



**Request for Proposal  
02-2026**

**For:**

**IT Managed Services**

**Issue Date: April 1, 2026  
Submissions Due: April 24, 2026**

**Emerald Coast Regional Council  
P.O. Box 11399  
Pensacola, FL 32524**

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## Summary

Services requested	IT Managed Services from a qualified Vendor
Contract type	Time & Materials
Duration	Initial Term; Option for up to two 1-year renewals afterword
Payment method	Net 30 or ACH
Planned duration of RFP advertisement	24 days
Start of advertising period for RFP	April 1, 2026 at 12:00 p.m. (CST)
Deadline for questions about RFP	April 8, 2026 at 5:00 p.m. (CST)
Deadline for responses to questions	April 15, 2026 at 5:00 p.m. (CST)
Deadline for submission	April 24, 2026 at 5:00 p.m. (CST)
Selection of successful vendor	May 20, 2026, upon board approval
Contract effective date	July 1, 2026

The effective date of the contract is tentative and is dependent upon the length of time required for contract negotiation.

## Emerald Coast Regional Council

Emerald Coast Regional Council (ECRC) is one of ten regional planning councils in the state of Florida. ECRC supports northwest Florida by planning for and coordinating intergovernmental solutions to growth-related problems, providing technical assistance to local governments, and meeting the needs of the municipalities in our seven-county region: Escambia, Santa Rosa, Okaloosa, Walton, Bay, Washington, and Holmes. Additionally, ECRC also serves as staff to three (3) Transportation Planning Organizations (TPO): Florida-Alabama, Okaloosa-Walton, and Bay County. ECRC receives local, state, and federal funding.

The mission of ECRC is to preserve and enhance the quality of life in northwest Florida by providing professional technical assistance, planning, coordinating, and advisory services to local governments, state and federal agencies, and the public.

## Purpose

ECRC is soliciting proposals from Information Technology (IT) Vendors (hereinafter called "Vendor") that can provide IT managed services. The focus of the Request for Proposals (RFP) is to select a single organization to provide ongoing IT managed services to ECRC.

## Scope of Services

It is the intent of ECRC to engage IT managed services from a qualified Vendor. The qualified Vendor will enable ECRC to:

1. Maintain or improve IT effectiveness in all areas.
2. Maintain or enhance its quality of service to all its employees.
3. Minimize downtime and technical support costs.
4. Ensure security of data and compliance with State of Florida Records Retention requirements.
5. Maximize return on investment in IT hardware and software.

Contract Term – ECRC is seeking a contract beginning on July 1, 2026 and ending September 30, 2027. Following the initial term, up to two 1-year renewal options must be available on an annual or monthly basis for a fiscal year of October 1 through September 30. Renewals are contingent upon satisfactory performance and are subject to the availability of funds. The renewal must be in writing and provide a renewal period based on terms of the original RFP. Renewal is subject to the same terms and conditions set forth in the initial contract and any written amendments signed by the parties. The pricing for any renewal of services shall remain as proposed in Vendor’s original submission, except where ECRC elects, at its sole discretion, to negotiate reduced rates. A renewal contract may not include any compensation for costs associated with the renewal.

Fees and Expenses – ECRC anticipates a fee structure in which Vendor invoices monthly for standard, ongoing IT managed services provided during the previous month. ECRC further anticipates that Vendor will issue separate invoices for hardware, shipping costs, and any other previously approved miscellaneous items procured on ECRC’s behalf.

Vendor shall perform the Scope of Services as outlined in the RFP, which will be integrated into the final contract. The Scope of Services shall not be deemed to be all-inclusive and may be changed from time to time to meet the business needs of ECRC. Vendor shall not subcontract any portion of the services to be performed under the contract without the prior written agreement of ECRC.

The successful Vendor will provide the ECRC with the following services:

### Desktop Support

Perform basic support functions including installing hardware and software, diagnosing and correcting desktop application problems, configuring laptops, tablets, and desktops (or equivalent) for standard applications, identifying and correcting hardware problems and performing advanced troubleshooting.

When requested by designated ECRC personnel, Vendor shall assist with software and hardware purchases to include assistance with the selection of commercially rated equipment based on organization need, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts. Vendor will also conduct a formal evaluation of new hardware, including configuration and set-up of applicable software.

### **Help Desk Support**

Vendor must have the ability to manage, support, and track all IT hardware and software related issues via an online ticket submission, email submission, and/or phone submission helpdesk system. Historical support data should be available by user or issue type. Remote support and on-site support must be available during business hours as requested.

### **Support, Management & Monitoring of Servers and Infrastructure**

Vendor must provide 24/7 monitoring of ECRC's network and email services with proactive communication and escalation protocols based on the severity of any unscheduled outages. This includes virus monitoring, Windows patching and updates, remote and onsite remediation for all server/infrastructure related issues as necessary. Ensure scheduled preventive maintenance for equipment is promptly performed; develop and test back-up and disaster recovery plans and procedural documentation. Set up new users and edit or remove existing users when requested; thus, managing the computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Install new servers, software and hardware and transfer data when acquired.

### **Support Services Response**

Support personnel need to be available to meet all the needs associated with the parameters outlined in this request. In the event a problem needs to be escalated, a prescribed escalation process must be in place along with a time frame for resolving issues. Any service issue that needs to be escalated to ECRC must be started promptly and must be completed within the time discussed between Vendor and ECRC to the satisfaction and approval of ECRC.

### **After Hours and Emergency Services**

Vendor must provide technical, communication, and IT support services in the event of emergency situations or outside of normal business hours, 24 hours a day/7 days a week/365 days a year. Vendor should have a clear outline of how various levels of support are defined, and how Vendor handles a situation in which multiple customers are affected by the same emergency, whether it be geographic, technical, or something else.

### **Security**

Vendor should conduct a review of ECRC Anti-Virus software and make recommendations for improvements as necessary. Vendor will review and enhance the security of ECRC's network and wireless devices. Vendor shall perform security audits as requested and notify ECRC personnel immediately of suspected breaches of security or intrusion detection. Vendor shall monitor and attempt to reduce the amount of spam received by ECRC employees.

Vendor will maintain ECRC's technological inventory protocol. Devices should be physically tagged to match their electronic record and user. This should be updated whenever a new device is added

or removed. A complete inventory spreadsheet of assets should be available at any time at the request of ECRC.

### **Software/Third-Party Applications Services**

Vendor will provide oversight, management, and support of ECRC's software; oversight, management and supervision of third-party desktop, server, and web-based applications and act as ECRC's representative when dealing with third party application support, as directed. Vendor will review invoices as requested for verification of services upon request of ECRC.

### **Training**

Vendor will provide initial training to ECRC employees around the hosted desktop platform as necessary. Additionally, Vendor should offer and make recommendations on user training as needed, based on an assessment of user skills sets or agency applications.

### **Strategic Planning and Budgeting**

Vendor shall provide technical and organizational consultation for technological issues. Make recommendations for future purchasing and technology needs for the organization and specific departments as needed and during the annual budget preparation process. ECRC requires assistance in prioritizing and maximizing the use of funds budgeted for technological improvements. ECRC may or may not purchase any or all hardware or software. Vendor may be requested to assist in the bid process for hardware/software and/or the formulations of technical standards at the discretion of ECRC.

### **Microsoft Server/User License**

Vendor shall provide management of all Microsoft server and user licenses and provide upgrade services as required.

### **ECRC's IT Liaison/Representative**

Vendor should provide a primary point of contact within the company, recognizing that other Vendor employees may work on specific issues or projects. The primary point of contact will act as ECRC's liaison/representative for all IT related matters with other vendors and ECRC departments under the scope of the Agreement. Vendor will be available for any meetings as directed by ECRC. The primary point of contact also ensures reporting on all purchases, assets, current activities and issues, and project status reports be readily available to ECRC on request.

## **Overview of Current Technical Environment**

### **Servers**

ECRC has one virtual server, Synology DiskStation, used for local data storage and daily backups of the data for emergency situations.

ECRC utilizes a cloud-based Office 365 solution for the email platform.

### **Anti-virus Protection**

Antivirus software is installed on all devices to include both Apple and Windows based computers. This software performs daily virus scans.

### **Disaster Recovery/Backup Schemas**

- Backups are taken of every user device every 6 hours and stored in the cloud. Data can be recovered going back 30 days and restored to user devices in multiple configurations.
- OneDrive data sync is enabled for all users to sync their documents, pictures and desktop to the cloud, effectively keeping a lightweight backup of their data.
- Dedicated backups of user accounts (to include OneDrive, emails, contacts, etc.) are taken daily and stored separately.

### **Communications**

ECRC utilizes Webex through Cox Business Communications for phone lines, as well as an account with Verizon Business Wireless for cell phones, MiFis, and other devices.

### **Hardware Devices Summary**

- Desktops and Laptops running Windows 11
- Monitors
- Docking stations
- Wireless keyboard/mouse combos
- Printers – Color multifunction devices (typically Sharp brand) with printing, scanning, copying, faxing, and e-fax capabilities.
- Switches/Routers/WAP
  - One (1) Unifi Cloud Key
  - One (1) FortiGate Firewall
  - One (1) Unifi Switch
  - Two (2) Unifi WAPs

### **Software Usage Summary**

Software generally installed is as follows:

- Google Chrome
- Microsoft Office Suite
- Remote Management Software
- Antivirus software
- Adobe Software
- FortiClient VPN
- Printer Management Software

User profiles have not been granted administrator authority to download desired programs and must obtain administrator's approval for downloads.

## General Submission Requirements

Each qualified Vendor shall submit a proposal to address the Scope of Services listed in this RFP, along with a separate document detailing all proposed and potential fees. The fee document must be as comprehensive as possible. ECRC may not be responsible for any fees not disclosed in Vendor's proposal after vendor selection. The proposal to address the Scope of Services may include, but is not limited to, a statement of organization and experience, description of services and staff expertise, litigation history, client referrals/testimonials, and/or insurance coverage.

Vendors are encouraged to provide as much detail as possible in this submission regarding their capability and expertise, scope of services, and approach to protecting and securing the technology used by ECRC users. At the same time, ECRC requests that submissions be well-organized, easy-to-read, and reasonably concise.

The overall submission should be signed by an individual with authority to sign on behalf of Vendor. Vendor warrants that submission is genuine and not collusive and that Vendor has not conspired nor agreed in any manner to fix any bid or any element of such bid price, payment or agreement for commission percentage, brokerage, or any other compensation for the procurement of this contract.

Any inquiries, discrepancies or inconsistencies in the instructions or submission requirements should be submitted by 5:00 p.m. on April 8, 2026 (CST) via email to Renee Quick, Human Resources and Administrative Director, at [renee.quick@ecrc.org](mailto:renee.quick@ecrc.org). Responses to questions will be issued in written form via email no later than 5:00 p.m. on April 15, 2026 (CST).

Submissions are due by 5:00 p.m. on April 24, 2026 (CST). Late submissions will not be considered. No submission can be withdrawn after the submission deadline without the written permission of ECRC. Written proposals must be submitted as digital copy via email to Renee Quick at [renee.quick@ECRC.org](mailto:renee.quick@ECRC.org). Please send proposal/qualifications and pricing/bid as separate emails. A hardcopy may be submitted via mail in addition to digital copy at the address below:

Emerald Coast Regional Council  
Attn: Renee Quick, HR and Administrative Director  
P.O. Box 11399  
Pensacola, FL 32524

**Lobbying of Committee Members, ECRC Board Members, and ECRC Staff regarding this RFP by any member of a Vendor's staff or those people who are members of or employed by any legal entity affiliated with an organization that is responding to the RFP is strictly prohibited. Such actions may cause your proposal, or the proposal you are supporting, to be rejected.** As information becomes available and is relevant for release, that information will be shared with the respondents. Any and all information submitted in conjunction with this RFP and the evaluation process will not be returned to the respondent.

A prospective vendor that is on the State of Florida Antitrust Violator List following a conviction or being held civilly liable for an antitrust violation is not eligible, from the date of placement on the list, to (i) submit

a bid, proposal, or reply for any new contract with ECRC or (ii) enter into or renew a contract to provide any goods or services to ECRC.

A prospective vendor that is on the State of Florida Convicted Vendor List following a conviction for a public entity crime is not eligible, from the date of placement on the list, to (i) submit a bid, proposal, or reply for any contract with ECRC or (ii) enter or renew a contract to provide any goods or services to ECRC.

Consistent with section 287.05701, Florida Statutes (2025):

- ECRC shall not request documentation of, or consider a vendor's social, political, or ideological interests when determining if the vendor is responsible.
- ECRC shall not give preference to a vendor based on the vendor's social, political, or ideological interests.

## **Confidential and Proprietary Information**

ECRC is subject to Chapter 119, Florida Statutes, the "Public Records Law." No claim of confidentiality or proprietary information in all or any portion of a response to the RFP will be honored unless a specific exemption from the Public Records Law exists and it is cited in the response to the RFP. Any claimed exemption must specify the page(s) and paragraph number(s) of the RFP response where the exemption is being invoked. An incorrectly claimed exemption will not disqualify Vendor, rather the exemption claim.

ECRC may unilaterally cancel the contract if Vendor refuses to allow public access to any and all documents, papers, letters, or other material made or received in connection to the contract. This requirement does not apply to records that are exempt from Article I, Section 24(a) of the Florida State Constitution and Section 119.07(1), Florida Statutes (2025).

IF VENDOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO VENDOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS, DAWN SCHWARTZ AT: dawn.schwartz@ecrc.org.

## **Final Selection, Contract Negotiations, and Right of Rejection**

ECRC reserves the right to, at any time, and in their sole discretion, the following:

- Reject any or all submissions
- Waive any informalities as may be permitted by law
- Request new submissions
- Revise the RFP
- Extend the submission date, time periods, or deadlines in this RFP
- Withdraw the RFP
- Reissue the same or a different RFP for this project
- Use assistance of outside advisors (e.g., technical, financial, procurement and legal advisors) in the evaluation process
- Reject all submissions
- Award a contract based on qualifications received without further discussion or negotiation

- Not award contract(s)
- Request oral interviews
- Reject a member of Vendor's team

The RFP does not commit ECRC to pay any cost incurred in the submission, or in making necessary studies or designs for the preparation thereof, nor procure or contract for services or supplies. Further, no reimbursable cost may be incurred in anticipation of a contract award.

Revisions to this RFP, if any, shall be made by written addendum posted to: [https://www.ecrc.org/services\\_we\\_offer/requests\\_for\\_proposals.php](https://www.ecrc.org/services_we_offer/requests_for_proposals.php). The receipt of submissions shall NOT in any way obligate ECRC to enter a contractor agreement or contract of any kind with any vendor. The notification of intent to award a contract to a vendor does not create a relationship of any kind between ECRC and Vendor, and Vendor shall not rely on such notification.

The successful Vendor is anticipated to be selected by May 20, 2026, upon final board approval.

The selected Vendor must affirm that they will comply with the following:

The Respondent shall comply with Title VI and Title VII, as enacted as part of the Civil Rights Act of 1964. The Respondent and its subcontractors must not violate Title VI or Title VII and must not discriminate against any employee or applicant for employment because of race, color, religion, sex, disability status, or national origin. The Respondent shall take an affirmative action to ensure that applicants are employed, and that employees are treated fairly during employment, without regard to race, color, religion, sex, disability status, and national origin.

The Respondent shall be an Equal Employment Opportunity Employer pursuant of 24 CFR Part 130 regulations and Executive Order 11246. The Respondent shall follow all State, Federal and local laws, and regulations.

### **Submission Evaluation**

Vendor submissions will be evaluated by ECRC using the criteria listed throughout the RFP. A contract may be awarded to Vendor that best meets the needs of ECRC as outlined in this RFP.

### **Selection Criteria**

The evaluation of submissions and the determination of conformity and acceptability shall be the responsibility of ECRC staff. Such determination shall be based on information furnished by Vendor, as well as other information reasonably available to ECRC.

Submissions shall be evaluated and ranked based on, among additional factors, the following:

- Technical Expertise/Qualifications
- Service Approach and Methodology
- Vendor Years of Experience

- Project Staffing/Experience
- Ability to Perform On-Site Visits
- Satisfaction of Clients/End Users
- Competitive Pricing

ECRC may conclude that if negotiations with the top ranked Vendor are not successful, negotiations may continue with the other Vendor(s) in order of ranking. If no agreement can be reached, ECRC may reject all submissions and may re-advertise for new submissions.

### **Right to Protest**

After the posting of a Notice of Intent to Award, any actual or prospective bidder who is aggrieved by the pending award of the contract or any aspect of the procurement process leading to the award of the contract may protest in writing. A written Notice of Intent to Protest must be filed with ECRC within three (3) business days after the posting of the Notice of Intent to Award. Within ten (10) business days of the Notice of Intent to Protest, the bidder must file a formal written protest. The formal protest must state the name and address of the protester and include a factual summary of the protest, as well as the legal and factual grounds upon which the protest is based. Failure to timely file either the Notice of Intent to Protest or the formal written protest shall result in forfeiture of the right to protest. Filing shall be deemed complete upon receipt by ECRC.

All protest documents may be submitted via email to Renee Quick at [renee.quick@ecrc.org](mailto:renee.quick@ecrc.org) or by mail to:

Emerald Coast Regional Council  
Attn: Renee Quick  
PO Box 11399  
Pensacola, FL 32524

## Attachment A: Foreign Country of Concern Affidavit

I hereby certify that \_\_\_\_\_ ( the "Vendor") is not an entity owned by the government of a Foreign Country of Concern; the government of a Foreign Country of Concern does not have a Controlling Interest in the entity; nor is the entity organized under the laws of or has its principal place of business in a Foreign Country of Concern, and is otherwise in full compliance with Section §287.138, Florida Statutes.

This Affidavit must be completed by an authorized representative of the Vendor submitting a bid, proposal, or reply to, or entering into, renewing, or extending, a contract with Emerald Coast Regional Council (ECRC), as determined by ECRC, which would grant the entity access to an individual's Personal Identifying Information.

For purposes of this Affidavit:

"Foreign Country of Concern" means the People's Republic of China, the Democratic People's Republic of Korea, the Russian Federation, the Islamic Republic of Iran, or any other country determined to be a country of concern by the Secretary of State.

"Controlling Interest" means possession of the power to direct or cause the direction of the management or policies of a company, whether through ownership of securities, by contract, or otherwise. A person or entity that directly or indirectly has the right to vote 25 percent or more of the voting interests of the company or is entitled to 25 percent or more of its profits is presumed to possess a controlling interest.

I understand that a false certification may result in disqualification from the procurement process, termination of any resulting contract, and other remedies available under law.

Under penalties of perjury, I declare that I have read the foregoing affidavit and that the facts stated in it are true.

Signature: \_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Date: \_\_\_\_\_

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me by means of  physical presence or  online notarization, this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by \_\_\_\_\_, on behalf of \_\_\_\_\_, who is personally known to me or who has produced \_\_\_\_\_ as identification.

My Commission Expires:

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

Notary Public of the State of Florida

## Attachment B: E-VERIFY Affidavit

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

BEFORE ME, the undersigned authority, appeared \_\_\_\_\_, who first being duly sworn hereby swears or affirms as follows:

1. I make this affidavit on personal knowledge.
2. I am over the age of 18 years and otherwise competent to make this Affidavit.
3. I am the \_\_\_\_\_ of \_\_\_\_\_ (the "Contractor/Vendor").
4. I am duly authorized by the Contractor/Vendor to make this Affidavit on its behalf.
5. Contractor/Vendor acknowledges that Section 448.09, Florida Statutes, makes it unlawful for any person to knowingly employ, hire, recruit, or refer, for private or public employment, an alien who is not duly authorized to work in the United States.
6. Contractor/Vendor acknowledges that Section 448.095, Florida Statutes, prohibits public employers, contractors, and subcontractors from entering into a contract unless each party to the contract registers and uses E-Verify.
7. Contractor/Vendor is in compliance with the requirements of Sections 448.09 and 448.095, Florida Statutes.
8. Contractor/Vendor understands it shall remain in compliance with the requirements of Sections 448.09 and 448.095, Florida Statutes, during the term of any contract with Emerald Coast Regional Council.
9. Contractor's/Vendor's subcontractors are in compliance with the requirements of Sections 448.09 and 448.095, Florida Statutes.
10. Contractor/Vendor shall ensure compliance with the requirements of Sections 448.09 and 448.095, Florida Statutes, by any and all of its subcontractors.
11. Neither the Contractor/Vendor, nor any subcontractor of Contractor/Vendor, has had a contract terminated by a public employer for violating Section 448.095, Florida Statutes, within the year preceding the date of this Affidavit.

- 12. If the Contractor/Vendor, or any subcontractor of Contractor/Vendor, has a contract terminated by a public employer for any such violation during the term of any contract with ECRC, it shall provide immediate notice thereof to Emerald Coast Regional Council.
- 13. Contractor/Vendor understands that failure to comply with Sections 448.09 or 448.095, Florida Statutes, may result in termination of the contract and other remedies available under law.

\_\_\_\_\_  
Signature of Affiant on behalf of Contractor/Vendor

By: \_\_\_\_\_

As its: \_\_\_\_\_

Dated: \_\_\_\_\_

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me by means of  physical presence or  online notarization, this \_\_\_\_ day of \_\_\_\_\_, 20\_\_, by \_\_\_\_\_, on behalf of \_\_\_\_\_, who is personally known to me or who has produced \_\_\_\_\_ as identification.

My Commission Expires:

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

Notary Public of the State of Florida