REQUEST FOR PROPOSALS

Information Technology Managed Services & Support

Bid No.: IT-110626

Proposal Due Date: December 11, 2026, at 5:00 p.m. Central Time

Anticipated Contract Start Date: January 15, 2027

Initial Term: 12 Months

Invitation to Bid

Destination Panama City, Panama City Community Development Council, Inc. (“DPC”), is seeking proposals from qualified information technology firms to provide managed IT services and technical support for its small-office environment.

DPC requires a responsive and reliable IT provider to maintain its computers, Synology file storage system, secure remote access via Synology Drive application, network security, backups, and user permissions. The selected vendor will also provide documentation and assistance necessary to satisfy IT-related requirements of DPC's annual organizational audit.

DPC is particularly interested in vendors who provide proactive maintenance, 24/7 troubleshooting, reliable data protection, and straightforward, transparent pricing.

PROPOSAL LOGISTICS: Written questions are due by December 4, 2026, at 5:00 p.m. Central Time, to jennifer@destinationpanamacity.com . DPC will distribute material questions and answers to all known prospective bidders through the same solicitation channel. Proposals must be received by December 11, 2026, at 5:00 p.m. Central Time, via email. Optional onsite walkthroughs may be arranged in advance through info@destinationpanamacity.com

1. Current IT Environment

Destination Panama City Visitor Center
101 West Beach Drive
Panama City, Florida 32401

DPC maintains a relatively simple IT environment consisting of:

- One Synology network-attached storage (NAS) system used as the organization's file server.
- Synology Drive for organizational file access, synchronization, and remote work, with secure remote connectivity.
- Five Windows-based staff laptops and associated docking stations, with plans to add two additional laptops.
- Two media/presentation computers and associated television/display equipment.
- One multifunction copier/printer/scanner maintained by Panama Business Machines.
- Standard office networking equipment, including internet connectivity, firewall, router, and wireless access.
- One webcam providing a live feed for DPC's website.
- Password-management software and other authorized software licenses.
- Offsite daily backup services.

DPC does not maintain an application server or host its organizational website.

An existing IT provider currently supports DPC. Interested bidders are encouraged to request an optional onsite walkthrough to review the Synology configuration, backup environment, firewall, devices, and network before proposing pricing. Technical details will be made available as appropriate during the walkthrough, subject to security considerations.

GORGEOUS manages DPC website design, development and hosting, DNS and Cloudflare, domain registrar access delegated by DPC, and Google Workspace administration and resale. These services are excluded from this solicitation. DPC retains ownership and primary administrative control of its domain and Google Workspace accounts.

The selected IT vendor shall coordinate as needed with GORGEOUS, BeachTV, Panama Business Machines, and other DPC-authorized providers on matters affecting the IT vendor’s scope. The IT vendor shall not modify DNS, Cloudflare, Google Workspace, or domain registrar settings; requested changes shall be coordinated through DPC and GORGEOUS. Before

changing internet service, public IP addresses, or firewall rules that could affect web-facing services, the vendor shall notify DPC and GORGEOUS. DPC will coordinate employee onboarding and departures with both its IT vendor and GORGEOUS for their respective systems.

2. Scope of Services

A. Computer and User Support

The vendor shall provide routine technical support for DPC's computers and related office equipment, including:

- Troubleshooting hardware, software, and connectivity issues.
- Installation and configuration of new and replacement laptops.
- Configuration of docking stations, monitors, printers, and other peripherals.
- Setup and removal of employee access to systems within the vendor's scope, as directed by DPC.
- Installation of operating system updates and security patches.
- Antivirus and endpoint security management.
- Assistance with equipment replacement and technology recommendations.
- Support for meeting-room computers and presentation equipment.

DPC anticipates increasing its staff laptop inventory from five to seven. Proposals shall include support for all seven laptops.

The vendor shall support the webcam's local network connectivity and coordinate with BeachTV, the existing webcam-related provider, to confirm responsibility for the camera, streaming service, and associated accounts during transition. Website development and content administration are excluded.

B. Synology File Server and Secure Remote Access

The vendor shall maintain and support DPC's Synology file server and secure remote-access environment.

- Monitoring system health and storage capacity.
- Maintaining appropriate security settings and updates.
- Supporting Synology Drive and secure remote file access.
- Troubleshooting file access and synchronization issues.
- Managing employee accounts and folder permissions.
- Restricting access to confidential or sensitive files as directed by DPC CEO.
- Promptly disabling access for departing employees.
- Maintaining administrative access and system documentation.

File security and permissions are a primary requirement of this contract.

The vendor shall ensure that access to DPC's organizational files is limited to authorized personnel based on permissions approved by DPC management.

The vendor shall maintain documentation of user access and permissions sufficient to support DPC's annual organizational audit. GORGEOUS will separately provide Google Workspace account and access documentation as needed; the IT vendor is responsible only for systems within its contracted scope.

C. Backup and Data Recovery

The vendor shall manage and monitor DPC's file backup system to protect organizational information from accidental deletion, equipment failure, cybersecurity incidents, and other potential data loss.

- Nightly automated backups of designated organizational files.
- Secure offsite backup storage.
- Monitoring of scheduled backups.
- Prompt identification and correction of failed backups.
- Periodic testing to confirm that files can be successfully restored.
- Assistance with file restoration and recovery when necessary.

The vendor shall recommend appropriate backup retention periods and recovery procedures for DPC's approval.

Backup verification shall be included with each monthly invoice.

The vendor shall provide a brief monthly report confirming:

1. Whether all scheduled nightly backups were completed successfully.
2. Any failed or missed backups and corrective actions taken.
3. The date of the most recent successful backup.
4. The date and result of the most recent backup restoration test.

Backup monitoring, reporting, and routine verification shall be included in the contracted services.

D. Network and Cybersecurity

The vendor shall provide routine monitoring, maintenance, and security support for DPC's office network and managed devices, including multi-factor authentication for remote and administrative access and full-disk encryption on supported staff laptops.

- Firewall and router maintenance.
- Wireless network security.
- Operating system and security updates.
- Antivirus and malware protection.
- Monitoring and addressing identified security vulnerabilities.
- Maintaining secure remote access.
- Reviewing user accounts and access permissions for systems within the vendor's scope.
- Advising DPC of security concerns requiring management attention.

The vendor shall promptly notify DPC of any known or suspected cybersecurity incident affecting its systems or organizational files.

E. Annual IT Audit and Access Documentation

DPC undergoes an annual organizational audit that includes IT-related procedures and internal control reviews.

The vendor shall maintain and provide documentation necessary to support the IT portion of this audit, particularly as it relates to:

- Employee access to organizational files.
- User account creation, modification, and removal.
- Folder and file permissions.
- Administrative access and controls.
- Backup procedures and verification.
- Antivirus and security updates.
- Remote-access security.
- Protection of confidential organizational information.

The vendor shall assist DPC and its independent auditors by providing requested documentation, responding to reasonable questions, and confirming relevant security and access controls.

All routine IT assistance associated with DPC's annual organizational audit shall be included in the contracted services and shall not be billed separately.

Extraordinary forensic investigations or specialized security assessments outside the normal annual audit are excluded unless separately authorized by DPC.

F. Equipment Purchasing and Replacement

DPC reserves the right to purchase computers, software, peripherals, networking equipment, and other technology from any qualified source in accordance with its adopted procurement policies.

DPC shall not be required to purchase equipment or software through the contracted IT vendor.

Equipment purchased independently by DPC shall be eligible for the same managed IT support as equipment purchased through the vendor.

Installation, configuration, deployment, and routine support of DPC-purchased equipment shall be covered under the applicable managed services plan and included or tiered service hours.

No additional surcharge or higher service rate shall be imposed solely because equipment was purchased from another source.

The vendor shall provide recommendations concerning equipment compatibility and replacement when requested.

G. Software and Licensing

The vendor shall provide support for software and licenses within its contracted scope and approved by DPC.

All recurring software or licensing charges shall be separately identified.

The addition of a laptop or employee shall not automatically authorize additional software licenses or charges.

DPC does not anticipate adding password-management licenses for the two additional laptops at the commencement of this contract.

No new software subscription or license may be purchased or billed without prior approval from DPC.

3. Help Desk and Response Times

DPC expects timely and reliable technical support.

The vendor shall provide a telephone number and email address or ticketing system for submitting service requests. Business hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. and Saturday, 8:00 a.m. to 2:00 p.m., Central Time, excluding DPC-observed holidays. Proposals shall state the expected onsite arrival time when remote support is insufficient.

An automated ticket acknowledgment alone shall not constitute a response. Response means acknowledgment by a qualified technician who has reviewed the issue and is taking appropriate action.

Priority	Example	Required Response
Critical	Synology file access unavailable organization-wide, major network outage, suspected security breach	30 minutes, 24/7
High	Employee unable to perform essential work due to a computer, access, or connectivity problem	1 business hour
Routine	Software questions, peripheral problems, routine maintenance	4 business hours

Critical issues shall receive immediate attention and continued troubleshooting until the issue is resolved or stabilized.

For high-priority and routine issues, the vendor shall communicate an anticipated resolution timeframe when the problem cannot be resolved promptly.

Repeated failure to meet response requirements may be considered unsatisfactory contract performance.

The vendor shall provide onsite support when an issue cannot reasonably be resolved remotely and shall specify its proposed onsite response commitment for critical and high-priority issues.

4. Monthly Reporting and Invoicing

The vendor shall submit a monthly invoice accompanied by a brief service report.

The report shall include:

- Backup completion and verification status.
- Support requests received and resolved.
- Outstanding support issues.

- Significant security concerns or corrective actions.
- Changes to employee access or permissions.
- Additional work or equipment recommendations requiring DPC approval.

Invoices shall separately identify:

- Monthly managed services.
- Backup services, if separately priced.
- Approved software licenses or subscriptions.
- Additional labor outside the contracted service plan.
- Approved equipment purchases.

Any separately billed labor shall identify the date, work performed, time charged, and applicable hourly rate.

The monthly service report and backup certification shall be included in the contract price.

5. Ownership and Transition

All organizational files, data, administrative credentials, network configurations, backup information, and related documentation shall remain the property of DPC.

DPC shall maintain access to its administrative credentials and accounts within the vendor's scope.

Upon expiration or termination of the agreement, the vendor shall cooperate with DPC and any successor IT provider to ensure an orderly transition.

The vendor shall provide DPC with current system documentation, administrative credentials, backup information, network configurations, and other information necessary for continued operation within five business days of request. DPC anticipates transitioning from an existing IT provider, with a target of at least two weeks of coordinated overlap beginning January 15, 2027, subject to arrangements with the incumbent provider.

Routine transfer of existing documentation and credentials shall not be separately billed.

6. Proposal Requirements

Interested vendors shall submit a proposal containing:

1. Company name, address, contact information, and authorized representative.
2. Brief description of the company and its experience providing IT services to small businesses or nonprofit organizations.
3. Description of its approach to supporting Synology NAS systems, secure remote access, file permissions, and backups.
4. Description of its help-desk services and ability to meet the required response times.
5. Location of technical support personnel and availability for onsite service.
6. Description of backup monitoring, security practices, and recovery testing.
7. Confirmation that annual IT audit assistance is included in the contract price.
8. Confirmation that DPC may purchase equipment independently without affecting its eligibility for managed support.
9. Three references from organizations receiving similar services.
10. Completed pricing information.

Any exceptions to the requirements of this solicitation must be clearly identified.

The selected vendor will be expected to protect confidential DPC information and execute reasonable confidentiality terms as part of the final agreement. Final contract terms, including insurance requirements, renewals, termination, and price adjustments, will be addressed during contract negotiations.

7. Pricing Proposal

Vendors shall provide pricing based on DPC's environment as described in this solicitation, including seven staff laptops, two media/presentation computers, the Synology file server, remote access, and associated network equipment.

Service	Proposed Cost
Monthly Managed IT Services	$_____ /month
Nightly Backup and Offsite Storage (if separate)	$_____ /month
Additional Remote Support	$_____ /hour
Additional Onsite Support	$_____ /hour
After-Hours/Emergency Support (if separate)	$_____ /hour
One-Time Setup or Transition Fee (if applicable)	$_____
Other Recurring Charges (itemize)	$_____

The vendor shall identify the number of remote and onsite support hours included in its monthly service fee and explain any tiered service-hour structure.

The vendor shall also identify any additional charges associated with backup storage, file restoration, software licenses, or other services. If the vendor prefers to charge based solely on hourly rates, estimated number of hours for monthly managed IT Services and Nightly Backup & Offsite Storage must be provided.

Annual IT audit assistance, routine backup monitoring, and monthly reporting shall be included in the proposed contract price.

8. Evaluation and Selection

DPC will evaluate proposals based on overall value, including:

- Experience with Synology systems and small-office environments.
- Backup reliability and data security practices.
- Ability to manage file access and permissions.
- Responsiveness and availability of technical support.
- Ability to provide onsite assistance.
- Experience supporting annual audit requirements.
- References and demonstrated reliability.
- Transparency and competitiveness of pricing.

DPC reserves the right to reject any or all proposals, request clarification, negotiate terms, waive minor irregularities, and select the proposal determined to be in the best interest of the organization.

9. Additional Information

Vendors are encouraged to provide a brief explanation of what distinguishes their company and how they would support DPC's priorities of reliable backups, secure file access, responsive technical assistance, and annual audit compliance.

All proposed fees, service limitations, and exceptions must be clearly disclosed in the proposal.