) of all network devices, servers, workstations, laptops, tablets, and smartphones. THEA’s intent is to have all of the devices listed in the inventory continuously monitored. This list is complete but is not intended to be all inclusive. Some equipment such as network printers and copiers are on a separate service agreement.

III. INSTRUCTIONS TO PROPOSERS

1. THEA must receive all submittals at the locations stated in item number four (4) below, **not later than 2:00 PM Eastern on September 09, 2021**. Any submittal received after the stated time and date shall not be considered. It shall be the sole responsibility of the proposer to have its package delivered to THEA by U.S. Mail, hand delivery, or any other method available to them; however, facsimile or electronic submittals will not be accepted. Delay in delivery shall not be the responsibility of THEA. Submittals received after the deadline shall not be considered and may be returned only at the proposer's expense.
2. Each proposer shall examine all documents and shall determine all matters relating to the interpretation of such documents.
3. Type size shall not be less than 10 point font. The proposal shall be indexed and all pages sequentially numbered. All pages and appendices must be consecutively bound or stapled. The proposals shall be limited to five (5) single sided, 8 ½” by 11” pages, exclusive of the following:
 - Transmittal Letter
 - Front and back cover and divider sections

- Key Staff Resumes
 - References
4. One (1) original, four (4) signed copies and one (1) electronic CD/USB copy of the submittal must be delivered to THEA’s Procurement Department in one package, clearly marked on the outside, "Request for Proposals No. O-01021 for General Information Technology Services for the TampaHillsborough County Expressway Authority," with opening time and date, and sent or delivered to:
 Man Le ~ Procurement Manager
 1104 East Twiggs Street, Suite 300, Tampa, FL 33602
 5. The proposal shall clearly indicate the legal name, Federal taxpayer identification number, address, and telephone number of the proposer. The person signing the proposal on behalf of the proposer shall have the authority to bind the proposer to the submitted proposal.
 6. THEA shall not be liable for any expenses incurred in the preparation or presentation of the proposals.
 7. THEA reserves the right to accept or reject any or all proposals, to waive irregularities and technicalities, and to request resubmission or to re-advertise for all or any part of the services. THEA shall be the sole judge of the submittals and the resulting negotiated agreement that is in THEA's best interest, and THEA’s decision shall be final.
 8. The successful proposer shall be required to execute an agreement, in form and content acceptable to THEA, indemnifying and holding harmless the Authority, its officials, officers, employees, and agents from all claims.
 9. **Proposers, their agents, or associates shall refrain from contacting or soliciting any THEA staff or members of the Board of Directors directly or indirectly regarding this RFP during the selection process. Failure to comply with this provision may result in the disqualification of the proposer. All requests for clarification or additional informationshould be made in writing via email by August 11, 2021 to: Man.Le@tampa-xway.com**
 10. The following shall be repeated in your proposal and signed by an individual authorized to bind your firm:

"I agree to abide by all conditions of RFP O-01021 and certify that all information provided in this proposal is true and correct, that I am authorized to sign this proposal for the consultant and that the consultant is in compliance with all requirements of the RFP, including but not limited to, certification requirements."

Authorized Signature (Manual)

Name and Title (Typed)

Date

IV. QUALIFICATIONS:

The response to RFP shall include, but not be limited to, responses to the following requirements:

Transmittal Letter:

Summarizing the qualifications of the consultant as described in the RFP. The letter should include the following (Five (5) page maximum limit):

- a) Name of the consultant submitting the proposal
- b) Name and title of the individual with responsibility for the response and to whom matters regarding the proposal should be directed
- c) Mailing address
- d) Telephone and e-mail address of the proposer's primary contact
- e) Brief narrative of the proposer's qualifications to provide general information technology services to THEA.

Narrative of the proposer's qualifications as listed in the Selection Criteria:

- Qualifications and experience of the proposer
- Qualifications and experience of key personnel
- Project Management
- SBE Utilization

Statement of Qualifications

- a) Organizational Chart - Attach an organizational chart that includes the following:
 - Identify key members of the proposer's team specifically including the following team members:
 - Project Manager
 - System Architect
 - Senior Technician
 - Remote Services
 - Administrative
 - Technician
 - Developer (Website)
 - Developer (other)
 - State name for key members of proposer's team (if from a sub-consultant);
 - Denote if the proposer or sub-consultant firms are a Small Business Enterprise (SBE) includes DBE/WMBE, etc.;
 - State office location (city and state) for key members of the proposer's team. Only those members of the team who will **actively** participate under the potential work assignments should be included.

A maximum of 1 page will be allowed for the “Organization Chart” element. The Organizational Chart may be submitted on paper sized larger than 8½" x 11" if folded neatly to 8½" x 11". Organizational chart not counted in page limit.

- b) Resumes - Include one-page resumes for the project manager and the key active participants of the proposer’s team. Resumes not counted in page limit.
- c) Provide a list of three (3) references THEA may contact to assist in the evaluation of past performance for IT services. THEA should not be included as a reference. References not counted in page limit. For each reference listed the information provided shall consist of the following:
 - Short summary of the IT services such as timeframe, scope & budget
 - Name and mailing address of the entity
 - Name and telephone number of the contact person within said entity

V. SELECTION CRITERIA

THEA desires to select the consultant that demonstrates the ability to provide the highest quality of service. To accomplish this goal, THEA’s criteria for selection shall include, but not be limited to the following:

	RANKING EVALUATION CRITERIA	Max Point Value
1.	<p><u>Qualifications and Experience of the Consultant (Firm/Team):</u></p> <ul style="list-style-type: none"> • Evaluation based on the Consultant’s qualifications of firm, history, size, experience, references, resources available, locations of firm resources, etc. 	35
2.	<p><u>Qualifications and Experience of Key Personnel:</u></p> <ul style="list-style-type: none"> • Evaluation (credentials/expertise/experience) of Project Manager and other key individuals who are specifically licensed and/or certified to perform and/or oversee the work detailed in the Scope of Services and staff who will be directly assigned to perform on this Project. 	35
3.	<p><u>Project Management:</u></p> <ul style="list-style-type: none"> • Consideration of project management performance and references on similar engagements in type and size. • Consideration of ability to meet and adhere to project schedules and budgets. 	20
4.	<p><u>SBE Utilization:</u></p> <p>Consideration of the SBE utilization anticipated by the Consultant on this contract.</p>	10
	Total Score:	100

An Evaluation Committee will review and evaluate the submittals. Posting of Notice of Intended Final Ranking and Award of Contract will be posted on Demandstar and THEA's website.

VI. TIMETABLE

EVENT	DATE/TIME
Release of RFP	July 26, 2021
Deadline for Questions/Request for Clarification	August 11, 2021
Addendum Release (if required)	August 13, 2021
<p>RFP Due Date/Time (Deadline)</p> <p>Proposal Opening 1104 E Twiggs St., Suite 300 Tampa, FL 33602</p> <p><i>(There is no requirement to attend, however, this Proposal Opening is open to the public)</i></p>	<p>September 09, 2021 by 2 p.m. EST</p>
<p>Evaluation Committee meet to evaluate proposals 1104 E Twiggs St., Suite 300 Tampa, FL 33602</p> <p><i>(There is no requirement to attend, however, this meeting is open to the public)</i></p>	<p>September 16, 2021 @ 2 p.m. EST</p>
Posting of Notice of Intended Final Ranking	September 17, 2021
Board Approval of Final Ranking & Award of Contract	September 27, 2021
Posting of Notice of Board Approval & Award of Contract	September 28, 2021

VII. SELECTION AWARD

After THEA has evaluated the written proposals they may or may not require presentations of the top ranked consultants. After the evaluation is completed, THEA's selection committee will make a recommendation to the Board of Directors.

VIII. TERMS AND CONDITIONS

THEA reserves the right to reject all proposals, any proposal not conforming to this Request for Proposal, and to waive any irregularity or informality with respect to any proposal. THEA further, reserves the right to request clarification of information submitted and to request additional information from one or more proposers.

THEA requires that the consultant selected will not discriminate under the contract against any person in accordance with federal, state, and local governments' regulations.

THEA requires the consultant selected make an affirmative statement to the effect that their retention shall not result in conflict of interests with respect to THEA.

THEA requires that the consultant make an affirmative statement to the effect that they have not contacted, or attempted to contact, any member of the Board of Directors, or THEA staff, except as expressly permitted under paragraph 9 of Instructions to Proposers above.

IX. STATEMENT ON PUBLIC ENTITY CRIMES

Failure of the consultant to certify the consultant as free from any "public entity crime" as defined in the Florida Statutes, Subsection 287.133 shall result in rejection or disqualification of your proposal. (See Attachment A)

X. DRUG-FREE WORKPLACE

Failure of the consultant to certify the consultant as a drug-free workplace in accordance with Florida Statutes, Subsection 287.087 shall result in rejection or disqualification of your proposal. (See Attachment B)

ATTACHMENT A

**SWORN STATEMENT UNDER SECTION 287.133 (3)(a)
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES**

1. This sworn statement is submitted by _____ as
_____ of
_____ whose business address is
_____ and (if applicable) its
Federal Employer Identification Number (FEIN) is _____.

2. I understand that a “public entity crime” as defined in Section 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 in Florida or with an agency or political subdivision of any other state or with 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 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 “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 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. Neither the entity submitting this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members or agents who are active in the management of _____, the entity, nor any affiliate of the entity have been convicted of a public entity crime subsequent to July 1, 1989.

By

Date

STATE OF COUNTY OF

The foregoing instrument was acknowledged before me this _____ day of _____, 20____, by _____ who is personally known to me or who produced a _____ as identification and who did take an oath.

Notary Public

My commission expires:

ATTACHMENT B

DRUG-FREE WORKPLACE FORM

The undersigned consultant, in accordance with Florida Statute 287.087 hereby certifies that _____ does:

Name of Business

1. Publish a statement of 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's 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 that are under bid a copy of the statement specified in Paragraph 1.
4. In the statement specified in paragraph 1, notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employees will abide by the terms of a statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Florida Statute 893 or of 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 of or require the satisfactory participation in a drug abuse assistance or rehabilitation program is such is available in the employee's community, by any employee who is convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1 thru 5.

As the person authorized to sign this statement, I certify that this consultant complies with the above requirements.

Proposer's Signature

Date