



**City of Belle Isle**  
**REQUEST FOR PROPOSALS**  
**RFP #2026-04**

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**IT Managed Services for the City of Belle Isle**

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**Introduction of RFP:**

The City of Belle Isle (City) is soliciting Proposals from qualified professional individuals and/or companies (Contractor(s)) to provide information technology (IT) support Services. The selected qualified Contractor will serve as the City of Belle Isle's point person for all IT needs. The qualified Contractor will enable the City to maintain and improve its IT system, improve quality of service, minimize support costs, and maximize return on investment in IT support. The service will provide ongoing support and coordination of the City's IT system to ensure proper implementation of new technologies, general maintenance, and troubleshooting. It is the general intent of the City that the Contractor will perform routine maintenance and updates to the IT system and serve as a resource for both the end users of the IT system and the staff.

The City is requesting Proposals from qualified firms or individuals to provide monthly managed information technology ("IT") Services, including network management and support for the City's computer infrastructure. These Services shall encompass the Belle Isle Police Department, which requires compliance with the Federal Bureau of Investigation's (FBI) Criminal Justice Information Services (CJIS) Security Policy and any additional Florida Department of Law Enforcement (FDLE) requirements. All Respondents must be familiar with and able to meet the security requirements outlined by the CJIS Security Policy. Respondents should demonstrate prior experience supporting law enforcement agencies or other entities with similar security protocols. It is expected that the successful Respondent ("Contractor") will work in conjunction with and under the coordination of the City's IT Coordinator to ensure seamless IT operations and compliance across all departments

Following negotiation, the successful vendor will be asked to enter into a contract with the City of Belle Isle to provide professional Information Technology (IT) managed Services for an initial period of three (3) years, with the two (2) optional one (1) year extensions if agreed by both the City of Belle Isle and the selected IT service provider.

**PURPOSE AND OBJECTIVES:**

**Purpose** – The City has a Windows-based computer network infrastructure. The City is seeking a qualified Contractor to provide technical support for this infrastructure, in the form of general network support, including 24/7 monitoring Services, security Services, maintenance of hardware, updates to software, troubleshooting/repair on all computer systems, and network server equipment, as well as backup and disaster recovery Services through a mix of remote and onsite efforts. Also important is the vendor's ability to deliver high-quality help desk support that recognizes the varying levels of technical aptitude among City staff and provides it in terms a layman can understand. The City may also look to the successful vendor for specialized project consulting from time to time, such as software installation, short- and long-range IT planning, and other related Services. The contract is for labor only. Any equipment/software purchases will be quoted and paid for separately.

The Contractor shall not purchase or order any hardware, software, licensing, or subscription Services on behalf of the City without prior written authorization from the City's designated representative. Emergency purchases are not authorized without written approval.

## STATEMENT OF NEED AND PURPOSE

The City has identified a need to solicit and contract with a vendor capable of providing enterprise-class Managed Information Technology Services in alignment with a fully outsourced service delivery model. The City seeks to engage a strategic partner that can assume full operational responsibility for core infrastructure, cloud platforms, identity and access management, and other enterprise IT Services, while coordinating closely with the City's retained management of endpoint Services. This RFP is intended to evaluate the vendor's ability to deliver secure, scalable, and reliable IT services that meet the functional requirements outlined. The Managed Services provided by the selected vendor include:

- Infrastructure Management
- Cloud Services Management
- Security Operations
- Monitoring and Incident Response
- Backup and Disaster Recovery
- Non-Endpoint Technical Support
- Change and Configuration Management
- Governance and Compliance
- Vendor and Licensing Management
- Provisioning of Resources (including user account provisioning, access controls, virtual environments, and cloud resource allocation)

The selected vendor must demonstrate the expertise, tools, and service-delivery maturity necessary to support the City's mission, operations, and compliance requirements. The goal of this procurement is to establish a long-term, value-driven partnership with a vendor that not only provides high-quality technical support and system administration but also actively contributes to governance, continuous improvement, and strategic IT planning. The City is seeking Proposals that reflect a deep understanding of fully outsourced environments and that offer a proactive approach to service transparency, collaboration, and operational excellence.

**Objectives** – Our primary objectives are to better manage the cost of maintaining this network, improve user satisfaction with the system, and maintain a robust network that ensures the security of sensitive data in compliance with Federal and State regulations.

**Solution Preference** - Based on the City's research and municipal references, the City has decided to implement an IT Managed Services Model. This is a fully outsourced solution where the company assumes responsibility for all aspects of the City's IT, i.e., the company must be the single point of contact for all staff and external vendors for all IT-related issues.

The City includes City Administration, Police Department, and Public Works Department. **A mandatory Pre-Bid walk-through will occur on March 25, 2026, at 10:30 AM, starting at City Hall. City Hall is located at 1600 Nela Avenue, Belle Isle, FL 32809.** Attendance at the walk-through is mandatory to qualify to bid on the project; however, failure to inspect the Site will not relieve the successful Contractor from the necessity of furnishing any materials or performing any labor necessary for the satisfactory completion of the work.

**TIMELINE FOR RFP PROCESS:**

The timeline listed below is the City's estimation of the time required to complete the RFP process. All efforts shall be made to abide by this schedule, but the City reserves the right to change it, dependent on evolving circumstances.

**RFP Issued: March 2, 2026**  
**Proposals Due: April 8, 2026, by 3:00 PM Eastern Daylight Time**

Event	Date
RFP Issued	<b>March 2, 2026</b>
Mandatory Walkthrough at City Hall	<b>March 25, 2026 (10:30 AM)</b>
Deadline for RFP Submission	<b>April 8, 2026 (3:00 PM)</b>
Proposer Interviews (If Needed)	<b>April 15 &amp; 16, 2026*</b>
Council Approves Proposal	<b>May 5, 2026</b>
Contract Negotiation & Sign	<b>May 19, 2026</b>
Service Begins	<b>June 1, 2026</b>

*\*Interviews may be conducted onsite or via video teleconference, at the discretion of the City.*

**RFP CLOSING DATE AND TIME:**

One (1) original and one (1) digital (flash drive) version in PDF format of your completed and signed Proposal, in the exact order and manner required, must be received at the Belle Isle City Office in a sealed envelope marked "City of Belle Isle - RFP: IT Services" no later than: **April 8, 2026, by 3:00 PM. Submit your Proposal package either by mailing or hand-delivered to:**

**City of Belle Isle**  
**ATTN: Yolanda Quiceno, City Clerk**  
**1600 Nela Avenue**  
**Belle Isle, FL 32809**

PROPOSALS RECEIVED AFTER A SPECIFIED DATE AND TIME  
WILL NOT BE ACCEPTED. VENDORS ARE RESPONSIBLE FOR THE PROMPT DELIVERY  
OF THEIR PROPOSALS

The City reserves the right to reject any and all submittals in response to this RFP determined not to be in the best interest of the City, to waive any informalities or irregularities in the RFP process, and to award the contract(s) in the best interest of the City.

**REASONABLE ACCOMMODATIONS:**

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring a reasonable accommodation to participate is asked to advise the City at least 48 hours prior to the scheduled event by contacting Yolanda Quiceno at [yquiceno@belleislefl.gov](mailto:yquiceno@belleislefl.gov) or (407) 851-7730.

## OVERVIEW AND SCOPE

### Overview

The City of Belle Isle currently utilizes an outside vendor to provide IT Managed Services. The City is comprised of three primary departments: Administration, Public Works, and the Police Department. The City maintains a Windows-based computer network infrastructure consisting of servers, desktop workstations, and remote laptops, all of which are fully networked. In addition, the City maintains contracts with several vendors for application-specific support services.

The vendor selected for IT Managed Services will be required to interface with the application-specific vendors, specifically the Orange County Sheriff's Office, as needed, including, but not limited to, ensuring new computers are compatible with the applications, installing new workstations, and troubleshooting problems as they arise.

### Scope:

#### Current Environment Overview (Approximate)

City Hall: ~6 users

Public Works: ~5 users

Police Department: ~23 sworn officers / 4 civilians

Multiple locations with CJIS-regulated systems

#### Existing Equipment:

- Desktop & Laptop & All computer accessories to include printers, FAX machines, scanners, monitors, and all in-car police computer equipment and accessories
- Server (All servers backup to Cloud)
- PD Server-update and replace as necessary
- Chambers Audio/Video System utilizing Black Magic Software
- Any and all equipment connected to the server by hardwire or Wi-Fi
- Hosted Email Only
- Microsoft Business Account Standard
- Maintenance and installation of new computers, equipment, and accessories

### Scope of Work:

The primary scope of work is to provide proactive and predictive support Services, routine preventive maintenance Services, recommendations on system improvements and cost savings, improved system reliability and capabilities, and technical support for future designs and purchases of equipment, software, and license Agreements. Additional Services include business consulting, project management, procurement as a service, vendor liaison, management Services, and 24x7 service desk and operations monitoring.

### Ownership of Equipment, Software, and Licenses

All hardware, software, licenses, subscriptions, cloud Services, and related assets purchased for use by the City of Belle Isle shall be and remain the sole property of the City of Belle Isle. The Contractor shall not bundle, resell, or retain ownership of any licenses or equipment on behalf of the City. All purchases must be pre-approved in writing by the City and supported by a written quote prior to procurement. The City shall retain full administrative access, ownership, and transfer rights to all systems and licenses.

### **Procurement Compliance**

All purchases of hardware, software, licenses, subscriptions, cloud Services, equipment, or related technology products and Services shall be made in strict accordance with the City of Belle Isle's procurement policies, procedures, and approval requirements, as may be amended from time to time.

The Contractor shall not independently procure, lease, finance, bundle, or otherwise acquire any goods or Services on behalf of the City without prior written authorization from the City's designated representative and compliance with applicable purchasing thresholds, competitive solicitation requirements, and approval processes.

All quotes, Proposals, and supporting documentation required under the City's procurement procedures shall be provided to the City for review and approval prior to any purchase commitment. The Contractor shall cooperate fully with the City in obtaining competitive pricing when required and shall not circumvent, substitute, or modify the City's procurement process.

Nothing in this Agreement shall be construed as authorizing the Contractor to obligate the City to any purchase, contract, subscription, renewal, or financial commitment without the City's prior written approval in accordance with its procurement policies.

### **Microsoft Products and Licensing**

All Microsoft products (including but not limited to Word, Excel, Outlook, Microsoft 365, Entra ID/Azure AD, and related Services) shall be licensed directly to the City of Belle Isle. The City shall be the named tenant owner and Global Administrator. The Contractor may manage licenses and configurations, but shall not own, restrict access to, or withhold administrative credentials from the City. The Contractor will establish and maintain the City's independent email account and ensure that each City employee can appropriately establish and maintain an email account. Below is a detailed list of the IT support and Services the Contractor will provide the City:

#### **A. Point Person for All Things IT**

The Contractor will oversee all of the City's Information Technology systems and serve as the point of contact for all IT-related matters. This includes scheduling with the City for any maintenance needed for internet service equipment, software, hardware, and telephone systems. The City requires a responsive and professional IT Services partner capable of providing clear communication and user-friendly technical support tailored to varying levels of technical proficiency among City staff.

#### **B. Initial Assessment**

The Contractor shall provide a detailed written report within forty-five (45) days of contract commencement and annually thereafter during the term of the Agreement. The report shall include an analysis of the City's computer infrastructure, including hardware, software, licensing, and peripheral IT devices and equipment. The report shall evaluate license agreements, system performance, equipment efficiency, life expectancy, capacity, speed, security posture, and current operational processes. The Contractor shall also provide recommendations for improvements to the City's network infrastructure, hardware, software, and licensing, as applicable. Cost estimates for recommended improvements shall be provided upon request by the City.

### **C. Desktop Applications Support**

Perform basic support functions, including installing desktops, laptops, PDAs, mobile phone support, network printers, standalone printers, and other computer peripherals and office automated software—coordination with and maintenance of the police department's EIS system. The Contractor will diagnose and resolve desktop application issues, configure all computers with standard applications, and identify and resolve end-user hardware issues (including advanced troubleshooting). Update and maintain an inventory of all computer-related hardware and software, and make the same available to City staff upon request.

### **D. Server and Workstation Administration Services**

Manage the computer network and associated hardware, software, communications, and operating systems to ensure the system's quality, security, performance, availability, recoverability, and reliability. Monitor server performance and capacity management Services.

Ensure scheduled preventive maintenance for equipment is promptly performed, and develop backup plans and procedural documentation. The Contractor will be responsible for configuration management, including changes, upgrades, patches, and related activities. Management of user logins and password security is documented. The Contractor will support software products relating to servers and workstations. The Contractor will also respond promptly to repair and maintenance requests from the user. From time to time, City departments may require workflow improvements, application enhancements, or technical optimization to improve operational efficiency.

### **E. Network Administration Services**

Maintenance and support of network equipment are required, including site-to-site wireless, local-area public/private wireless, switches, firewalls, routers, and other security devices. Coordination with local Broadband Network providers or any future ISP is also required. Additionally, installation, monitoring, and maintenance of all City assets are mandatory (i.e., printers, scanners, network devices, backup, WAN, LAN, VOIP phone system, security cameras, public access cameras, websites, and any other computer peripherals or devices). Analyze routine configuration changes, install software patches and upgrades, and perform minor cabling, if needed. Design alert notifications to designated City personnel in the event of failure. Complete proactive monitoring of network equipment, including bandwidth utilization and other performance indicators, with reporting when specified thresholds are met. Network performance and capacity management Services, and network troubleshooting. Maintain network documentation and procedures. Finally, since much of the City's data and infrastructure has been moved to the Cloud, the Contractor will need cloud experience/capability.

### **F. Email**

The Contractor will manage the City's email system (Microsoft M365 Email) and correctly establish the domain name. The Contractor will be responsible for adding, deleting, or changing City employees' email accounts, ensuring that each account operates efficiently and effectively, free of errors, and that each account has ample server space to store several years of email data. Secure, encrypted email, email archiving, and SPAM protection Services are required and must be monitored and maintained by the Contractor. An email account notification will be set up for reporting IT maintenance issues or support needs. This account will be directed to both the City Clerk's office and the Contractor and serve as a record log for all IT support calls.

**G. Security and Backup Efforts**

The Contractor will ensure that all City servers, desktops, and laptops are protected by antivirus software and that adequate firewall(s) are in place to prevent unauthorized access to the City's computer network. Systems will be designed to notify City employees when system security is breached and when system hardware is not operating efficiently. The Contractor will perform security audits as requested and notify City personnel immediately of any suspected breach of security or intrusion. A backup system will be established to prevent loss of data and functionality. The Contractor will configure the City's system to enable remote access in a secure environment and provide remote access administration as requested by designated City personnel.

**H. Security Framework Compliance**

The Contractor will maintain compliance with the CJIS and NIST 800-53 security frameworks, including CJIS Level 4 Certification for their systems and for technicians accessing City of Belle Isle systems. Experience with the Microsoft 365 GCC High-security platform is required. Compliance will include annual security training, or more frequently as appropriate, covering email phishing and ransomware protection. The Contractor will provide yearly penetration testing and risk assessment. Data Loss Prevention and Intrusion Detection will be managed with a SIEM/SOAR capability. The Contractor will train Belle Isle staff about changes and updates to systems that impact security and user performance.

**I. Strategic Planning**

The Contractor will engineer, plan, and design Services for major system enhancements, including the installation and upgrade of new and existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future hardware, software, and technology purchases. Install new servers, software, and hardware, and transfer data when required. Strategic planning, design, and installation/upgrade of core network systems. Examples include major network upgrades, provider changes, IP schema design, and the installation of core network devices.

**J. Budgeting/Financial Planning and Forecasting**

The Contractor will assist in preparing a 1-year departmental budget that may include adopting emerging technologies, improving cybersecurity, enhancing infrastructure, acquiring Federal and State grants, preparing for business continuity/disaster recovery, and expanding City services. These budgets/forecasts will include software upgrades and the end-of-life response for the operating system.

**K. On-Demand Response**

The Contractor will offer proactive, predictive solutions to support on-demand responses to the City's IT requests. The Contractor will have access and be available during the City's regular business hours. The Contractor will be expected to perform maintenance services after hours and on weekends in situations that are least likely to disrupt City staff during normal business hours. The Contractor shall provide a maximum of two (2) hours response time for emergency service requests during normal business hours and defined after-hours support periods. The Contractor will be expected to provide seamless integration with City staff for support via phone, email, and the Contractor's service request portal. The City will be expected to have full access to this system. The Contractor will be expected to demonstrate their NOC's capabilities and provide the Contractor's SLA and escalation matrix, along with the in-house organizational chart, which will coincide with the City's requirements.

L. **Confidentiality:**

Confidentiality of computer information and data is vital. The selected Contractor and its employees will be required to sign and adhere to a confidentiality clause that information in the system must remain confidential under penalty of law. The Contractor must permit the City to conduct criminal background investigations of the Contractor's employees who have access to the City's system. The Contractor will provide requested employee information upon reasonable request by the City.

M. **Miscellaneous:**

The Contractor will be permitted to perform some routine procedures remotely; however, the Contractor will be expected to conduct onsite visits for routine preventative maintenance and on-demand response. All on-demand requests will be coordinated through the City Manager's office, either through the City Clerk or their designee.

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## COMPANY REQUIREMENTS

Companies submitting Proposals are required to be specific about disclosing any part of the Proposal that will be carried out by any other parties, the specifics and materials regarding those parties' relationships and Agreements with the Proposal submitter, and provide contact numbers, one for each entity, to the City.

### 1. **Submission Requirements:**

Proposals should address the subjects mentioned earlier with reasonable specificity. The City is looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth-operating, efficient process and an effective IT system. Due to the nature of this process, it is requested that each Proposal be brief, to the point, and no more than 10 pages. Each submission will provide the following information:

#### A. **Letter of Transmittal:**

The letter is not intended to be a summary of the Proposal itself. The letter of transmittal must contain the following statements and information:

1. Proposer's name, address, phone number(s), and website address.
2. Name, title, email address, and phone number of the person authorized to represent the proposer.
3. Federal and State taxpayer identification number.
4. State Supplier No.
5. A brief statement of the proposer's understanding of the Services to be performed and commitment to providing the Services.
6. The letter must be signed by the person authorized to represent the proposer.
7. A statement indicating that the Proposal and cost schedule will be valid and binding for one hundred eighty (180) days following the Proposal due date.

#### B. **Profile:**

Provide a short profile of the firm, including at a minimum the following:

1. Length of time in business.
2. Length of time in providing the same or similar proposed Services.
3. Number of clients.
4. Number of clients in the public sector.
5. Number of full-time employees and areas of involvement (e.g., technical support, programming, consulting, sales support, and administrative support).
6. Location of office to service the account.
7. A skills matrix for the employee(s) servicing this account.

#### C. **Proposal:**

1. Describe the proposer's approach to providing the Services required and the methodology for providing ongoing support.
2. Describe how the proposer is positioned to provide the Services and provide a history of experiences in providing similar Services.
3. Provide the name, title, address, and phone number of at least three references of clients who have received similar Services from the proposer, including information referencing the actual Services performed, number of users, and length of tenure.
4. Support Services questions to address:

- A. Is help desk support available?
  - B. When is support availability (days of the week, time, evening, and weekend support)?
  - C. Do you provide a toll-free phone number to access support help?
  - D. Number of staff that will be available for support?
  - E. Structure of charges for support (e.g., ongoing preventative maintenance fee versus on-demand calls and Contractor Services).
  - F. Steps for resolving problem escalations.
  - G. Final authority regarding conflicts.
  - H. Response time and goal for resolving problems.
5. Scope of Services beyond the Proposal's RFP, which may be of interest to the City.
  6. Proposal summary, including why the proposer is pursuing the Services and how it is uniquely qualified to perform the Services.
  7. Explanation of any contract termination, default, or other incidents in the past five years. Termination or default is defined as notice to stop Services for non-performance or poor performance, whether the issue was litigated or not. List the party's name, address, and phone number if a default occurred. If no such termination occurred for default, then declare no such event took place.
  8. Cost of Services:
    - A. The Proposal must contain a fee schedule that includes hourly rates for proposed on-demand calls with a fixed monthly rate for ongoing preventative maintenance Services.
    - B. Describe how the proposer's Services are priced and any specific pricing you can provide.
    - C. Define any additional charges (e.g., travel expense, licenses, subscription, etc.).
  9. Proposal Summary:  
Summarize the Proposal and the proposer's qualifications. The proposer may include other pertinent information that helps the City determine the proposer's overall qualifications.

**CRITERIA FOR SELECTION**

The City of Belle Isle will use multiple criteria to select the City's IT Services partner. While all reasonable Proposals will be considered and weighed based on their merits, the City reserves the right to reject any or all Proposals and/or limit them to a portion based on what is deemed in the best interest of the City.

**1. Evaluation Criteria and Process:**

A selection committee will conduct an initial evaluation of qualifications and will rate each submittal based upon the following criteria:

Criterion	Max Points	Score	Evaluator Comments
Experience in Public Sector Support	10		
Understanding of Required Services	10		
Personnel Experience & Qualifications	10		
CJIS Level 4 Certification	10		
Cybersecurity Framework Compliance	10		
Geographic Proximity & On-Site Support	5		
Project Approach & Methodology	5		
Client & End-User Satisfaction	5		
Proposal Presentation & Clarity	5		
Cost Proposal / Value	5		
TOTAL SCORE			

**2. Disclosure:**

- A. Proposers responding to this solicitation do so at their own expense. The City is not responsible for any expenses associated with preparing any Proposals. The City reserves the right to reject any and all Proposals and/or waive any and all formalities if in the City's best interests.
- B. If a contract is awarded, the City will award the contract to the proposer whose Proposal will best serve the City's interests, considering the price and various other considerations, including, without limitation, experience, capability, and expertise. The City may, at its sole option, either accept a proposer's initial Proposal by award of the contract or enter into discussion with the proposer whose Proposal is deemed to be reasonably suitable for the award.
- C. The City and any selected proposer will enter into a contract concerning the IT Services. The contract will contain terms and conditions required under applicable law and will otherwise be in form and content satisfactory to the City. Without otherwise limiting the generality of the immediately preceding sentence, the contract will include terms and conditions concerning, among other things, acceptable standards of performance, compensation, minimum insurance requirements, compliance with laws, indemnification, and representations and warranties. The obligations contained in this section shall survive termination or expiration of the Agreement.

- D. If awarded, the contract will not obligate the City to purchase computer equipment, hardware devices, cabling, licenses, software, etc., from the Contractor. The purchase of replacement parts will not be included in the contract.
- E. The City reserves the right to make such investigations as it deems necessary or appropriate to determine the ability of a proposer to furnish the required Services. Each proposer will provide all such information for this purpose as the City may reasonably request.
- F. Proposers must specifically identify any portions of their submittals deemed to contain confidential or proprietary information or trade secrets. Those portions must be readily separable from the balance of the Proposal. Such designations will not necessarily be conclusive, and proposers may be required to justify why the City should not, upon written request, disclose such materials.
- G. A proposer awarded the contract will be required to obtain the City's business license.

**Additional Documents to be submitted with your Proposal:**

- Attachment #1: Public Entity Crimes and Conflicts of Interest Form
- Attachment #2: Drug-Free Workplace Form
- Attachment #3: E-Verify Statement
- Attachment #4: Respondents' Certification

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## **RFP GENERAL TERMS AND CONDITIONS:**

### **RFP Amendments**

The City reserves the right to change the schedule or issue amendments to this RFP at any time. The City also reserves the right to cancel or reissue this RFP.

### **Vendor's Cost to Develop Proposal**

Costs for developing Proposals in response to this RFP are the vendor's sole responsibility and shall not be chargeable to the City in any manner.

### **Withdrawal of Proposals**

Proposals may be withdrawn at any time before the submission time specified in this RFP, provided notification is received in writing. Proposals cannot be changed or withdrawn after the time designated for the closing of the RFP.

### **Rejection of Proposals – Waiver of Informalities or Irregularities**

The City reserves the right to reject any or all Proposals, waive any minor informalities or irregularities contained in any Proposal, and to accept any Proposal deemed to be in the best interest of the City.

### **Single Response**

A single response to the RFP may be deemed a failure of competition. In such a case, the City reserves the right to terminate or reissue the RFP or negotiate with the vendor.

### **Proposal Validity Period**

Submission of the Proposal will signify the vendor's Agreement that its Proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract negotiated between the City and the successful vendor.

### **Public Records**

Documents submitted in response to this request for Proposals become a public record upon submission to the City and are subject to mandatory disclosure upon request by any person, unless the documents are exempt from public disclosure by a specific provision of law.

### **Cost of Submittal**

The proposer understands that any and all costs related to the submittal of a Proposal are considered an operational cost of the Proposer and shall not be passed on to, or be borne by, the City.

In the event a project is funded with Federal Funding and Suspension/Debarment Compliance, the Contractor may not participate in this solicitation if the Contractor is listed in the federal suspension or debarment system (SAM.gov). The Contractor shall provide documentation of verification upon request. The engineer shall include a copy of the search results with their Proposal.

**IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS:**

Yolanda Quiceno, City Clerk  
1600 Nela Avenue  
Belle Isle, Florida 32809  
Phone (407) 851-7730  
Email [yquiceno@belleislefl.gov](mailto:yquiceno@belleislefl.gov)

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## **RFP GENERAL TERMS AND CONDITIONS (Continued):**

### **Federal Grant and FEMA Procurement Compliance**

In the event that any Services, work orders, projects, equipment, or purchases under this Agreement are funded in whole or in part by federal grant funds, including but not limited to funding administered by the Federal Emergency Management Agency (FEMA), the Contractor shall comply with all applicable federal procurement requirements, including but not limited to 2 C.F.R. Part 200 (Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards). The Contractor acknowledges and agrees that when federal funds are utilized:

- All costs must be allowable, reasonable, and properly documented in accordance with federal cost principles.
- Procurement transactions must provide full and open competition consistent with 2 C.F.R. §200.319.
- The Contractor shall not engage in prohibited conflicts of interest as defined under federal regulations.
- The Contractor shall comply with all applicable contract provisions required under Appendix II to 2 C.F.R. Part 200.
- The Contractor shall maintain all records sufficient to substantiate charges to federal awards for a minimum of five (5) years or longer if required by applicable law.
- The Contractor shall provide access to records by the City, the State of Florida, FEMA, the Comptroller General of the United States, and their authorized representatives.

No cost reimbursable under any federal funding source shall be incurred without proper authorization and documentation consistent with federal grant requirements.

The Contractor further agrees that compliance with federal procurement standards is a material term of this Agreement and that failure to comply may result in termination, disallowance of costs, or other remedies available to the City.

The Contractor acknowledges that time-and-materials contracts, if utilized under federally funded projects, shall include a ceiling price that the Contractor exceeds at its own risk, consistent with 2 C.F.R. §200.318(j).

### **Contract Award and Execution**

The City reserves the right to make an award without further discussion of the Proposal submitted. Therefore, the Proposal should be submitted on the most favorable terms the vendor can offer. It is understood that the Proposal will become part of the official file on this matter, without any obligation to the City.

The City reserves the right to request clarification of submitted information and to request additional information from any vendor.

The general terms, conditions, and specifications of the RFP as proposed by the City and the successful vendor's response, as amended by Agreements between the City and the vendor, will become part of the contract documents. Additionally, the City will verify vendor representations that appear in the Proposal. Failure of the vendor's products to meet the mandatory specifications may result in elimination from competition or in contract cancellation or termination.

The selected vendor will be expected to enter into a contract with the City. The City reserves the right to reject any proposed Agreement or contract that does not conform to the specifications contained in this RFP and which is not approved by the City Attorney.

Suppose the selected vendor fails to sign the contract within five (5) business days of delivery of the final contract. In that case, the City may elect to cancel the award and award the contract to the next responsible vendor.

**Defense, Indemnification, Hold Harmless, and Insurance Requirements**

In addition to other standard contractual terms the City will need, the City will require the selected vendor to comply with the defense, indemnification, hold harmless, and insurance requirements outlined below.

Vendor shall defend, indemnify, and hold the City, its officers, officials, employees, and volunteers, their agents, designees, and heirs, harmless from any and all claims, injuries, damages, losses or suits, including attorney fees, arising out of or resulting from the acts, errors, or omissions of the vendor in performance of this Agreement.

The vendor shall procure and maintain, for the duration of this Agreement, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the vendor, as well as agents, representatives, employees, or subContractors of the vendor. The cost of such insurance shall be paid by the vendor.

**Contractor Liability Insurance.**

During the term of this Agreement, the Contractor will carry Errors and Omissions insurance, which will cover liability for any damage or non-performance on account of any error, omission, or other provable negligence caused by the Contractor. The amount of insurance shall not be less than \$1,000,000 per occurrence and aggregate. The City may require a higher limit, mutually agreed with the Contractor, for specific tasks/work orders.

In addition to Errors and Omissions coverage, the Contractor shall maintain Cyber Liability and Network Security Insurance, including coverage for data breaches, unauthorized access, ransomware, cyber extortion, privacy liability, regulatory defense, notification costs, credit monitoring, and system restoration.

Such coverage shall not be less than \$1,000,000 per occurrence and in the aggregate. The City may require higher limits, mutually agreed upon, depending on risk exposure. The policy shall include coverage for acts of the Contractor, its employees, agents, and subContractors. Proof of coverage shall be provided to the City prior to contract execution and maintained throughout the term of the Agreement.

**Equal Opportunity Compliance**

The City is an equal opportunity employer and requires all vendors to comply with its equal opportunity policies and regulations. The vendor, in the performance of this Agreement, agrees not to discriminate in its employment practices on the basis of an employee's or applicant's race, religion, national origin, ancestry, sex, sexual orientation, age, or physical handicap.

**No Lobbying:**

All Vendors are hereby placed on notice that the City of Belle Isle Council, City Employees/Staff, nor Members of the Evaluation Committee (except for the City of Belle Isle personnel designated to receive requests for interpretations or corrections) are not to be lobbied, directly or indirectly, either individually or collectively, regarding this RFP. During the entire procurement process, all Vendors and their subContractors, sub-Contractors, or agents are hereby placed on notice that they are not to contact any persons listed above for such purposes as holding meetings of introduction, dinners, etc., if they intend to submit or have submitted bids for this project. Any Vendor contacting individuals mentioned herein in violation of this warning may automatically be disqualified from further consideration for this RFP.

**Other Compliance Requirements**

In addition to the nondiscrimination and affirmative action compliance requirements previously listed, the vendor awarded a contract shall comply with federal, State, and local laws, statutes, and ordinances relative to the execution of the work. This requirement includes, but is not limited to, the protection of public and employee safety and health, environmental security, waste reduction and recycling, the protection of natural resources, permits, fees, taxes, and similar subjects.

Acceptance of Goods/Services. Receipt of goods/service shall not constitute acceptance. Final acceptance and authorization of payment shall be given only after a thorough inspection indicates that the performance meets the specifications and/or all conditions. If services fail to meet contractual specifications or performance standards, the City may withhold payment until corrective action is completed to the City's satisfaction.

Drug-Free Workplace. By signature on this solicitation and completion of the Drug-Free Workplace form, the proposer certifies that it is qualified to do business with the City and has certification that it has implemented a drug-free workplace program in accordance with section 287.087, Florida Statutes.

**Ownership of Documents**

Any reports, studies, conclusions, and summaries prepared by vendors responding to this RFP shall become the property of the City.

**Public Entities Crimes.**

A person or affiliate who has been placed on the convicted Contractor list, following a conviction for public entity crime, may not submit a Proposal on a contract to provide any goods or Services to a public entity; may not submit a Proposal on a contract with a public entity for the construction or repair of a public building or public work; may not submit Proposals on leases of real property to any public entity; may not be awarded or perform work as a Contractor, supplier, subContractor, or Contractor under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in section 287.017, Florida Statutes, in category two, for a period of thirty-six (36) months from the date of being placed on the convicted Contractor list. By signature on this solicitation, the proposer certifies that it is qualified to do business with the City of CITY in accordance with all Florida Statutes.

**CLOSING COMMENTS:**

Thank you for your interest in contracting with the City of Belle Isle.

**NO VERBAL STATEMENTS MADE BY ANY CITY EMPLOYEE OR THE CITY'S REPRESENTATIVE WILL OPERATE TO SUPERSEDE INFORMATION PUBLISHED IN THIS SOLICITATION. ONLY WRITTEN ADDENDUMS ISSUED BY THE CITY OR ITS REPRESENTATIVES WILL OPERATE TO ALTER OR OTHERWISE AMEND THIS SOLICITATION.**

Questions regarding the RFP can be directed to  
Yolanda Quiceno, City Clerk for Administration at [yquiceno@belleislefl.gov](mailto:yquiceno@belleislefl.gov), and  
Rick Rudometkin, City Manager, at [rickr@belleislefl.gov](mailto:rickr@belleislefl.gov).

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**City of Belle Isle**  
**REQUEST FOR PROPOSALS**  
**RFP #2026-04**

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**PUBLIC ENTITY CRIMES AND CONFLICTS OF INTEREST FORM**

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**ATTACHMENT #1**

Pursuant to the provisions of Paragraph (2) (a) of Section 287.133, Florida State Statutes – "A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a Bid on a Contract to provide any goods or Services to a public entity, may not submit a Bid on a Contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases or real property to a public entity, may not be awarded to perform Work as a Contractor, Supplier, SubContractor, or Contractor under a Contract with any public entity, and may not transact business with any public entity over the threshold amount Category Two of Section 287.017, Florida Statutes, for thirty-six (36) months from the date of being placed on the convicted vendor list".

The award of any contract hereunder is subject to the provisions of Chapter 112, Florida Statutes. BIDDERS must disclose with their Bids the name of any officer, director, partner, associate, or agent who is also an officer or employee of the City of Belle Isle or its agencies.

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

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted to \_\_\_\_\_  
[print name of the public entity]  
by \_\_\_\_\_  
[print individual's name and title]  
for \_\_\_\_\_ [print name of entity submitting sworn statement]  
whose business address is \_\_\_\_\_  
\_\_\_\_\_
- and (if applicable) its Federal Employer Identification Number (FEIN) is \_\_\_\_\_ (If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement:  
\_\_\_\_\_.)

2. I understand that a "public entity crime" as defined in Paragraph 287.133 (1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or the United States, including, but not limited to any bid or contract for goods or Services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133 (1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or State trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.
4. I understand that an "affiliate" as defined in Paragraph 287.133 (1)(a), Florida Statutes, means:
  - (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 managing the entity and who has been convicted of a public entity crime. The term "affiliate" includes officers, directors, executives, partners, shareholders, employees, members, and agents who are actively involved in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in any 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 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 uses 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 managing an entity.
6. Based on information and belief, the statement I have marked below is true in relation to the entity submitting this sworn statement. [Indicate which statement applies.]  
 Neither the entity submitting this sworn statement nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity, has been charged with and convicted of a public entity crime subsequent to July 1, 1989.  
  
 The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity, has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

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

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

\_\_\_\_\_  
[signature]

Sworn to and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 2026.

Personally known \_\_\_\_\_

OR Produced identification \_\_\_\_\_ Notary Public – State of \_\_\_\_\_

\_\_\_\_\_ My commission expires \_\_\_\_\_

(Type of identification)

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

**City of Belle Isle**  
**REQUEST FOR PROPOSALS**  
**RFP #2026-04**

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**DRUG-FREE WORKPLACE**

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**ATTACHMENT #2**

Whenever two or more Bids which are equal with respect to price, quality, and service are received by the State or by any political subdivisions for the procurement of commodities or contractual Services, a Bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing tie Bids will be followed if none of the tied vendors have a drug-free workplace program. To have a drug-free workplace program, a business shall:

- 1) Publish a statement 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 under the bid a copy of the statement specified in Subsection (1).
- 4) In the statement specified in Subsection (1), notify the employees that, as a condition of working of the commodities or contractual Services that are under Bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or 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 on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program, if such is available in the employee's community, by any employee who is so convicted.
- 6) Make a good faith effort to continue maintaining a drug-free workplace through the implementation of this section.

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

BIDDER'S Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

**City of Belle Isle  
REQUEST FOR PROPOSALS  
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**E-VERIFY STATEMENT**

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**ATTACHMENT #3**

Bid/Proposal/RFQ Number: \_\_\_\_\_

Project Description: \_\_\_\_\_

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Vendor/Contractor acknowledges and agrees to the following:

Vendor/Contractor shall utilize the U.S. Department of Homeland Security's E-Verify system, in accordance with the terms governing use of the system, to confirm the employment eligibility of:

- (a) All persons employed by the Vendor/Contractor during the term of the Contract to perform employment duties within Florida; and
- (b) All persons, including subContractors, assigned by the Vendor/Contractor to perform work pursuant to the contract with the Department.

Company: \_\_\_\_\_

Contact Name (Print): \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_



STATE OF FLORIDA COUNTY OF \_\_\_\_\_

PERSONALLY APPEARED BEFORE ME, the undersigned authority, who, after first being

sworn by me, affixed his/her signature at the space provided above on this \_\_\_\_ day of

\_\_\_\_\_, 20 \_\_\_\_, and is personally known to me, or has provided \_\_\_\_\_

\_\_\_\_\_ as identification.

\_\_\_\_\_  
Notary Public My Commission expires:

**[The remainder of this page intentionally left blank]**