Managed Information Technology (IT) Services

Request for Proposal (RFP)

Opportunities Industrialization Center of South Florida
An Affiliate of OIC of America, Inc.

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INTRODUCTION

OIC of South Florida (OIC-SFL) is a 501(c)(3) non-profit organization. We win at helping people become self-sufficient through workforce readiness training, family strengthening and job placement. OIC-SFL has served as a beacon of hope through its ability to serve as a community-based organization offering workforce development and job training that focuses on the unemployed, under-employed and unskilled. We're committed to helping individuals overcome barriers to self-sufficiency via our various Adult and Young Adult Workforce Development initiatives. OIC-SFL also seeks to proactively address the vicious cycles of poverty via our Youth and Family Services Division where we partner with local schools and government agencies. Our collaborative efforts provide youth career awareness and readiness programming annually to over 7,000 middle and high school students.

OIC of South Florida was reestablished in 2001 and has provided services to the South Florida community for 25 years, serving approximately 6,800 adults and youth per year. We are an affiliate of one of the largest educational, employment training and placement, human capacity-building, industrial and community development organizations in America and abroad. Our parent organization, OIC of America (OICA), was established in 1964 and has over 60 years of experience serving the poor, unemployed, underemployed and youth through comprehensive vocational, customized training and support services. OICA currently has 30 affiliates in the United States and 20 affiliates internationally. Our intentional centers in Ghana, Kenya and Haiti, among others.

OIC-SFL has a current operating budget of $12.3 million, with approximately 200 employees representing both OIC-SFL and OIC Strategic Integration (OIC-SI), OIC-SFL's social enterprise division. OIC-SFL currently operates across three campuses in Broward and Miami-Dade Counties and is funded through Federal, State and Local programs as well as private donors. Over the past 25 years, OIC-SFL has secured and managed various grants and contracts totaling over $79 million.

PURPOSE

The purpose of this Request for Proposal (RFP) is to seek qualified companies (herein referred to as "Contractor") who can provide comprehensive managed information technology (IT) services in support of OIC-SFL's multiple campuses and onsite and remote workforce and students. The ideal contractor will refresh and maintain OIC-SFL's IT infrastructure, resolve various hardware and software issues in accordance with industry standards and best practices for IT maintenance and support, provide help-desk services for end-users, provide daily backup of data, update applications as necessary, and serve as a strategic partner to OIC-SFL's growth, recommending upgrades, refreshes, and policies that support a state of the art technology landscape. The selected contractor will be expected to provide remote and onsite help desk service calls efficiently and ensure there is no significant downtime during normal working hours, generally 8:00 AM to 6:00 PM EST, Monday through Friday.

STATEMENT OF WORK

The following sections provide a summary of OIC-SFL's current technology landscape, objectives to be achieved through a managed IT services contract, the scope of services, service level agreements (SLA), and deliverables.

Current Infrastructure

The incumbent contractor currently provides IT maintenance and support, back-up and help desk services to our user community in three locations:

1. Headquarters: 3407 NW 9th Avenue, Oakland Park FL 33309
2. Tech & Skilled Trades Campus: 500 W. Sunrise Boulevard, Fort Lauderdale FL 33311
3. Regional Campus: 5120 NW 24th Avenue, Miami FL 33142

Across these locations, OIC-SFL's infrastructure includes:

- ThinkSystem SR650 Rack Server
- FortiGate 100F and 60F Firewalls
- Juniper Universal Access Routers
- Aruba Switches
- FortiSwitches
- HP 2920-48G Switches
- Arris Modems
- Arista Access Points
- Ubiquiti UniFi U6-LR Access Points
- Edgewater 4550 Series Gateways

Employees and student computer inventory includes:

- 100 HP student loaner laptops
- 65 HP/Dell employee laptops
- 15 Micro-Star/Dell learning lap desktop computers
- 4 Smartboards

Software includes:

- Combination of MS Windows 10 and 11
- MS Office 365
- MS Office 2019 (limited use)
- MS Visio
- Adobe Pro
- MIP Abila and Microix (accounting)

Contractor will be required to conduct a full inventory of OIC-SFL's infrastructure and recommend an appropriate infrastructure configuration to support the organization's growth strategy.

Service Objectives

OIC-SFL's objectives for this managed IT services contract are:

1. Ensure maximum uptime, performance and security of IT systems, networks and equipment.
2. Migrate and optimize IT infrastructure to the cloud to increase flexibility and scalability.
3. Provide end-user training, support, and helpdesk services with defined service levels.
4. Implement proactive monitoring and maintenance to prevent issues before they impact operations.
5. Strengthen cybersecurity posture and ensure compliance with all applicable standards.
6. Support strategic IT planning and technology road mapping.
7. Ensure consistent IT standards across all locations.

Scope of Services

OIC-SFL requires an IT vendor with the staffing and experience to provide network maintenance and support for its current operation - a multi-location workforce and training facility with staff and student workstations; provide technical consultation and implementation for growth at its Miami-Dade campus and provide guidance and implementation on increasing security and privacy to protect OIC's sensitive data. Additionally, OIC-SFL expects to maximize use of native and stand-alone Artificial Intelligence (AI) solutions in support of both program delivery and training, as well as internal operations.

Initial Assessment

The selected contractor will perform an initial assessment of OIC-SFL's technology landscape across all locations, inventorying all technology (hardware and software) and presenting within 30 days a migration plan detailing actions necessary to achieve the scope of services below.

Ongoing Service Activities

The following table details the anticipated Service Areas with associated Service Activities to be performed by the contractor.

Service Area	Service Activities
Infrastructure and Cloud Service Management	• Management and monitoring of services (on-prem and/or cloud-based). • Maintenance of network infrastructure, including switches, firewalls, routers, and wireless access points. • Performance tuning, capacity planning and system optimization, to include utilization of native AI functionality. • Backup and disaster recovery management and regular testing. • Cloud service migration and administration (MS 365, AWS, etc.).

Network, Devise and Software Management	- Manage network connectivity, VPN access, wireless systems, and inter-office communication tools. - Maintain an inventory of all devices, software, and licenses. - Manage software licensing, renewals, and compliance tracking. - Oversee device lifecycle management, including procurement, configuration, secure disposal. - Manage lifecycle replacements (e.g., 3-year cycle), and upgrades.
End-user Support and Helpdesk Services	- Provide Tier 1-3 technical support to all employees during business hours (with options for after-hours/emergency support). - Remote and on-site troubleshooting of hardware, software, and connectivity issues. - Monthly on-site 'office hours.' - New users onboarding/offboarding and access management. - Workstation setup, configuration, and maintenance. - Ticketing system and reporting of helpdesk metrics.
Cybersecurity Services	- Endpoint protection, threat monitoring, and incident response. - Firewall management and intrusion detection and prevention. - Patch management and vulnerability remediation. - Security awareness training for staff. - Implementation and management of Multi-Factor Authentication (MFA), encryption and password policies. - Compliance support, as applicable.
IT Strategy and Consulting	- Annual IT strategy session and technology road map development, to include identification and implementation recommendations for native and stand-alone AI enhancements and solutions. - Budget planning and lifecycle management for hardware and software assets. - Regular reporting on system health, trends, and recommendations for improvement. - Vendor management and procurement assistance.
Backup and Disaster Recovery	- Implement and management backup solutions for critical data and systems. - Regular testing of restore procedures. - Development and maintenance of disaster recovery and business continuity plans.
VoIP/Unified Communications Management	- Infrastructure setup and management. - Core call management features (call waiting, call forwarding, call recording). - Voicemail management to include voice-to-email transcription. - Team messaging and chat apps. - Video and audio conferencing via virtual meeting platforms (e.g., MS Teams).

Service Level Agreements

The following tables detail the various anticipated Service Level Agreements (SLA) to be met by the selected contractor.

Help Desk and End-User Support

Category	Definition	Target Response Time	Target Resolution Time	Target Performance
Priority 1 – Critical	Complete outage or critical system failure affecting multiple users or business-critical operations (e.g., email, file server, internet connectivity, security incident).	15 minutes (24x7 monitoring)	4 hours	≥ 95%
Priority 2 – High	Major functionality loss for a single user or non-critical system performance issues impacting productivity.	30 minutes (during business hours)	8 business hours	≥ 90%
Priority 3 – Medium	Non-urgent issues or request that does not prevent work (e.g., software bug, minor performance issue, printer trouble).	1 hour	24 business hours	≥ 90%
Priority 4 – Low	Routine request (e.g., account setup, password reset, access permissions, new software installation).	2 business hours	3 business days	≥ 90%

System Availability and Uptime

System / Service	Measurement Period	Target Uptime
Core Network Infrastructure (LAN/WAN, Firewalls, Switches)	Monthly	99.9%
Internet Connectivity (per site)	Monthly	99.5%
Cloud Services (Microsoft 365, Azure, etc.)	Monthly	99.9% (excluding provider outages)
Managed Servers (on-premises or virtual)	Monthly	99.9%
Backup and Disaster Recovery Systems	Monthly	99.9% integrity and availability

Monitoring and Maintenance

Service Component	Frequency	Performance Target
Service and Network Monitoring	Continuous (24x7)	Alerts acknowledged within 15 minutes
Patch Management (Operating System and Core Applications)	Monthly	100% of systems updated within 14 days (critical patches within 48 hours)

Antivirus / Endpoint Security	Daily	100% of devices current with definitions
Backup Verification	Daily / Monthly Test	100% backup completion and verified monthly test restores
Firmware and Devise Updates	Quarterly	≥ 95% of devices updated
Asset Inventory	Monthly	100% accuracy and reconciliation

Cloud Services and Migration Support

Service	Measurement Target
Cloud Migration Projects	100% delivery within approved scope, timeline, and budget
User Provisioning / Deprovisioning	Within 1 business day of request
Cloud Access Issue Response	Within 30 minutes (business hours)
Cloud Security Configuration Review	Semi-annual review and compliance validation

Cyber Security and Data Protection

Control Area	Target
Endpoint Protection Coverage	100% of managed endpoints
Vulnerability Scanning	Monthly; high-risk issues remediated within 5 business days
Multi-Factor Authentication (MFA)	100% enforced for all applicable systems
Security Awareness Training	Annual completion rate ≥ 95% of staff
Incident Response	Critical alerts acknowledged within 15 minutes; mitigation initiated within 1 hour
Annual Security Assessment	Completed annually with documented recommendations

User Satisfaction and Quality

Item	Measure	Target
End-User Satisfaction	Post-ticket surveys	≥ 90%
Ticket Reopen Rate	Percentage reopened within 7 days	≤ 5%
First Contact Resolution	Percentage resolved on first contact	≥ 70%

Deliverables

The following table details products to be delivered by the selected contractor.

Frequency	Deliverable
Monthly	Performance report summarizing key areas to include helpdesk performance, system health and uptime, asset and licensing inventory, and backup and security.

Quarterly (September, December, March, June)	Strategic reviews outlining improvement, recommendation, and upcoming initiatives.
Annual (May)	IT roadmap and budget planning.
Annual (May)	Documented policies and procedures for system management, security, and disaster and recovery.

PROPOSAL SUBMISSION

Respondents to this RFP should possess expertise in meeting the IT needs of dynamic and growing organizations. The selected vendor will be a critical partner in working with OIC-SFL to strengthen and enhance organizational performance in order to deliver quality services to the community.

The proposal must demonstrate the applicant's capability to implement and maintain managed IT services in accordance with the provisions of this solicitation. The narrative must provide a comprehensive framework and description of all aspects of the proposed services. It must be succinct, self-explanatory, and well organized so that reviewers can understand the contractor's offer.

Proposal Format

The proposal shall be submitted electronically in .pdf format.

- The proposal shall be limited to twenty (20) 8.5 x 11-inch pages (excluding cover page and table of contents).
- The proposal shall be double-spaced, 12-point Times New Roman or Arial font, with 1-inch margins.

The proposal shall be organized as follows:

Section	Topic	Details
1	Company Information	Company Address, Primary Point of Contact, POC email, and telephone
2	Staff Profile and Core Competencies	Describe the qualifications of key staff and service delivery team and how they will coordinate services with designated OIC-SFL staff.
3	Statement of Qualifications	Describe company experiences with organizations of similar size and contracts of similar scope and complexity.
4	Understanding of General Scope of Work	State the understanding of the work to be performed and how OIC-SFL will be serviced within the contractor's portfolio of customers.
5	Provision of Service Areas	Detail how each Service Activity will be planned, implemented and managed.
6	References	Provide three (3) customer references for contracts of similar size and scope, for which services were provided within the preceding 24 months.
7	Cost Proposal	Provide a cost proposal that details individual service area/activity costs and includes total annual and per user costs. Contractors are encouraged to provide a substantive discount to current market rates or structure a portion(s) of services as in-kind donations.

Bidding Instructions

All inquiries and proposal submissions related to this solicitation must be submitted in writing via email to proposals@oicsfl.org with the subject line: **Managed IT Services RFP**.

Action	Date
OIC-SFL Announcement	Thursday, January 15, 2026
Contractor Questions Due	Tuesday, January 20, 2026 NLT Noon EST
OIC-SFL Response to Questions	Thursday, January 22, 2026
Contractor Submissions Due	Friday, February 6, 2026 NLT Noon EST
OIC-SFL Submission Evaluation	Friday, February 27, 2026
OIC-SFL Award Announcement	Monday, March 2, 2026

All dates noted above are subject to change by OIC-SFL with notice.

Evaluation Criteria

All eligible submissions will be processed through a three-step review: Technical Review for eligibility, Content Review for understanding and alignment of offering, and Executive Review.

The Content Review team may include any combination of OIC-SFL staff, consultants and volunteers who contribute subject matter expertise in information technology, while the Executive Review will include consideration of the submission's alignment with OIC-SFL's mission and growth strategy.

Content and Executive Reviews will score individual sections as follows:

Evaluation Criteria	Maximum Points
Staff Profile and Core Competencies	15
Statement of Qualifications	20
Understanding of General Scope of Work	10
Provision of Service Areas	20
References	15
Cost Proposal	20

Final Award Negotiation

A final award and subsequent managed IT services contract with OIC-SFL requires that the scope of services has detailed descriptions, performance measures, and that budgets are itemized specifying the use of funds. In addition, the awarded contract will contain or incorporate by reference performance specifications, reporting requirements, monitoring

and enforcement provisions that are implemented by OIC-SFL. Award of contract does not establish that all elements of the proposal will necessarily become part of the contract.

OIC-SFL reserves the right to reject any or all proposals submitted and may award contract, at its sole discretion, in the best interest of OIC-SFL to the contractor proposal most responsive to the needs of the organization, its stakeholders and staff. OIC-SFL further reserves the right before recommending any award to inspect contractor facilities, organization, and financial condition or take any other action necessary to determine the ability to perform in accordance with specifications, terms and conditions.

TERMS, CONDITIONS AND OTHER REQUIREMENTS

A contract will be negotiated after the award for any work to be performed as a result of this RFP. The RFP, the proposal, and the resulting contract will constitute the complete agreement between respondent and OIC-SFL.

OIC-SFL reserves the right to terminate any contract resulting from this RFP, at any time and for any reason, upon giving thirty (30) days prior written notice to the other party. If said contract should be terminated without cause as provided herein, OIC-SFL will be relieved of all obligations under said contract.

Contractor will have the option to terminate the contract without cause upon written notice. Such written notice must be received at least thirty (30) days prior to the effective date of termination.

Trade Secret and Confidential Materials

If the application includes material which is deemed a trade secret (as defined by Section 812.081, FS) or other confidential material exempt from the provisions of Chapter 119, FS, which the applicant does not wish to become public record, the following statement should be included in the application:

> Trade Secrets as defined by Section 812.081, Florida Statutes, or other confidential materials contained on *applicable* pages of this application shall not be used or disclosed, except for evaluation purposes. This restriction does not limit the OIC-SFL right to use or disclose the information designated as trade secrets or confidential which is obtained from another source.

Any exemption claimed will be limited to the pertinent data/documents and must be supported by a statutory exemption. Notwithstanding anything to the contrary, nothing contained in the application shall be deemed or interpreted to restrict or prevent OIC-SFL from complying with the disclosure requirements of Chapter 119. FS, when material is incorrectly identified as a trade secret or confidential information. By applying, the applicant covenants not to sue OIC-SFL and waives any claim against OIC-SFL arising under Chapter 119, Florida Statutes or in connection with or as a result of any disclosures by OICS-FL in connection herewith.

Federal and State Tax

OIC-SFL is exempt from federal and state taxes for tangible personal property, sales taxes, and intangible taxes. The President and CEO will sign an exemption certificate submitted by the successful respondent(s). Respondent(s) doing business with OIC-SFL will not be exempted from paying sales tax to their suppliers for materials to fulfill company's obligations with OIC-SFL, nor will any respondent be authorized to use OIC-SFL's Tax Exemption Number in securing such materials.

Legal Requirements

It shall be the responsibility of the provider to be knowledgeable of all federal, state, county and local laws, ordinances, rules and regulations that in any manner affect the

items covered herein which may apply. Lack of knowledge by the respondent(s) will in no way be a cause for relief from responsibility.

Respondent(s) doing business with OIC-SFL are prohibited from discriminating against any employee, applicant, or client because of race, creed, color, national origin, gender, sexual orientation, or age with regard to but not limited to the following: employment practices, rates of pay or other compensation methods, and training selection.

Ownership of Intellectual Property

The Parties agree that their service to OIC-SFL will include the exposure to and sharing of private, confidential, proprietary information and trade secrets regarding the nature and scope of OIC-SFL's programs, training, community partners, consultants, grant parameters, key stakeholders, and amounts of funding and participants. The Parties agree that this information is invaluable and that the dissemination outside of the specific parameters of their service to OIC-SFL would be of great harm and endanger the business operations of OIC-SFL's. Therefore:

- Except for the rights expressly granted to the Contractor under this Agreement, OIC of South Florida will retain all rights, title and interest in and to any Propriety or Licensed Technology used, data independently conceived, generated, developed or shared with contractor or its personnel during the term of this agreement.
- OIC-SFL reserves a nonexclusive and irrevocable license to reproduce, publish, or otherwise use, and to authorize others to use for OIC-SFL's purposes: i) the copyright in all products developed under the proposal, including a sub-contract or contract under the proposal; and ii) any rights of copyright to which the Contractor, sub-contractor purchases ownership under an award (including, but not limited to, curricula, training models, technical assistance products, and any related materials). Such uses include, but are not limited to, the right to modify and distribute such products worldwide by any means, electronically or otherwise.
- As of the date hereof, Contractor acknowledges and agrees that it has no ownership or other rights in perpetuity to any intellectual property, reports, data or Confidential Information developed, conceived, shared or embodied as part of the work for which Contractor shall be engaged in for OIC-SFL.
- The Parties agree that nothing in this Agreement is to be construed to grant, imply or convey ownership of Intellectual Property Rights to Contractor's work product developed in the course of their service to OIC-SFL.

Conflict of Interest

All respondents must disclose in their *Profile and Summary of Qualifications* the name of any officer, director, or agent who is also an employee or member of the Board of Directors of OIC-SFL, OIC-SI and or related to either. All respondents must disclose the name of any OIC-SFL employee or Board member who owns, directly or indirectly, any interest in the respondent's business or any of its branches. All respondents must disclose any business or personal relationships with any officer, director, subcontractor or employee of OIC-SFL.

Public Information

All submitted proposals, and information included therein or attached thereto, shall become public record upon their delivery to OIC-SFL in accordance with Chapter 119, Florida Statutes. All questions and inquiries or communication regarding this RFP must be done in writing to proposals@OIC-SFL.org and will be available for public view.

Right to Reject Proposals and Waive Non-Material Irregularities

OIC-SFL reserves the right to: accept or reject any or all proposals; waive any non-material irregularities and technicalities; and may, at its sole discretion, request clarification or other information to evaluate any or all proposals. OIC-SFL reserves the right, before awarding the contract, to require respondent(s) to submit evidence of qualifications or any other information OIC-SFL may deem necessary.

Selection of a company or contractor does not constitute approval of the application as submitted. Before the actual contract is awarded, OIC-SFL may enter into negotiations about such items as proposal service components, staffing and funding levels, and administrative systems in place to support proposal implementation. If the negotiations do not result in a mutually acceptable submission, the Selection Officer reserves the right to terminate the negotiations and decline to fund the application.

Record Retention

Contractor must be prepared to follow Federal guidelines on record retention, which require contractor to maintain all records pertaining to contract activities for a period of not less than three years from the time of final contract close-out.