



**REQUEST FOR PROPOSAL**  
**IT, EDMS and Website Services**

ISSUED March 22, 2019

RFP No. 19-0273

Tampa Bay WorkForce Alliance, Inc. d.b.a. CareerSource Tampa Bay (CSTB) is requesting proposals for the provision of information technology infrastructure management, including website maintenance and support and electronic document management system maintenance. Parties interested in submitting a Proposal shall review this entire document.

Proposals are due by 3:00 p.m. EDT on April 10, 2019 to:

**CareerSource Tampa Bay**  
**Attention: Anna Munro**  
**4902 Eisenhower Blvd., Suite 250**  
**Tampa, FL 33634**

The official opening will be held at the CareerSource Tampa Bay conference room at 4902 Eisenhower Blvd. Ste 250, Tampa, FL 33634 on March 22, 2019 at 3:00 p.m. EDT. Submitted RFPs will be recorded. Any RFP or portion thereof, received after the submittal deadline will not be considered and returned to the submitting entity.

Questions may be submitted by email to Anna Munro at [munroa@careersourcetampabay.com](mailto:munroa@careersourcetampabay.com) until 2:00 p.m. EDT, March 29, 2019. Please reference **RFP No. 19-0273 IT, EDMS and Website Services** in the subject line. Answers will be posted on the CareerSource Tampa Bay website at <https://www.careersourcetampabay.com/pages/rfps>

<b>Action</b>	<b>Date</b>
Issue RFP	March 22, 2019
Question and Answer period	March 23 – March 29, 2 pm EDT
RFP Due	April 10, 2019, 3 pm EDT
Official Opening	April 10, 2019, 3 pm EDT
Evaluation and Selection Begins	April 11, 2019
Award date*	May 16, 2019

\* Tentative date subject to the identification of a qualified respondent.

# REQUEST FOR PROPOSAL IT, EDMS and Website Services

ISSUED March 22, 2019  
RFP No. 19-0273

## Table of Contents

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I. INTRODUCTION.....	3
II. SPECIFICATIONS .....	3
III. RESPONDENT QUALIFICATIONS AND REQUIREMENTS .....	6
IV. RFP TERMS & CONDITIONS.....	6
V. GENERAL CONDITIONS.....	9
VI. NETWORK MAPS.....	10
▪ Attachment I – Organization Information .....	14
▪ Attachment II – Scope of Services .....	15
▪ Attachment III – Qualifications and Requirements.....	17
▪ Attachment IV – References .....	18
▪ Attachment V – Budget Information .....	19

# REQUEST FOR PROPOSAL IT, EDMS and Website Services

ISSUED March 22, 2019  
RFP No. 19-0273

## I. INTRODUCTION

### A. Objectives

The Governing Boards' Tampa Bay Workforce Alliance, Inc. DBA CareerSource Tampa Bay is requesting competitive sealed proposals from qualified service providers. The intent of this request for proposal is to provide all qualified candidates an opportunity to submit a proposal.

### B. Background of Organization

Tampa Bay WorkForce Alliance, Inc., d.b.a. CareerSource Tampa Bay (CSTB) is a 501(c)(3) non-profit organization. The Tampa Bay WorkForce Alliance, Inc. Governing Board was appointed and designated by the Hillsborough County Board of County Commissioners to act as the Hillsborough County Workforce Development Board under provisions of the "Workforce Innovation and Opportunity Act of 2014". Tampa Bay WorkForce Alliance, Inc. is one (Region 15) of twenty-four regional workforce boards in Florida. CSTB oversees the delivery of workforce services for Hillsborough County.

### C. Locations and Staffing

Over 120 staff are located at the 6 (six) CSTB locations. The corporate office and 5 (five) career centers. Network maps for each location is are included in Section VII.

<b>Location</b>	<b>Address</b>
Corporate	4902 Eisenhower Blvd, Suite 250, Tampa, FL 33634
Tampa Center	9215 N. Florida Ave, Suite 101, Tampa, FL 33612
Brandon Center	9350 Bay Plaza Blvd, Suite 121, Tampa, FL 3319
Ruskin Center	2001 14 <sup>th</sup> Avenue, SE, Ruskin, FL 33570
Career Prep Center	2605 N. 43 <sup>rd</sup> St, Tampa, FL 33605
Plant City Center	307 N. Michigan Ave., Plant City, FL 33563

## II. SPECIFICATIONS

### A. Scope of the RFP

The purpose of this Request for Proposal (RFP) is to seek a qualified provider for the provision of Information Technology (IT), EDMS and Website Services including a staffing model that will support IT related needs of CareerSource Tampa Bay.

The current web based application that is used by CSTB is proprietary to the existing service provider. It integrates the EDMS, customer tracking and website. The link to application overview is <https://atlasforworkforce.com/features/> and is provided to the Proposers for an understanding of requirements.

# REQUEST FOR PROPOSAL IT, EDMS and Website Services

ISSUED March 22, 2019  
RFP No. 19-0273

The required services are as follows:

## 1. Information Technology Support:

Description of services includes but is not limited to:

- a. Help Desk or on-site support for Microsoft or other standard applications
- b. Basic PC hardware and application troubleshooting for desktop systems (355 customer units, 231 employee desktops and laptops).
- c. Software installations
- d. Enterprise email management and setup
- e. Basic peripheral support, including keyboard, mouse, disk drives, monitors, printers, etc.
- f. New PC setup and configuration
- g. Resource room application and hardware support
- h. Basic Internet and network connectivity troubleshooting
- i. Provide support to on-line services including but not limited to: video orientation, customer registration and on-line case management.
- j. Support of Office Technology including data storage and retrieval
- k. Management of MIP accounting and other board administrative software
- l. Support of document file storage system
- m. All user administration, including username and password creations.
- n. Data backup procedures and Disaster Recovery manage
- o. Server maintenance, including service packs and system restores
- p. Data storage and retrieval server
- q. 24 hour response time 7 days a week is required for all services with quicker response times based upon nature of issue.
- r. Hub, switch and UPS maintenance
- s. Firewall installation and maintenance
- t. Remote VPN administration (including user and site level VPN)
- u. Virus and SPAM control
- v. Firewall support and intrusion protection

## 2. Document filing storage system

A comprehensive EDMS system is currently in place that is proprietary to the current service provider. The number of documents stored in 2018 and 2017 were 110,250 and 137,625, respectively. The link to application overview is <https://atlasforworkforce.com/features/> and is provided to Provider for an understanding of requirements.

# REQUEST FOR PROPOSAL IT, EDMS and Website Services

ISSUED March 22, 2019  
RFP No. 19-0273

### 3. Customer Tracking

Free standing kiosks are located at points of entry in the 5 (five) career centers to capture customer information. The self-sign queue requests customer's name, SSN, address, phone number, DOB, and email address. These fields are self-populated and stored into the customer's profile in the current EDMS. The customer's profile will track their visits to the center

- a. Maintenance of 16 kiosks located at the 5 (five) career centers.
- b. Customer tracking mechanism

### 4. Procurement of IT related software and equipment

- a. Procurement of cost effective hardware, software and service solutions.

### 5. Phone support and liaison with T-Carrier provider

Service provider will be responsible for all details regarding the specifications, review, order placement and installation of T-carrier services for all locations.

- a. Cloud hosted VOIP
- b. Support services for phone system infrastructure. This includes system programming, engineering and server support.

### 6. Act as liaison with the Department of Economic Opportunity (DEO) IT

The service provider shall provide for infrastructure support for state system.

- a. Employ Florida,
- b. OSST
- c. and other network application

### 7. Website support

CSTB is moving toward a WordPress platform.

- 10-12 hours per month of basic maintenance
- Website development and expansion of functionality equivalent to 100 hours per year.
- Provider will be responsible for the maintenance and improvement of the industry asset maps posted at the following locations. This includes ArcGIS and employer, industry and education data.
  - [https://www.careersourcetampabay.com/pages/finance\\_asset\\_map](https://www.careersourcetampabay.com/pages/finance_asset_map)
  - [https://www.careersourcetampabay.com/pages/it\\_asset\\_map](https://www.careersourcetampabay.com/pages/it_asset_map)
  - [https://www.careersourcetampabay.com/pages/healthcare\\_asset\\_map](https://www.careersourcetampabay.com/pages/healthcare_asset_map)
  - [https://www.careersourcetampabay.com/pages/manufacturing\\_asset\\_map](https://www.careersourcetampabay.com/pages/manufacturing_asset_map)

### 8. Additional services and support as needed.

# REQUEST FOR PROPOSAL IT, EDMS and Website Services

ISSUED March 22, 2019  
RFP No. 19-0273

## B. Contract Term

The term of this contract shall be from a period commencing on July 1, 2019 and terminating June 30, 2020 with an option to extend for up to four (4) additional years based on performance, business needs and funding availability.

## III. RESPONDENT QUALIFICATIONS AND REQUIREMENTS

Respondent must meet all the minimum qualifications outlined below.

1. Have provided services similar in nature and complexity for at least three years.
2. Have contracted to provide services similar in nature and complexity, with at least one organization within the past three years. Performance of similar services as an employee does not fulfill this requirement.
3. Be licensed to conduct business in the State of Florida.
4. Vendor must not be presently nor previously within a three-year period preceding the effective date of the award, debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency.

## IV. RFP TERMS & CONDITIONS

### A. Response

Each Respondent is required to submit their response to this RFP no later than 3:00 p.m. EDT on April 10, 2019 (due date and time). The delivery of the RFP is solely and strictly the responsibility of the Respondent. A RFP received after the due date and time will not be considered fully responsive and will be returned to the responding party unopened.

Only a fully responsive RFP may be considered. All required conditions set forth in the Proposal Content section below must be followed to be considered fully responsive. Do not respond to any questions by referencing material presented elsewhere. The response provided immediately after the restatement of the requirement shall not be considered complete and stands on its own merits. A response of "*will comply*" or "*see above*" or similar statement shall be considered unresponsive. [**Failure to respond** to any required section of this RFP may result in disqualification of the proposal.] Do not include the full RFP document in your proposal.

### 1. Proposal Content

The proposal should include the following content and in the following order:

#### A. Cover Statement

States the RFP number and title; contains Respondent's name, email address, mailing and location address, telephone number, facsimile number; the name of Respondent's contact person; and, if different from that of Respondent, the contact person's mailing and location address, telephone number, email address and facsimile number.

# REQUEST FOR PROPOSAL IT, EDMS and Website Services

ISSUED March 22, 2019  
RFP No. 19-0273

## B. Table of Contents

Table of Contents should identify the page location for each section in the proposal.

## C. Executive Summary

State your company's mission, vision, and overall operation including company structure, office locations, types of services provided, geographic information, years of operation, and company requirements for criminal background checks, if any, for employees

## D. License Information

Provide a copy of your State of Florida business license.

## E. Personnel

List the personnel that will be assigned to perform the IT, EDMS and Website services. For each person, provide the following:

- Name and Title
- Professional Background
- Current and Past relevant experience
- Relevant Training
- Percentage of time the staff will be dedicated in a 40-hour work week.
- Role and responsibility

Completed forms of the following:

- Attachment I – Organization Information
- Attachment II - Scope of Services – Description of Services
- Attachment III - Qualifications and Requirements
- Attachment IV – References
- Attachment V - Budget Information.

## 2. Proposal Format:

Response must be typed, using a minimum of 12-point font size and submitted on 8 ½" X 11" letter size.

## 3. Quantity:

1 signed paper original. The original should be marked "Original".

1 paper duplicate marked "Copy" – **unbound**

# REQUEST FOR PROPOSAL IT, EDMS and Website Services

ISSUED March 22, 2019  
RFP No. 19-0273

4. Sealed package: No email or facsimile copies will be accepted. The RFP is to be submitted in a sealed package with RFP No. 19-0273 prominently displayed on the front and addressed to:

CareerSource Tampa Bay  
Attention: Anna Munro  
4902 Eisenhower Blvd., Suite 250  
Tampa, FL 33634

All documents become the property of CareerSource Tampa Bay and will be a matter of public record subject to the provisions of Chapter 119, Florida Statutes. Each Respondent agrees that the preparation of all materials are at the Respondent's sole cost and expense, and CareerSource Tampa Bay shall not, under any circumstances, be responsible for any costs or expenses incurred by a Respondent.

## B. Question and Answer Period

All requests for clarification of this RFP should be emailed to [munroa@careersourcetampabay.com](mailto:munroa@careersourcetampabay.com) by 2 p.m. EDT, March 29, 2019. Please reference **RFP No. 19-0273 IT, EDMS and Website Services**. A good-faith effort will be made to provide a written response to each question by 5 p.m. EDT, April 3, 2019. Any resultant response will be posted to the CareerSource Tampa Bay website: [http://careersourcetampabay.com/rfps\\_&bids](http://careersourcetampabay.com/rfps_&bids)

## C. Evaluation and Selection

The evaluation and selection will be based on the criteria set forth below:

CRITERIA	WEIGHT FACTOR
<b>Proposal Specifications</b> The Respondent adheres to RFP timeline, format and content. Respondent meets requirements to provide services and is licensed in the State of Florida.	5 Points
<b>Description of Services</b> The proposal adequately addresses each Scope of Service Category including proposed delivery.	40 Points
<b>Cost Reasonableness</b> The Respondent's Budget Information reflects reasonable costs for the staff and services as detailed in the Scope of Service.	20 Points
<b>Respondent Experience</b> The Respondent's has experience in providing similar services.	35 Points
<b>TOTAL SCORE</b>	100 Points



# REQUEST FOR PROPOSAL IT, EDMS and Website Services

ISSUED March 22, 2019  
RFP No. 19-0273

A selection committee will review and score each RFP, place the RFP in rank order, and present the results along with their recommendation to the Board of Directors for final review and approval.

## V. GENERAL CONDITIONS

### A. Respondent

All private-for-profit corporations, not-for-profit corporations, local education agencies, governmental units, or public agencies properly organized in accordance with State and Federal law and in business for at least 3 years may submit a RFP. Minority and women-owned and operated businesses are encouraged to submit.

### B. Assignment of Contract

No third party contracts or subcontracts will be allowed, unless specifically approved, in writing by CareerSource Tampa Bay.

### C. Selection Process

Proposals will be evaluated by a selection committee established by CSTB. The Selection Committee will review and score each proposal and present the results along with their recommendation to the Board of CSTB. After approval by the Organization's Board, contract negotiations will commence. Should CSTB be unable to negotiate a final contract, negotiations with that firm will be formally ended and negotiations will be undertaken with the next ranked Respondent. These negotiations could include all aspects of services and fees. The contents of this RFP and the proposal submitted by the successful respondent may become part of any contract.

### D. Reserved Rights

The rights reserved by CareerSource Tampa Bay, which shall be exercised in its sole and absolute discretion, and shall be at no fault, cost or liability whatsoever to CareerSource Tampa Bay, include without limitation, the right to:

- Supplement, amend or otherwise modify or cancel any provisions set forth in his solicitation at any time.
- To accept or reject any or all responses, to re-advertise this RFP, to postpone or cancel this process and to change or modify the project schedule at any time.
- Disqualify any respondent that submits an incomplete or inadequate response or is not responsive to the requirements of this RFP.
- Waive any defect, technicality or irregularity in any response received.
- Require additional information and/or oral presentation from one or more respondents to supplement or to clarify the RFP submitted.
- Determine whether the respondent's written or oral representations are true, accurate and complete or whether the respondent has adequately responded and has the necessary experience, including seeking and evaluating independent information on any respondent.

# REQUEST FOR PROPOSAL IT, EDMS and Website Services

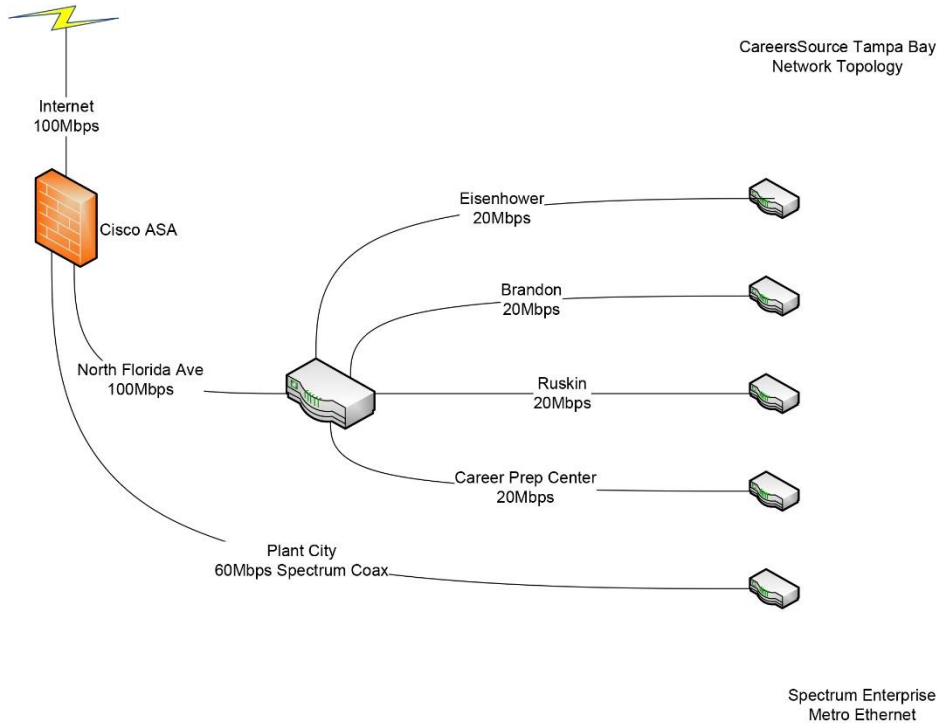
ISSUED March 22, 2019  
RFP No. 19-0273

- Consider any information submitted that is not requested by CareerSource Tampa Bay in a proposal response as supplemental information and not subject to evaluation by the selection committee or the CEO.
- Unless otherwise specifically proposed by the respondent, CareerSource Tampa Bay reserves the right to hold such pricing as effective for the entire intended contract term.
- End contract negotiations if acceptable progress, as determined by the CEO, is not being made within a reasonable time frame.
- Change specifications and modify contracts as necessary to (a) facilitate compliance with the legislation, regulations and policy directives, and (b) to manage funding.

## E. Appeal Procedure

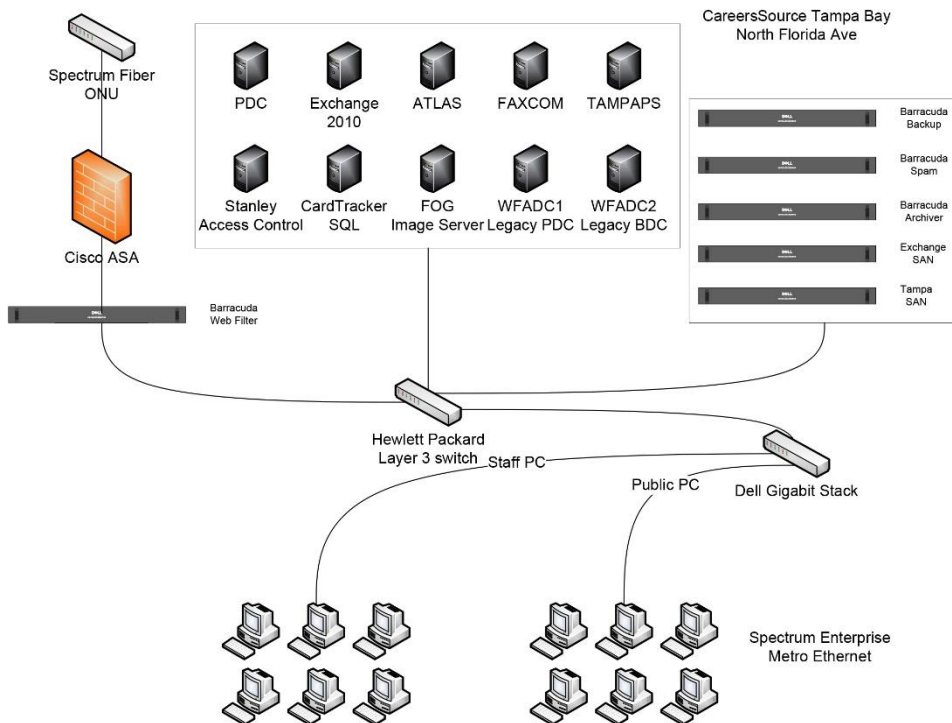
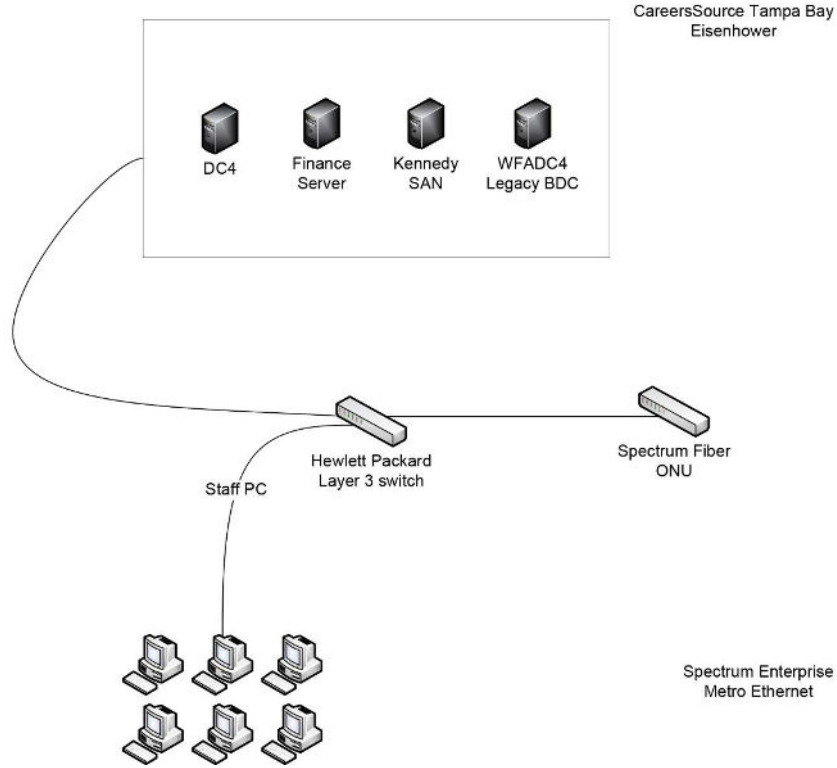
From the date/time of selection, any respondent has 72 hours (3 business days) in which to file a written appeal/protest with the CEO at the address included within this RFP. Any Appeal(s)/Protest(s) will be heard by the Executive Committee. The decision of the Executive Committee is final.

## V. NETWORK MAPS



# REQUEST FOR PROPOSAL IT, EDMS and Website Services

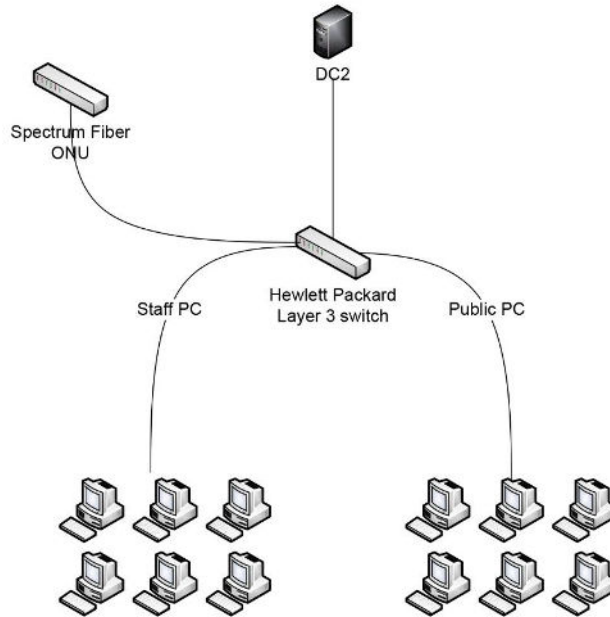
ISSUED March 22, 2019  
RFP No. 19-0273



# REQUEST FOR PROPOSAL IT, EDMS and Website Services

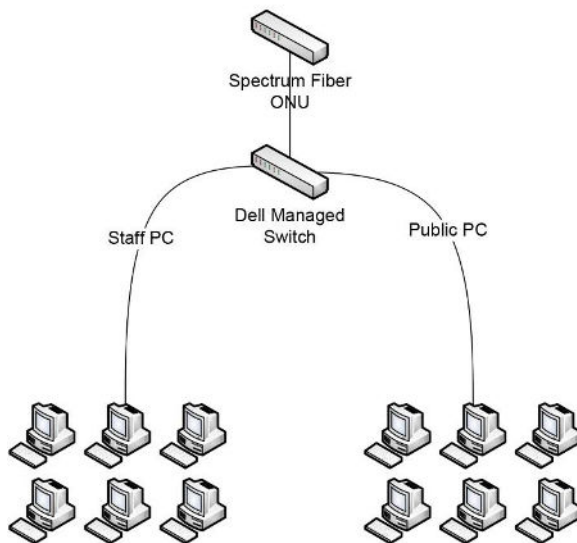
ISSUED March 22, 2019  
RFP No. 19-0273

CareersSource Tampa Bay  
Brandon



Spectrum Enterprise  
Metro Ethernet

CareersSource Tampa Bay  
Ruskin

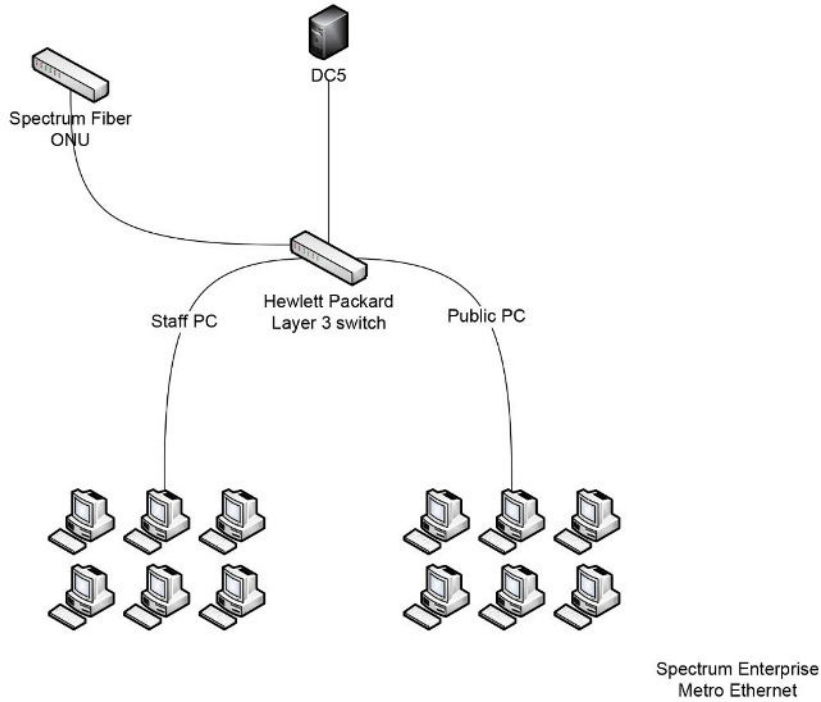


Spectrum Enterprise  
Metro Ethernet

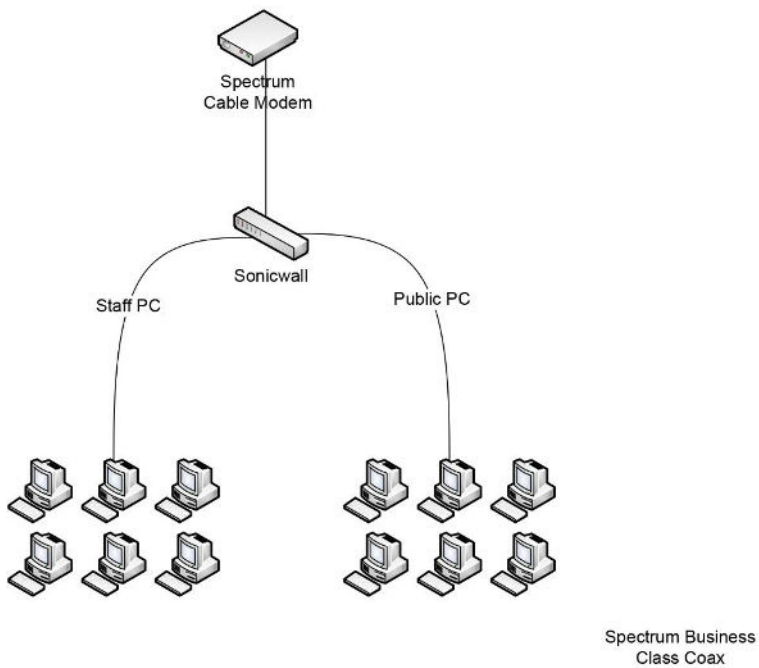
# REQUEST FOR PROPOSAL IT, EDMS and Website Services

ISSUED March 22, 2019  
RFP No. 19-0273

CareersSource Tampa Bay  
CPC



CareersSource Tampa Bay  
Plant City



# REQUEST FOR PROPOSAL IT, EDMS and Website Services

ISSUED March 22, 2019  
RFP No. 19-0273

## Attachment I – Organization Information

Company Name:			
Street/Mailing Address:			
City:		ZIP:	County:
Company Contact Person:			Title:
Phone:		Ext.:	Fax:
Email Address:		Website Address:	
Date of Inception:	Years in Business:	Total # Full-time Employees at this location:	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal Structure of Business:	Sole <input checked="" type="checkbox"/> Proprietor	Partnership <input type="checkbox"/>	Corporation <input type="checkbox"/>
	Non-profit	Leased	Other (please indicate)
Employer's Federal ID #:		Unemployment Comp ID #:	
<b>Dunn and Bradstreet. #:</b>		Primary NAICS <input type="checkbox"/>	and or (SIC) Code: <input type="checkbox"/>
Is your company current on all State of Florida tax obligations?		YES	NO
Description of your business, product(s) and/or service(s):			
Authorized Signature(1): _____			
(1) Signature required by an individual who has the authority to bind the Company to the RFP			

"Execution hereof is certification that the undersigned has read and understands the terms and conditions herein, and that the undersigned's principal is fully bound and committed."

# REQUEST FOR PROPOSAL IT, EDMS and Website Services

ISSUED March 22, 2019  
RFP No. 19-0273

## Attachment II - Scope of Services

Explain your proposed approach to service delivery.  
A response is required for each item noted below.

### 1 Information Technology Support

- A Describe how your organization will provide Information Technology support, including the nature and complexity of services included and the ability to provide service to all locations.
- B Describe the mechanism your organization will use for to track and report email, internet, network and other general user issues.
- B Specify other organization(s) where you have provided such similar service within the past three years.
- C Describe how CareerSource Tampa Bay will integrate into your current IT service delivery system.

### 2 Document filing storage system

- A Describe your proposed electronic document management system (EDMS) and how it works.
- B Specify other organization(s) where you have provided such similar service within the past three years.
- C Describe how you will integrate CareerSource Tampa Bay into your current services system including data migration and staff training of the system
- D Specify how your EDMS will meet the requirements for security protocols and protection of customer PII.
- E Describe the plan to transition the current EDMS data, functionality and staff training, etc

### 3 Procurement of IT related software and equipment

- A Describe how you will support the procurement of equipment for CareerSource Tampa Bay
- B Specify other organization(s) where you have provided such similar service within the past three years.
- C Describe how CareerSource Tampa Bay will integrate into your current procurement system.

# REQUEST FOR PROPOSAL IT, EDMS and Website Services

ISSUED March 22, 2019  
RFP No. 19-0273

## **4 Act as Liaison with existing T-Carrier Provider**

- A Describe how you will coordinate service with the T-Carrier provider, Bright House.
- B Specify other organization(s) where you have provided such similar service within the past three years.

## **5 Act as Liaison with the Department of Economic Opportunity**

- A Describe how your organization will work with IT department with the State of Florida's Department of Economic Opportunity.
- B Specify other organization(s) where you have provided such similar service within the past three years.

## **6 Customer tracking**

- A Describe your proposed customer tracking system and how it works.
- B Specify other organization(s) where you have provided such similar service within the past three years.
- C Describe your plan to create one customer tracking system including data migration and staff training, etc.

## **7 Website development and maintenance**

- A Describe how your organization will provide website maintenance services including the nature and complexity.
- B Specify other organization(s) where you have provided such similar service within the past three years.
- C Describe how you will secure website hosting environment.
- D Describe the plan to transition the website, if applicable, retain current website data, functionality and staff training, etc.

## **8 Additional services and support as needed**

- A Describe your ability to support other technology services.
- B Specify other organization(s) where you have provided such similar service within the past three years.
- C Describe how staff will communicate and promptly respond to requests and project needs within established timeframes.
- D Describe how you will support special projects as requested.
- E Mobile Technology – Describe how you will integrate mobile technology into the IT services delivery plan, ensuring ease of customer access and security of data.



# REQUEST FOR PROPOSAL IT, EDMS and Website Services

ISSUED March 22, 2019  
RFP No. 19-0273

## Attachment III – Qualifications and Requirements

**Respondent must meet all the minimum qualifications outlined below. Respondent may not presently be debarred or suspended from contracting with the federal, state, or local government. Respondent must:**

1. Have provided services similar in nature and complexity for at least five years.  
 Yes  No
2. Have contracted to provide services similar in nature and complexity, with at least one organization within the past three years. Performance of similar services as an employee does not fulfill this requirement.  
 Yes  No
3. Be licensed to conduct business in the state of Florida (please provide copy).  
 Yes  No

**Respondents must respond to each item listed below.**

4. Respondent or one of its collaborative partners has subsidiaries, a parent organization, or other affiliates.  Yes  No If yes, provide a full explanation.
5. Debarment/Suspension. Is Respondent or any collaborative partner presently debarred or suspended from contracting with the federal, state, or local government?  
 Yes  No
6. Contract Termination for Default. Has Respondent had a contract terminated for default in the last five years? Termination for default is defined as notice to stop performance, delivered to Respondent due to Respondent's non-performance or poor performance and the issue of performance was either not litigated due to inaction on the part of Respondent; or litigated and determined that Respondent was in default.  
 Yes  No If yes, provide details.
7. Bankruptcy. Has Respondent or any of the collaborative partners declared bankruptcy and/or had any assets attached by any court in the last three (3) years?  
 Yes  No If yes, provide details.
8. Affirmations: Initial to affirm the statement below.

	Respondent is financially solvent.
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# **REQUEST FOR PROPOSAL IT, EDMS and Website Services**

ISSUED March 22, 2019  
RFP No. 19-0273

## **Attachment IV –References**

Respondent must include a list of references. Respondent shall provide examples of prior experience and past performance of similar projects. Reference names and addresses, telephone and facsimile numbers should be included. Also, contact information for a person that is qualified to discuss Respondent's performance must be included. CareerSource Tampa Bay reserves the right to contact any person(s) or organization(s) who is familiar with the work of Respondent to document the qualifications and successful experiences of Respondent, as well as to solicit character references.

**REQUEST FOR PROPOSAL  
IT, EDMS and Website Services**

ISSUED March 22, 2019  
RFP No. 19-0273

**Attachment V - Budget Information**

Itemize the structure for services and fees. Include any hardware as a separate budget. Purchase of any hardware, if needed, will be negotiated at contract execution.