



Town Hall
1210 Hillsboro Mile
Hillsboro Beach, FL 33062

TOWN OF HILLSBORO BEACH

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The Town is seeking qualified applicants to serve as Information Technology vendor for IT services for the Town, Water Plant, and Police Department.

The Town has about 30 total employees, 15 police officers, up to 6 police vehicles with mobile connectivity, dispatch and records management system, a water plant with 5 employees and two offsite locations, plus a Town Hall with 4 employees.

Scope of Work:

1. Provide full IT operational management and responsibility for the IT infrastructure of the Town's network.
2. Provide and manage SIEMS and IDPS endpoints, as well as management of dynamic firewall rules which are updated multiple times a day to reflect the current threats.
3. Provide and manage FIPS 140-2 compliant remote access solution for users.
4. Provide 24/7 remote and telephone support, remote monitoring services for the entire network. Monitoring services to include patch management and offsite backup solution.
5. Coordinate with third party vendors and computer support vendors as directed by Town and PD.
6. Implement solutions for relocation of data systems in the event of a disaster.
7. Other support services to include but are not limited to Emergency support for network outages, backup and recovery design & testing
8. Make recommendations to ensure standardization in equipment, operating systems, and applications
9. Evaluate system to ensure the Town's Police Department and its contractors, comply with Criminal Justice Information Services (CJIS) security policy.
10. Per FDLE, all employees are required to submit fingerprints to State and National fingerprint-based record checks, execute CJIS Security Addendums and complete CJIS Security Awareness Training-Level 4 (recertification every 2 years).
11. Every 3 years complete and submit the CJIS Technical audit on behalf of the PD which ensures that the entire IT infrastructure of the PD meets and exceeds the requirements set forth by the FBI CSP.
12. Perform helpdesk features: 3hour turnaround for remote needs, and 24 hour response for onsite needs.
13. Install, move and IT replace equipment as needed.

Managed firewalls (4):

Water Pump Station
Water Dept Main Facility
Town Hall
Police Dept

Managed Servers/Domain Controllers (3):

Town Hall
Town Hall Offsite Secondary DC (VM Hosting and ipsec VN housed) Provide hosting and equipment
Police Dept

Minimum Qualifications:

1. 5 years or more supporting a city or local government in Miami Dade, Broward or Palm Beach Counties, must include supporting all IT functions of a Police Department. Preferred experience working with a Police Department in Broward County.
2. Proof of CJIS certification.
3. Provide contact of references for three cities located in Florida.
4. Place of business located in Broward County.

Responses:

All responses should include the following:

Tab 1:

Executive Summary

Tab 2:

Include professional experience of key personnel.
Indicate required certification, including CJIS, NIMS etc.
Indicate who will be lead contact person.
Include years of service for the business.

Tab 3:

Include description of how you will service and meet the needs of the Town's IT needs. Identify unique competencies, explain philosophy to service the Town, and include any core competencies.

Tab 4:

Include transition plan from current IT provider to new company.

Tab 5:

Include disaster plan. How will you ensure safe-keeping of Town's data, ensure operations can resume, and assist with equipment restoration. Finally, discuss steps to protect against security threats and how do protect against ransomware attacks.

Tab 6:

Include list of references, services performed, years engaged in servicing the customer.

Tab 7:

Indicate Budget, including monthly plan amount, plus any hourly/daily/on-call costs.