



ITN#2026ITO

Information Technology Oversight

- 1. Approximately how many users, endpoints, and servers (physical and virtual) does the engagement cover, and across how many physical locations?**
45 users and one server with one main location plus work from home capability for most users.
- 2. Which productivity suite is in use — Microsoft 365 (Commercial, GCC, or GCC High), Google Workspace, or both?**
Microsoft 365 for nonprofits
- 3. What cybersecurity tooling is currently deployed in the environment, including endpoint detection and response, firewall, email security, SIEM or log aggregation, multi-factor authentication, and mobile device management?**
Cybersecurity tooling is currently provided by the incumbent vendor with insurance coverage by a different agency.
- 4. Does the on-site IT staff member's existing toolset (remote monitoring and management, ticketing, documentation platform) belong to the Coalition and remain in place, or is the Proposer expected to introduce these tools as part of the engagement?**
The vendor will need to develop and/or provide the toolset to align with their own capabilities.
- 5. What is the scope and seniority of the assigned on-site IT staff member — including title, certifications, and years of experience — and what tasks is the Coalition expecting that staff member to retain versus delegate to the Proposer?**
The services requested in the ITN are those to be accomplished by the proposer, with all other (primarily hands-on, day-to-day, immediate, workflow related) tasks to be accomplished by the on-site staff member.
- 6. Are there services currently provided by an incumbent vendor that the awarded Proposer would inherit or transition from at contract start?**
Yes, aside from any proprietary elements, the incumbent vendor is expected to cooperate in the transition. Additionally, the on-site staff member will serve as the liaison to the transition process.



- 7. What is the Coalition's expected cadence and format for recurring touchpoints with the on-site IT staff member and ELC leadership — for example, weekly standups, monthly steering reviews, or quarterly business reviews?**

Quarterly business reviews are expected with intermittent calls when needed.

- 8. Has the Coalition completed a recent risk assessment or audit against FAC 60GG-2, the OEL Information Technology Security Manual, NIST Cybersecurity Framework, or a comparable framework? Will redacted findings be made available to shortlisted Proposers under appropriate confidentiality terms?**

A recent audit was completed by the incumbent and can be made available to the new vendor.

- 9. Does the Coalition currently maintain an approved IT Emergency Plan aligned with state requirements, or is plan development part of this engagement?**

The Coalition has an IT Emergency Plan in place although the vendor would be encouraged to contribute to the plan, especially as it relates to the server and security.

- 10. Is there a published budget range, not-to-exceed amount, or expected fee structure for this engagement — flat monthly retainer, hourly, hybrid, or project-based blocks?**

The purpose of the ITN is to allow vendors to present their best offer for various elements of the request, allowing the agency to choose, based on a breakdown of the offers and elements.

- 11. Will out-of-state Proposers be evaluated equivalently to in-state Proposers, provided they commit to Florida foreign entity registration and Level 2 background screening (Chapter 435, F.S.) upon award?**

Due to payment being made by state funding, a Florida vendor is preferred. Vendors authorized to do business in Florida are eligible to submit a proposal.

- 12. Is there a preference for local vendors?**

Yes, due to the ability for the vendor to spend time on site when needed.

- 13. What is the annual budget allocated for this RFP?**

Please see the reply to answer #10.

- 14. Work will be on-site or remote?**

Mainly remote, with periodic on-site responsibilities as needed.



15. Can vendor provide entire services from offshore location (outside US geography)

Please see response to item #11.

16. Who are previous incumbents on this project?

The project is currently in an active ITN process and we're unable to share details about any prior incumbents at this time.

17. We kindly request a 1-2 week extension of the proposal submission deadline to ensure a thorough and high-quality response.

Due to calendar limitation and a timeline for evaluation being already in place, the extension cannot be given.

18. What is the total budget for this contract?

Please see the response to question #10.