

***This document is a draft Scope of Services for a future competitive contract Miami-Dade County anticipates entering into. Scope of Services is subject to change without notice.
This is not an advertisement.***

Miami-Dade County, Florida

Project Title: Investigative & Surveillance Services

SCOPE OF SERVICES

2.1 Background

Miami-Dade County is soliciting proposals for professional investigative and surveillance services to include conducting background and research checks, video surveillance, activity checks, death records, and related verification duties primarily in the tri-county areas of Miami-Dade, Broward, and Palm Beach, Florida. These professional investigative and surveillance services are required to mitigate the County's financial losses resulting from unsubstantiated workers' compensation and third party liability claims.

2.2 Minimum Qualification Requirement

The minimum qualification requirements for this Solicitation are:

- A. Proposer(s) shall be licensed by the State of Florida, Department of Agriculture and Consumer Services, Division of Licensing as a Class "A" Private Investigation Agency as of proposal due date.
- B. Proposer's Private Investigators to perform Services shall be licensed by the State of Florida, Department of Agriculture and Consumer Services, Division of Licensing as a Class "C" Private Investigator as of proposal due date.

Note: Documented proof of licenses is required. The above requirements are also a continuing condition of award, as the selected Proposer must maintain these minimum qualifications throughout the duration of the contract.

2.3 Services to be Provided

The selected Proposer(s) shall perform the following tasks:

- 2.3.1. Conduct surveillance to include determining identity, habits, conduct, movements, and whereabouts, as required by the County, in a manner that is in compliance with industry code of ethics. Selected Proposer(s) shall 1) contact the County within twenty-four hours of receipt of surveillance assignment to acknowledge and discuss specifics of investigative request, 2) perform pre-surveillance and query databases to obtain background information helpful in identifying the subject, 3) provide feedback to the County pertaining to the nature of the ongoing investigation and its progression, not less frequently than every three (3) business days during the County's business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., 4) terminate surveillance and notify the County immediately should a claimant become aware of surveillance, 5) seek guidance from the County on whether surveillance should be re-initiated, and 6) only utilize one (1) investigator on an investigative assignment or secure approval from the County's Project Manager in writing, prior to utilizing two (2) or more investigators.
- 2.3.2. Perform activity checks to include neighborhood canvasses, telephone calls, and contact with the claimant, etc. to determine if inexcusable activities related to the claimant's claim are being performed.

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- 2.3.3 Conduct research and background investigations of to include in depth public records search, address history, death records, alias scan, judgments, identity and employment verification.
- 2.3.4 If the investigation includes surveillance, all first edition surveillance recording relating to an assignment shall be maintained in a secure area with appropriate chain of custody controls. The selected Proposer(s) shall submit to the County, immediately upon request, copies of surveillance tapes, segment tapes, duplicate segment tapes and/or all copies of documents relating to an assignment.
- 2.3.5 Provide expert testimony as follow-up to investigations at depositions, pre-trial meetings, civil and administrative hearings which may be required as a result of services provided.
- 2.3.6 Meet with County Attorneys, authorized doctors and providers, etc., as follow-up to investigations as necessary and requested by the County.
- 2.3.7 Maintain confidentiality on all aspects of the services rendered.
- 2.3.8 Provide other related services as requested by the County.

2.4 Reporting Requirements

The selected Proposer(s) shall provide to the County's Project Manager a fact based written comprehensive report at the conclusion of each investigative and surveillance assignment.

The report shall include, but not limited to, the following information:

- a. Identification of claimant investigated;
- b. An itemized description of service(s) rendered;
- c. Dates of services and itemization of hours spent on surveillance;
- d. Results;
- e. Identification of investigator who conducted assignment;
- f. Any photos secured of claimant; and
- g. Summary of the background investigation and research requested on the work order.

Reports shall be delivered in a secured manner. If the Proposer(s) chooses to deliver hard copies of a report, the report shall be delivered via secured mail directly to the Project Manager. If the Proposer(s) chooses to deliver a report electronically, the Proposer(s) shall use an encrypted/secured method. A combination of both methods is allowed.

2.5 Background Screening

The selected Proposer(s) shall comply with the following tasks:

Conduct an annual criminal background check on each employee providing services listed herein at no cost to the County. Prior to commencing work, selected Proposer(s) shall furnish to County's Project Manager proof of background screening completed on selected Proposers' employees performing services listed herein. Thereafter, information on backgrounds conducted shall be provided to the County's Project Manager

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annually, or upon request. The County reserves the right to reject any proposed employee based on background check information.

2.6 Invoicing Requirements

The selected Proposer(s) shall submit to the County's Project Manager an invoice for payment of services rendered for each work order. Invoices may be submitted periodically, but not more than once per month, pursuant to Article 9 of the resulting Investigative and Surveillance Contract No. RFP-TBD. Invoices shall include the following information:

- a. Invoices shall include subject identification, by referencing to either a claim or assignment number, not by name.
- b. Itemized description of services rendered in accordance with the fees contained in the Form 1 - Price Proposal Schedule. Fees for services not specified in the Form 1 - Price Proposal Schedule, shall not be invoiced, without having received prior approval from the County's Project Manager.
- c. Itemized surveillance hours expended.
- d. Itemized research services rendered.
- e. Itemized travel time and mileage reimbursement request. Travel reimbursement request shall identify specific purpose of travel, time spent on travel and final destination. Travel time charges commence at inception of investigator's travel and conclude at surveillance site, expert testimony appointment, and/or meeting location. Travel time shall not overlap surveillance, expert testimony and/or meeting hourly rate. Mileage calculations shall commence from the County seat, defined as the County courthouse, within which the claimant resides and may be considered for round trip mileage from the County seat and the claimant's address, attorney's address, or meeting location. Mileage reimbursement shall be in accordance with Section 112.061, Item No. 7(d)(a) of the Florida Statutes, as pertaining to cost per mile charge. The County will only reimburse for travel time and mileage on assignments outside of tri-County area with prior approval by the County.
- f. Identification of investigator rendering services. If two (2) investigators rendered services simultaneously and there is an overlap in time, the selected Proposer(s) shall bill for only one investigator for that time.
- h. Identification of total amount due.

The selected Proposer(s) shall address all invoice discrepancies as identified by the County and submit requested documentation for consideration and final approval. (Note: An invoice will not be accepted by the County as proper, and ready for payment, if the selected Proposer(s) has outstanding reports for completed assignments due from that invoice period or earlier.)

2.7 Work Order Assignments

The County will prepare a Work Order assignment and provide the selected Proposer with information regarding the specific needs for investigative services. All work to be performed under any contract, as a result of this Solicitation, requires that the County issue a Work Order. The County, at its sole discretion, may modify, suspend, or cancel the Work Order at any time and shall only pay for work actually performed by the selected Proposer.

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2.8 Spot Market Competitions for Group 2

Qualified Respondents for Group 2 will be invited to participate in non-recurring projects through a Request for Quote or a Work Order Proposal Request per project/service requested, as detailed by the following:

- a) Request for Quote (RFQ): award based on the highest revenue offered.
- b) Work Order Proposal Requests (WOPR): a quality or quality and price evaluation with award based on rankings/points.

In addition to the methods stated above, the County reserves the right to conduct future competitions using whichever process it determines to be in its best interest. The procurement process to be followed will be defined in the spot market documents at the time of competition.