

**DEPARTMENTAL INPUT**  
**CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION**

New Contract     OTR     Sole Source     Bid Waiver     Emergency    Previous Contract/Project No. \_\_\_\_\_  
 Re-Bid     Other-Accessing Department of Highway Safety and Motor Vehicles Contract    LIVING WAGE APPLIES:  
 YES     NO  
Requisition No./Project No.: RQID1300201    TERM OF CONTRACT 3 YEAR(S) WITH 0 YEAR(S) OTR

Requisition /Project Title: FRVIS Equipment Refresh

Description:    To establish a competitive pricing to procure toner cartridges for the Miami-Dade Tax Collector's Office.

Issuing Department: DPM    Contact Person: Sherry Clentscale    Phone: 305-375-2179  
Estimate Cost: \$58,140    GENERAL    FEDERAL    OTHER  
Funding Source: \_\_\_\_\_    Proprietary

**ANALYSIS**

<b><u>Commodity Codes:</u></b> 205-52	Contract/Project History of previous purchases three (3) years Check here <input type="checkbox"/> if this is a new contract/purchase with no previous history.		
	<b><u>EXISTING</u></b>	<b><u>2<sup>ND</sup> YEAR</u></b>	<b><u>3<sup>RD</sup> YEAR</u></b>
<b><u>Contractor:</u></b>			
<b><u>Small Business Enterprise:</u></b>			
<b><u>Contract Value:</u></b>	\$	\$	\$

Comments: \_\_\_\_\_

Continued on another page (s):     YES     NO

**RECOMMENDATIONS**

	<u>Set-aside</u>	<u>Sub-contractor goal</u>	<u>Bid preference</u>	<u>Selection factor</u>
<b><u>SBE</u></b>				

Basis of recommendation:

\_\_\_\_\_

<u>Signed:</u> <u>Sherry Clentscale</u>	<u>Date sent to DBD:</u> <u>9/17/13</u>
	<u>Date returned to DPM:</u> _____

RECEIVED  
 DEPT. BUSINESS DEV.  
 2013 SEP 17 AM 10:38



**STATE OF FLORIDA**  
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES**  
**BID LIST REGISTRATION**

August 27, 2012

With this sheet you have received solicitation documents for the following:

Solicitation Number: **ITN 019-12 REBID**

Number of Addenda as of above date: **None**

Item(s) of Bid **FRVIS Equipment Refresh**

Commodity Code **933-020, 933-780, 933-900**

Date and Time Due **September 17, 2012, no later than 2:30 PM Eastern Time**

**The solicitation documents you received are subject to change. To receive electronic notices of addenda to this solicitation, please fill in the information below and send to the Procurement Officer identified in section 1.3 of this solicitation or fax to the Bureau of Purchasing & Contracts at (850) 617-5115, or mail to:**

Department of Highway Safety and Motor Vehicles  
 Neil Kirkman Building, Room B412, Mail Station 31  
 2900 Apalachee Parkway  
 Tallahassee, Florida 32399-0524

**It is important that proposers monitor the Vendor Bid System (VBS) for any changes to this solicitation. It is the proposer's responsibility to be aware of any changes posted to the VBS. REGISTRATION WITH THE DEPARTMENT FOR THIS SOLICITATION IS NOT A REQUIREMENT TO SUBMIT A PROPOSAL.**

Company Name: _____	
Address: _____	
City, State & Zip: _____	
Email: _____	
Telephone: (    ) _____	Fax: (    ) _____
Federal Tax Identification Number: _____	
Signed: _____	Date: _____

For further information on this process, you may telephone (850) 617-3203.

To receive information on DHSMV solicitations 24 hours a day, 7 days a week, visit the Vendor Bid System at [http://vbs.dms.state.fl.us/vbs/search.criteria\\_form](http://vbs.dms.state.fl.us/vbs/search.criteria_form)

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## SOLICITATION INTRODUCTION

### The 10 Most Critical Things to Keep in Mind When Responding to a Solicitation for the Florida Department of Highway Safety and Motor Vehicles

1. **Read the entire document.** Note critical items such as: mandatory requirements; bond(s) requirements (proposal, performance and/or damages) sample(s) required, supplies/services required; submittal dates; number of copies required for submittal; funding amount and source; contract requirements (i.e., contract performance security, insurance requirements, performance and/or reporting requirements, etc.).
2. **Note the Procurement Officer's name, address, phone numbers and e-mail address.** This is the only person you are allowed to communicate with regarding the Solicitation and is an excellent source of information for any questions you may have.
3. **Attend the pre-proposal conference.** (If applicable)
4. **Take advantage of the "question and answer" period.** Submit your questions to the Procurement Officer by the due date listed in the Calendar of Events and view the answers given in the formal "addenda" issued for the Solicitation. All addenda issued for a Solicitation are posted on the Vendor Bid System's website ([http://vbs.dms.state.fl.us/vbs/search.criteria\\_form](http://vbs.dms.state.fl.us/vbs/search.criteria_form)) and will include all questions asked and answered concerning the Solicitation.
5. **Follow the format required in the Solicitation** when preparing your response. Provide point-by-point responses to the required sections in a clear and concise manner.
6. **Provide complete answers/descriptions.** Read and answer **all** questions and requirements. Don't assume the Department or evaluation committee will know what your company capabilities are or what items/services you can provide, even if you have previously contracted with the Department. The proposals are evaluated based solely on the information and materials provided in your response.
7. **Use the forms provided: for example;** Bid List Registration page, Site Survey forms, Certification forms, Price Proposal forms, Certificate of Drug Free Workplace, Savings / Discount / Price Reduction, Customer References or the like.
8. **Check the Vendor Bid System website for Solicitation addenda.** Before submitting your response, check the Vendor Bid System website to see whether any addenda were issued for the Solicitation, some addenda require that you sign and return them with the bid.
9. **Review and read the Solicitation document again** to make sure that you have addressed all requirements. Your original response and the requested copies must be identical and be complete. The copies are provided to the evaluator/evaluation committee members and will be used to score your response.
10. **Submit your response on time.** Note all the dates and times listed in the Calendar of Events and within the document, and be sure to submit all required items on time. Faxed, emailed or late proposal responses are never accepted.

## 1.0 PURPOSE AND GENERAL INFORMATION

**1.1 PURPOSE:** The Department of Highway Safety and Motor Vehicles, hereinafter called the Department, requests proposals be submitted to obtain offers from qualified firms for the purpose of a technology refresh for equipment used for the Florida Real-time Vehicle Information System (FRVIS) in Tax Collector offices and State facilities. This ITN includes new equipment, system software, maintenance and other services. The replacement equipment will provide over-the-counter issuance of decals, vehicle, vessel and mobile home registrations, titles and other forms.

Solicitations containing terms and conditions conflicting with those contained in this solicitation may be rejected, if they are not approved by the Department prior to BAFO submissions.

**NOTE:** Solicitations will be considered only from proposers who are regularly engaged in the service/products business, are financially responsible and who have the necessary equipment and personnel to provide the services and goods required by the solicitation.

**1.2 GLOSSARY:** See attached PUR 1000, Paragraph 1, and PUR 1001, Paragraph 1 for further definitions.

**BAFO:** Best and Final Offer. This ITN includes a two-stage process of contractor selection (see Section 5).

**Contract:** The notice of award and/or direct order(s) and/or contract(s) issued by the Department to the proposer awarded this solicitation, which shall incorporate, among other provisions, the contents of this solicitation, and the successful proposer's proposal, except as specifically provided to the contrary in the Notice of Intended Award and/or direct order(s) and/or contract(s).

**Contractor:** The proposer who is awarded a contract as a result of this solicitation.

**Day:** A calendar day.

**Department:** Department of Highway Safety and Motor Vehicles (DHSMV)

**Equipment Failure:** A malfunction in equipment maintained by the contractor that delays or prevents the State's productive use of said equipment for the purpose for which said equipment was installed.

**FDLIS:** Florida Driver License Information System, the computer system for driver license processing.

**FRVIS:** Florida Real-time Vehicle Information System, the computer system for DMV processing and document issuance.

**ISA:** Information Systems Administration of the Department of Highway Safety and Motor Vehicles.

**ITN:** This Invitation to Negotiate

**Machine Or Machines:** Equipment, equipment components and/or their features, model conversions, equipment elements and accessories submitted by the contractor in response to this ITN.

**Maintenance Diagnostic Routines:** The diagnostic process customarily used by the contractor to test equipment for proper functioning and reliability.

**Number of Verbs or Nouns:** Throughout this solicitation, the singular may be read as the plural and the plural as the singular.

**Packing:** Tangible product shall be securely and properly packed for shipment, storage, and stocking in appropriate, clearly labeled, shipping containers and according to accepted commercial practice, without extra charge for packing materials, cases or other types of containers. All containers and packing shall become and remain Department property.

**Period of Maintenance Coverage:** That period of time, as selected by the Department, during which maintenance services are provided by the contractor. The Period of Maintenance Coverage consists of the Principal Period of Maintenance.

**Principle Period of Maintenance:** Principal period of maintenance shall be twelve (12) working hours per day, from 7:00 a.m. to 7:00 p.m. Eastern Time, Monday through Friday. At the discretion of the State, the principal period of maintenance may be changed for an installation site by attaching an amendment that states the alternative hours of maintenance for that site.

**Preventive Maintenance:** Maintenance performed on a scheduled basis by the contractor, which is designed to keep the equipment in proper operating condition.

**Proposer:** Any firm or person who submits a proposal to the Department in response to this solicitation.

**Proposal:** All information and materials submitted by a proposer in response to this solicitation.

**Public Entity Crimes:** As defined in paragraph 287.133(1)(g), Florida Statutes, "public entity crime" means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any solicitation or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other or of the United States and involving antitrust fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

**Remedial Maintenance:** Maintenance to be performed by the contractor, which results from Equipment Failure and which is performed as required on an unscheduled basis.

**Respondent:** Any firm or person who submits a proposal to the Department in response to this ITN.

**State:** State shall be synonymous with the Department of Highway Safety and Motor Vehicles.

**SQSO:** Statement of Qualifications and Services Offered. This ITN includes a two-stage process of contractor selection (see Section 6).

**Subcontractor:** Any person other than an employee of the contractor who performs any of the services listed in this solicitation for compensation paid by the contractor.

**TCP/IP:** Transmission Control Protocol/Internet Protocol.

**TAC:** Technical Assistance Center. The Department's information technology help desk.

**Valid Proposal:** A responsive offer in full compliance with the solicitation's specification and conditions by a responsible person or firm. The responsiveness of the proposal and the qualifications or responsibility of the proposer will be determined as of the time the proposal is publicly opened.

- a. Responsive proposer means a person or firm, which has submitted a proposal, which conforms in all material respects to the solicitation.
- b. Responsible or qualified proposer means a person or firm with the capability in all respects to perform fully the contract requirements and the integrity and reliability to assure good faith performance. Failure to provide information to determine responsibility in response to a condition of a proposal requiring information may be cause for such proposal to be rejected.

**Vendor:** Any firm or person who submits a proposal to the Department in response to this ITN.

**1.3 PROCUREMENT OFFICER:** The Procurement Officer, acting on the behalf of the Department, is the sole point of contact outside of official conferences and meetings with the agency's team, with regard to all procurement matters relating to this solicitation, from the date of release of the solicitation until the Department's Notice of Intended Award or Decision is posted. All questions and requests for clarification outside the above referenced meetings are to be directed to:

Jon Kosberg, Purchasing Manager, Bureau of Purchasing and Contracts  
Florida Department of Highway Safety and Motor Vehicles  
Neil Kirkman Building  
2900 Apalachee Parkway, Room B 412, Mail Station 31  
Tallahassee, FL 32399-0524  
Telephone: (850) 617-3203  
Fax: (850) 617-5115  
Email: Jonkosberg@flhsmv.gov

Florida Statute Section 287.057(23) requires that respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and state holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response.

**Any questions arising from this solicitation must be forwarded, in writing, to the Procurement Officer identified above.** The Department's written response to those inquires will be posted on the Florida Vendor Bid System at <http://vbs.dms.state.fl.us/vbs/search.criteria.form> and on the Department's web site at [http://www.flhsmv.gov/purchasing/html/bid\\_log.html](http://www.flhsmv.gov/purchasing/html/bid_log.html) under the above referenced solicitation number. It is the responsibility of all potential proposers to monitor this site for any changing information prior to submitting their proposal.

**1.4 CONTRACT MANAGER:** The Department's employee identified below is designated as Contract Manager and shall act on the Department's behalf for the ongoing administration of contractual matters after the Notice of Agency Decision has been posted, the contract is executed, and/or the purchase order is issued.

Denise Rodenbough, Contract Manager  
Information Systems Administration  
Neil Kirkman Building, Mail Station 11  
2900 Apalachee Parkway  
Tallahassee, FL 32399-0524

**1.5 MANDATORY REQUIREMENTS:** The Department has established certain mandatory requirements which must be included as part of any proposal. The use of the terms "shall", "must", or "will" (except to indicate simple futurity) in this solicitation indicates a mandatory requirement or condition.

The words "should" or "may" in this solicitation indicate desirable attributes or conditions, but are permissive in nature. Deviation from, or omission of, such a desirable feature will not itself cause rejection of a proposal.

**Exception:** This is a negotiation process. The DHSMV reserves the right to accept alternative means of accomplishing mandatory requirements, with reasonable assurance of satisfactory results, without addendum to this ITN. Such alternative(s) should be clearly identified by the Respondent firm in its proposal. The evaluation criteria set forth herein, and their relative weights, are also subject to modification in the negotiation process.

**1.6 NON – RESPONSIVE PROPOSALS, NON – RESPONSIBLE RESPONDENTS:** Proposals which do not meet all requirements of this solicitation or which fail to provide all required information, documents, or materials will be rejected as non – responsive. Material requirements of the solicitation are those set forth as mandatory or without which an adequate analysis and comparison of proposals are impossible, or those which affect the competitiveness of proposals or the cost to the Department. Proposers whose proposals, past performance or current status do not reflect the capability, integrity or reliability to fully and in good faith perform the requirements of the Contract may be rejected as non – responsible. The Department reserves the right to determine which proposals meets the material requirements of the solicitation, and which proposers are responsible. See also Section 1.5, "Exception".

Proposals containing terms and conditions conflicting with those contained in this solicitation shall be rejected.

Solicitations will be considered only from respondents who are regularly engaged in the subject service/products business, are financially responsible and who have the necessary equipment and personnel to provide the services and goods required by the solicitation.

Responsible or qualified proposer means a person or firm with the capability in all respects to perform fully the contract requirements and the integrity and reliability to assure good faith performance. Failure to provide information to determine responsibility in response to a condition of a proposal requiring information may be cause for such proposal to be rejected.

**1.7 COSTS OF DEVELOPING AND SUBMITTING PROPOSAL, OWNERSHIP:** Neither the Department nor the State is liable for any of the costs incurred by proposers in preparing and submitting a proposal. All proposals become the property of the Department upon receipt and will not be returned to the proposer once opened. The Department shall have the right to use any and all ideas or adaptations of ideas contained in any proposal received in response to this solicitation. Selection or rejection of the proposal will not affect this right.

**1.8 AUTHORIZED REPRESENTATIVE:** A representative who is authorized to contractually bind the proposer shall sign the proposal and any addenda. Only written inquiries from proposers, which are signed by persons authorized to contractually bind that company, will be recognized by the Department as duly authorized expressions on behalf of the proposer. See attached Form PUR 1001, paragraph 5.

**1.9 ADDENDA:** Any and all addenda to this solicitation will be issued in writing and posted on the Florida Vendor Bid System at: [http://vbs.dms.state.fl.us/vbs/search.criteria\\_form](http://vbs.dms.state.fl.us/vbs/search.criteria_form) , and on the Department's web site at [http://www.flhsmv.gov/purchasing/html/bid\\_log.html](http://www.flhsmv.gov/purchasing/html/bid_log.html). Proposers may be required to acknowledge receipt of addenda in writing.

**Any addenda or written answers supplied by the Department Procurement Officer to participating proposer's written questions become part of this solicitation.**

**1.10 EMPLOYMENT OF UNAUTHORIZED ALIENS:** The Department shall consider the employment by any proposer of unauthorized aliens a violation of the Immigration and Nationalization Act. Such violation shall be cause for unilateral cancellation of the contract.

**1.11 DRUG FREE WORKPLACE PROGRAM:** The proposer agrees to implement a drug free workplace program as defined in 287.087, Florida Statutes.

**1.12 PUBLIC ACCESS TO DOCUMENTS:** This contract may be unilaterally canceled by the Department for refusal by the proposer to allow public access to all documents, papers, letters, or other material made or received by the proposer in conjunction with this contract, unless the records are exempt from Section 24(A) of Article 1 of the State constitution and Section 119.07(1), Florida Statutes.

**1.13 PUBLIC ENTITY CRIMES:** See attached Form PUR 1001, Paragraph 7.

**1.14 DIVERSITY:** This contract shall be interpreted with diversity in mind to unite Floridians behind a shared vision of opportunity and diversity in state contracting without discriminating against one racial group or another.

**1.15 DISCRIMINATION:** See attached Form PUR 1001, Paragraph 8.

**1.16 TAXES:** See attached Form PUR 1000, Paragraph 16. The Department shall have no responsibility for the payment of taxes which become payable by the contractor or its subcontractor in performance of the contract.

**1.17 EXTRANEIOUS TERMS AND CONDITIONS:** See attached Form PUR 1000, Paragraph 42 and PUR 1001, Paragraph 4.

**1.18 CANCELLATION:** This contract shall be subject to cancellation by DHSMV should DHSMV determine that either one of the following events has occurred:

- a. The contractor has failed to comply with the terms and conditions contained herein, or
- b. The contract has become the subject of a cause of action or challenge in any State or Federal Court or administrative forum.

**1.19 TERMINATION FOR CAUSE:** The Department reserves the right to terminate the contract by providing written notice to the contractor(s) in accordance with the attached Form PUR 1000, Paragraph 23.

**1.20 TERMINATION BY MUTUAL AGREEMENT:** With the mutual agreement of both parties, the contract or any part of the contract may be terminated on an agreed date prior to the end of the contract period without penalty to either party.

**1.21 TERMINATION IN THE BEST INTERESTS OF THE STATE:** See Form PUR 1000, Paragraph 22.

**1.22 CONTRACTOR'S RESPONSIBILITIES UPON TERMINATION:** After receipt of notice of termination, and except as otherwise specified by the Department, the contractor(s) shall:

- a. Stop work under this contract on the date, and to the extent specified, in the notice.
- b. Place no further order(s) or subcontract(s) for materials, services, or facilities except as may be necessary for completion of such portion of the work under this contract that is not terminated.
- c. Complete performance of such part of the work as shall not have been terminated by the Department; and
- d. Take such action as may be necessary, or as the Department may specify, to protect and preserve any property related to this contract which is in the possession of the contractor(s) and in the Department has or may acquire an interest.

Upon the effective date of termination of the contract, the Contractor shall transfer, assign, and make available to the Department of Highway Safety and Motor Vehicles all property and materials belonging to the Contractor, all rights and claims to any and all reservations, contracts and arrangements with subcontractors, or others, and shall make available to the Department all written information regarding the performance of the contract. No extra compensation will be paid to the Contractor for its services in connection with such transfer or assignment. The Department concurrently with such transfer or assignment shall assume the obligations of the Contractor if any, on all non-cancelable contracts with third parties.

Upon termination of the contract by the Department of Highway Safety and Motor Vehicles, the Contractor shall be deemed to have released and relinquished to the Department of Highway Safety and Motor Vehicles any and all claims or rights it may otherwise have to common law or statutory copyright with respect to all or any part of material prepared or created by the Contractor in the course of its performance, except as otherwise provided in this solicitation.

**1.23 DELIVERY:** All prices shall be freight on board (FOB) destination in accordance with 672.319(1)(b), Florida Statutes. The Department will not pay freight charges. Delivery shall be to:

Installation and service locations are outlined in Attachment D, Office Locations. Attachment D is current as of the date this solicitation is issued. As office locations may change over time, an updated list of Office Locations will be provided to the Awarded Contractor at the start of the project and as required during the statewide rollout.

Installation and/or delivery dates and destinations may be changed by mutual consent of the Awarded Contractor and the Department. Such mutual consent must be in writing and signed by the Awarded Contractor and the Department.

**1.24 CONTRACTUAL SUBMISSIONS:** A proposer's final response to this solicitation shall be considered as the proposer's formal offer. There will be no separate contract other than the purchase order.

**1.25 CONTRACTOR RESPONSIBILITY:** The Department will consider the contractor to be the sole point of contact with regard to contractual matters. The contractor will assume sole responsibility for providing the commodities and services offered in its proposal whether or not the contractor is the supplier of said commodities and services or any component.

**1.26 DISCUSSIONS:** Prior to the Department determining whether proposals have been submitted in accordance with the requirements of this solicitation, any discussion by the proposer with an employee or authorized representative of the State involving cost information will result in rejection of said proposer's response.

No negotiations, decisions, or actions shall be initiated or executed by a proposer as a result of any discussion with any state employee. Only those communications which are in writing from the Bureau of Purchasing and Contracts may be considered as a duly authorized expression on behalf of the Department. Any inquiries from proposers shall be submitted in writing as required in Section 1.3 or in accordance with the attached PUR 1001, Paragraph 5.

**1.27 NON-EXCLUSIVE RIGHTS:** The right to provide the commodities and services, which will be granted under the contract shall not be exclusive. The Department reserves the right to contract for and purchase commodities and services from as many firms as it deems necessary without infringing upon or terminating the contract.

**1.28 ASSIGNMENT OF THE CONTRACT:** See attached Form PUR 1000, Paragraph 29. The contract is not assignable except with prior written approval of the Department.

**1.29 BENEFIT:** The contract is for the benefit of the Department and the contractor and not for the benefit of any third party or person.

**1.30 INTENTIONS:** It is the intent of the Department to acquire a complete working system. Any incidental items omitted from these specifications shall be provided as part of the proposer's price proposal in order to deliver a working system and be in compliance with the specifications and requirements of this solicitation.

**1.31 MINOR BID EXCEPTIONS:** This Department reserves the right to waive minor deviations or exceptions in proposals providing such actions are in the best interest of the State of Florida. Minor deviations/exceptions are defined as those that have no adverse effect upon the Department's interest and would not affect the outcome of the award by giving a proposer an advantage or benefit not enjoyed by other proposers.

**1.32 SILENCE OF SPECIFICATIONS:** The apparent silence of specifications set forth in the solicitation and contract to any details or the omission from it of a detailed description, concerning any point shall be regarded as meaning that only the best commercial practices are to prevail and that only materials and workmanship of first quality is to be used. All interpretations of this solicitation shall be made upon the basis of this statement.

**1.33 SMALL BUSINESS PARTICIPATION:** Florida is a state rich in its diversity. The Department of Highway Safety & Motor Vehicles is dedicated to fostering the continued development and economic growth of small and minority and women-owned businesses. Central to this is the participation of a diverse group of vendors doing business with the state.

To this end, it is vital that minority and women-owned business enterprises participate in the State's procurement process as both prime contractors and subcontractors under prime contracts. Small and minority and women-owned businesses are strongly encouraged to submit replies to this solicitation.

**1.34 CONTRACT:** The contract resulting from this solicitation process shall consist solely of the purchase order issued by the Department to the successful proposer, this solicitation and any addenda thereto, and the proposal, including any license/use agreement submitted by the successful proposer as part of its proposal except to the extent of any conflict with Florida law or terms and conditions of the proposal. In the event of a conflict among any of the documents referenced herein, the following priority shall apply, with the language of each listed document governing the documents listed below it:

- a. The purchase order
- b. Any addenda to the solicitation
- c. The solicitation
- d. The awarded proposal including any agreements. Any agreements which include, but are not limited to installation, licensing, maintenance, software, etc. must be submitted with the proposal and agreed to by the Department during negotiations.

**1.35 DEFAULT:** Failure of the contractor to perform according to the contract shall be cause for the contractor to be found in default. In the event of default, any and all reprocurement costs, along with any other remedies provided in the solicitation, contract and/or by rule or law, may be charged against the contractor.

**1.36 PRIDE: Prison Rehabilitative Industries and Diversified Enterprises, Inc. (PRIDE)** The State supports and encourages the use of Florida Correctional work programs. See attached Form PUR 1000, Paragraph 40. Suppliers will use PRIDE commodities/services where applicable.

**1.37 RESPECT:** The State Supports and encourages the gainful employment of citizens with disabilities. See attached Form PUR 1000, Paragraph 41. Suppliers will use RESPECT commodities/services where applicable.

**1.38 ADDITIONS/UPGRADES/DELETIONS:** During the term of the contract resulting from this solicitation, the Department shall have the right to add/delete services/products upon mutual written agreement of both parties. If a contractor has newer technology the Department may exercise the right to upgrade to that technology by way of an amendment agreeable to both parties. Quantities in commodity purchases may be modified within the limits of the Category thresholds set in 287.017 F.S.

**1.39 ECONOMY OF PRESENTATION:** Each proposal shall be prepared simply and economically, providing a straightforward, concise delineation of the proposer's capabilities to satisfy the requirements of this solicitation. Fancy bindings, colored displays, and promotional material are not desired. Emphasis in each proposal must be on completeness and clarity of content. In order to expedite the evaluation of solicitations, it is essential that proposer's follow the format and instructions contained herein.

**1.40 ACCESSIBILITY FOR DISABLED PERSONS:** If special accommodations are needed, please advise the Bureau of Purchasing and Contracts at (850) 617-3203 no later than five working days prior to the event.

**1.41 SPECIFICATION EXCEPTIONS, OMISSIONS, OR ERRORS:** Specifications are based on the most current literature available. Proposers shall notify the Bureau of Purchasing and Contracts, Department of Highway Safety and Motor Vehicles, in writing, no less than ten (10) days prior to the bid opening, of any change, omission or error in the manufacturer's specifications which conflict with the solicitation specifications.

**1.42 SITE RULES AND REGULATIONS:** The proposer shall use its best efforts to assure that its employees and agents, while on any State, County or Agent premises, shall comply with the rules and regulations applicable to that site.

**1.43 LIABILITY:** The contractor shall hold harmless and indemnify the Department from any and all liability in damages arising out of covenants and agreements in this ITN, as set forth in paragraph 19 of PUR 1000 (Attachment I), it being specifically understood that it is an independent contractor to furnish commodities or service upon its own credit and it is not an employee, agent, servant or representative of the Department.

**1.44 SUBMISSION OF PROPOSAL:** *This language takes precedence over PUR 1001 (Attachment II) Paragraph 3.* The proposal forms furnished must be submitted with your proposal. Forms to be filled out in pen and ink or typewritten with no alterations, changes or amendments made within. All forms to be signed and dated.

**Offers by telegram, telephone, email, or facsimile will not be accepted.**

Submit your proposal in accordance with the Calendar of Events (Section 2.1) to:  
Department of Highway Safety and Motor Vehicles  
Bureau of Purchasing and Contracts  
Neil Kirkman Building, Room B412, Mail Station 31  
2900 Apalachee Parkway  
Tallahassee, Florida 32399-0524

Mark on the envelope/container in which your proposal is submitted: Proposal Title, Solicitation No. and time of proposal opening. Please note that an unlabeled proposal submission may be received late.

All proposers are advised to examine their response carefully. All prices and quantities shown on the final bid sheets submitted are firm and mistakes will be at the proposer's risk. Proposals received shall be evaluated by the Purchaser for compliance with the general and technical requirements contained herein.

Prices shall be net delivered to the location noted in this solicitation.

**IMPORTANT:** Mark on the envelope/container in which your bid is submitted: **Bid Number ITN 019-12 REBID, Tax Collector Equipment Refresh to be filed September 13, 2012 at 2:30 pm.**

**1.45 PROPOSAL TENURE:** All proposals are binding for one hundred eighty (180) days following the proposal opening date.

**1.46 PROPOSER'S RESPONSIBILITY:** *This language takes precedence over PUR 1001 (Attachment II) Paragraph 3.* All proposers are advised to examine their proposals carefully. Assure that the proposal is delivered at the proper time and place of the proposal opening. Proposals that for any reason are not so delivered will not be considered.

**Offers by telegram, telephone, email, or facsimile will not be accepted.**

It is the responsibility of the proposer to understand and comply with all terms and conditions of this solicitation, any contract resulting from the proposal, and all Purchase Orders to the proposer referencing this solicitation.

Any or all items delivered to the purchaser not meeting specifications or found to be defective will not be accepted, but returned to proposer at the proposer's expense for rebate or replacement. Since it is impossible for this Department to inspect all items on arrival, a reasonable opportunity must be allowed for inspection and returning of defective items to the proposer.

**1.47 POSTING OF TABULATION:** The Notice of Intended Award will be posted in accordance with the attached Form PUR 1001, Paragraphs 12 and 13.

**1.48 RESPONSE CLARIFICATION:** The Department reserves the right to contact any and all proposers for clarification of responses to this solicitation in accordance with the attached Form PUR 1001, Paragraph 15.

**1.49 NOTICE OF SOLICITATION PROTEST BONDING REQUIREMENT:** See the attached Form PUR 1001, Paragraph 20. Any person who files a formal written protest shall, at the time of filing the formal written protest, post a bond as set forth in Section 287.042(2) c, Florida Statutes.

**1.50 LEGAL REQUIREMENTS:** See attached Form PUR 1000, Paragraph 30. Applicable provisions of all Federal, State, County and local laws and administrative procedures, regulations, or rules shall govern the development, submittal and evaluation of all proposals received in response hereto and shall govern any and all claims and disputes which may arise between proposer's submitting a proposal hereto and the Department. Lack of knowledge of the law or applicable administrative procedures, regulations or rules by any proposer shall not constitute a cognizable defense against their effect.

**1.51 APPLICABLE LAWS AND RULES:** The contractor shall comply with all Federal and Florida State laws, regulations, and directives issued by any public health agency pertaining to the Workers Compensation Act and shall conduct said operation in a safe, efficient and sanitary manner. The contractor is responsible for complying with any applicable local, Florida, or national codes and/or ordinances. If applicable all necessary permits and licenses shall be the responsibility of the contractor.

**1.52 SEVERABILITY:** See attached Form PUR 1000, Paragraph 47.

**1.53 FORCE MAJEURE:** See attached Form PUR 1000, Paragraph 24.

**1.54 MYFLORIDAMARKETPLACE TRANSACTION FEE:** All payments shall be assessed a Transaction Fee of one percent (1.0%), which the contractor shall pay to the State. See attached Form PUR 1000, Paragraph 14.

**1.55 REGISTRATION REQUIRED FOR FLORIDA VENDORS:** Each proposer doing business with the State for the sale of commodities or contractual services as defined in Section 287.012., Florida Statutes shall register in the MyFloridaMarketPlace system, unless exempted under subsection 60A-1.030(3), Florida Administrative Code. Also, an agency shall not enter into an agreement for the sale of commodities or contractual services as defined in Section 287.012 Florida Statutes with any proposer not registered in the MyFloridaMarketPlace system, unless exempted by rule. A proposer not currently registered in the MyFloridaMarketPlace system shall do so within 5 days after posting of intent to award. Information about the registration is available, and registration may be completed, at the MyFloridaMarketPlace website ( <http://www.myflorida.com> ). Those lacking Internet access may request assistance from the MyFloridaMarketPlace Customer Service at 866-352-3776 or from State Purchasing, 4050 Esplanade Drive, Suite 300, Tallahassee, FL 32399.

## 2.0 SPECIAL CONDITIONS

**2.1 CALENDAR OF EVENTS:** The following time schedule will be strictly adhered to in all actions relative to this solicitation, unless modified by the Department by addendum to this solicitation.

<b>August 27, 2012</b>	<b>Solicitation issued.</b>
<b>September 4, 2012</b>	<b>All questions</b> and/or proposed changes to the solicitation must be submitted in writing to the issuing officer by <b>4:00 PM Eastern Time</b> (may be submitted earlier.) See Section 1.26.
<b>September 10, 2012</b>	Responses to written inquires and proposed changes will be posted on the Florida Vendor Bid System at: <a href="http://vbs.dms.state.fl.us/vbs/search.criteria_form">http://vbs.dms.state.fl.us/vbs/search.criteria_form</a> .
<b>September 17, 2012</b>	Respondents' "Statements of Qualifications and Services Offered" are due. Responses must be received as specified in Section 1.44 of this solicitation, no later than <b>2:30 PM Eastern Time</b> . Responses must be addressed to the Procurement Officer as specified in Section 1.3.  All responses will be opened by Department employees starting at or after <b>2:30 PM Eastern Time</b> at the Neil Kirkman Building, Room B409, 2900 Apalachee Parkway, Tallahassee. The public may attend the opening but may not review any proposals submitted until they become public records in accordance with Section 119.07, Florida Statutes. The names of respondents and the names of firms submitting "no proposal" responses will be read aloud.
<b>September 24, 2012</b>	There will be a public meeting of the evaluation committee for the purpose of evaluating Statements of Qualifications and Services Offered at 2:00 PM Eastern Time, in Room A427 of the Neil Kirkman Building, 2900 Apalachee Parkway, Tallahassee, FL.
<b>September 25, 2012</b>	Posting of one or more respondents selected for negotiations.
<b>October 1 - 5, 2012</b>	Demonstrations and Negotiations will be scheduled for up to the three (3) highest scoring SQSO Proposals in the auditorium of the Neil Kirkman Building, 2900 Apalachee Parkway, Tallahassee, Florida. Respondents may set up starting as early as 9:00 AM Eastern Time, the day before they are scheduled. Demonstrations will begin at 9:00 AM Eastern Time on the scheduled day.
<b>October 16, 2012</b>	Best and final offers to be submitted in writing as specified in Section 1.44 of this solicitation, no later than <b>2:30 PM Eastern Time</b> .
<b>October 29, 2012</b>	There will be a public meeting of the evaluation committee for the purpose of evaluating final offers at <b>2:00 PM Eastern Time</b> , in Room B130 of the Neil Kirkman Building, 2900 Apalachee Parkway, Tallahassee, FL.
<b>October 30, 2012</b>	Post notice of intended award. <b>Performance and Damage Bonds due from selected contractor within fourteen (14) days.</b>
<b>October 26, 2012</b>	Project Starts.
<b>November 2012</b>	Install Pilot Sites.
<b>January 2013</b>	Start Statewide Rollout.
<b>December 2013</b>	Complete Statewide Rollout.

**Note: The performance bond is due within fourteen (14) calendar days of award.**

**2.2 TERM OF CONTRACT:** Refer to attached Form PUR 1000, Paragraph 27. The contract shall be in effect upon issuance of a direct order or a contract is signed by both parties through June 30, 2016. Term shall be as specified on the Direct Order issued pursuant to this contract, with two (2) one (1) year renewal options at Department discretion contingent upon satisfactory service, unless terminated earlier by the Department under the terms provided herein, subject to an annual appropriation by the State Legislature. If at any time the contract is canceled, terminated, or expires, and a contract is subsequently executed with a firm other than contractor, contractor has the affirmative obligation to assist in the smooth transition of contract services to the subsequent contractor. In the event this solicitation includes renewals, the requirements of Section 287.057, Florida Statutes, shall apply.

**2.3 PROPOSAL BOND:** Each respondent selected to participate in negotiations shall submit with their written offer a proposal bond in the form of a cashier's check or surety bond, payable to the State of Florida in the amount of five percent (5%) of the total cost for the project. A Certificate of Deposit from a federally chartered financial institution may be submitted for the proposal bond as an alternative to a bond or cashier's check provided that the Certificate of Deposit is payable to the Department of Highway Safety and Motor Vehicles without recourse or reserve. The proposal bond will be returned to the successful proposer after the bid award has completed posting and after submission of the performance bonds, to unsuccessful proposers after award. The State will not consider alternative proposal and/or performance securities.

**FAILURE TO SUBMIT A PROPOSAL (BID) BOND WILL CAUSE YOUR BID TO BE NON-RESPONSIVE.**

**2.4 PERFORMANCE BOND:** The successful proposer shall supply, no later than the date specified in the Calendar of Events (Section 2.1), a Performance Bond issued by an insurance company licensed by the Florida Department of Insurance, covering the faithful performance of this contract, in all terms and conditions thereof throughout the full term thereof, between the Department and the proposer and which will further indemnify and save harmless the Department from all costs and damages by reason of the proposer's default, breach or failure to satisfactorily complete any of the following items:

- a. Payment to all entities, individuals, and the like furnishing labor or materials in connection with this contract.
- b. Successful, full and satisfactory completion, including the dates specified between the Department and the proposer, of the installation, ongoing operation and performance, consumable supplies and maintenance herein concerned.

In the event of any breach on the part of the proposer, the surety and/or the Department shall have the right to take possession, custody, and control of any work site and/or installation and to complete and operate same forthwith, with any costs attributable thereto borne by the Customer or the surety. In the event of control and operation of any site(s) by the Department or surety, the Department shall incur no financial obligation to the contractor, and shall recover from the contractor or surety any costs of cover, i.e. additional costs, if any, incurred by the Department in operating any site(s) during the breach by the contractor.

The performance bond must be in the amount of the total contract value/cost, not the annual cost. Performance bonds may be submitted with annual term dates but the total amount of the bond must be in the amount of the total contract cost/value. The performance bond amount shall not include the cost of any renewal option years.

A Letter of Credit may be submitted in lieu of a performance bond only when issued by a financial institution organized under the laws of Florida. A Letter of Credit issued by an out of state bank will not be accepted.

**2.5 DAMAGES BOND:** The proposer shall supply to the Department with the performance bond a bond for the payment of any liquidated damages as may become due and payable to the Department arising hereunder, in the face amount of 5% of the total cost for the project. The bond must be renewed annually no later than fourteen (14) business days prior to the beginning of the next contract or renewal period (**if renewed**). For the second and subsequent contract and renewal periods, the renewal bond amount must equal or exceed five percent (5%) of the total price amount proposed for the corresponding contract or renewal period in the proposer's proposal.

**2.6 LIQUIDATED DAMAGES:**

- a. Inasmuch as failure to implement the contract described herein by installation of half of the sites in the first fiscal year and the remaining sites in the second fiscal year, will result in substantial injury to the Department of Highway Safety and Motor Vehicles, the Awarded Contractor agrees to pay the State the cost of all sites that were not installed and operational in the scheduled fiscal year, except as otherwise agreed by the Department, not as a penalty, but as liquidated damages. Operational for purposes of this section means that the System performs as set forth in the ITN and the contractor's proposal. Liquidated damages shall be deducted from the monies due the contractor, except the contractor shall not be liable if failure to perform arises out of cause beyond the control and without the fault or negligence of the contractor (Acts of God, the public enemy, fires, floods, strikes, freight embargoes, regulated telephone company delays, etc.).
- b. If the contractor fails to successfully complete on-site repairs of the equipment or fails to provide like equipment on a loan basis with the time frame specified in Section 4.9, Maintenance Requirements for ninety seven percent (97%) of the reported monthly incidents, it is understood, and the contractor hereby agrees that the amount of one-hundred (\$100) per work hour for each hour the site is normally scheduled to be opened, not to exceed five-hundred (\$500) per day, per affected site, not to exceed fifty-thousand (\$50,000) per month shall be deducted from the monies due the contractor, not as a penalty, but as liquidated damages. Except the contractor shall not be liable if failure to perform arises out of cause beyond the control and without the fault or negligence of the contractor (Acts of God, the public enemy, fires, floods, strikes, freight embargoes, regulated telephone company delays, etc.)

**2.7 PROPOSER'S INQUIRIES:** The respondent shall examine this solicitation to determine if the Department's requirements are clearly stated. If there are any requirements which restrict competition, the respondent may request, in writing, to the Procurement Officer identified in Section 1.3 that the specifications be changed. The respondent who requests changes to the Department's specifications must identify and describe the respondent's difficulty in meeting the Department's specifications, must provide detailed justification for a change, and must provide recommended changes to the specifications. Questions concerning conditions and specifications of this solicitation, and/or requests for changes to the solicitation must be received in writing by the Issuing Officer no later than the date and time specified in the Calendar of Events (Section 2.1). A respondent's failure to request changes by the date described above, shall be considered to constitute respondent's acceptance of Department's specifications. The Department shall determine what changes to the solicitation shall be acceptable to the Department. If required, the Department shall issue an addendum reflecting the acceptable changes to this solicitation, which shall be posted on the State's Vendor Bid System at [http://vbs.dms.state.fl.us/vbs/search.criteria\\_form](http://vbs.dms.state.fl.us/vbs/search.criteria_form) in order that all respondents shall be given the opportunity of submitting proposals to the same specifications. Respondents submitting a proposal must submit by the Statement of Qualifications and Services Offered (SQSO) or best-and final-offer (BAFO) deadline, whichever follows any addendum, written acknowledgment of the addendum.

**2.8 INDEPENDENT CAPACITY OF CONTRACTOR:** The parties hereto agree that the proposer, its officers, agents and employees, in the performance of this Contract, shall act in the capacity of an independent contractor and not as an officer, employee or agent of the State. Proposer agrees to take such steps as may be necessary to ensure that each sub-contractor of proposer will be deemed to be an independent contractor and will not be considered or permitted to be an agent, servant, joint venturer, or partner of State. All persons furnished, used, retained, or hired or on behalf of proposer or such sub-contractor, and proposer shall be responsible for payment of any and all unemployment, social security, and other payroll taxes for such persons, including any related assessments or contributions required by law.

**2.9 TECHNICAL DOCUMENTATION:** All products bid must meet or exceed all conditions and specifications of the solicitation. When technical documentation is required by this solicitation, its purpose is to demonstrate compliance of the product bid with applicable technical requirements of the solicitation and to allow a technical evaluation of the product. Failure to provide the required technical documentation with the bid submittal shall make the proposal non-responsive, unless the Bureau of Purchasing and Contracts, in its sole discretion and in the best interest of the Department, determines the acceptability of the products offered through technical documentation available within the Department of Highway Safety and Motor Vehicles, as of the date and time of the bid opening.

Such authority of the Bureau of Purchasing and Contracts shall in no way relieve the proposer from the ultimate responsibility to submit the required technical documentation, nor shall any proposer assume that such documentation is otherwise available to the Bureau. The Department shall not be responsible for the accuracy of the technical documentation in its possession.

**2.10 INVOICES:** All invoices will be submitted in accordance with the attached Form PUR 1000, Paragraph 15. Invoices for services will reference a valid purchase order number and be submitted to the Contract Manager specified in Section 1.4 of this solicitation.

Invoices for commodities will reference a valid purchase order number and be submitted to:

Department of Highway Safety and Motor Vehicles  
Bureau of Accounting, Accounts Payable Section  
Neil Kirkman Building, Room A414, MS-22  
2900 Apalachee Parkway  
Tallahassee, Florida 32399-0514

**2.11 BID OPENING:** Bids will be opened in Room B409, Neil Kirkman Building, at the date and time shown in the Calendar of Events (Section 2.1 of the solicitation).

**2.12 PROJECT PLANNING REQUIREMENTS:** The department may request changes to the project plan submitted as part of the contractor's proposal. The project plan must be submitted in Microsoft Project. Additionally, prior to the start of the task that produces it, the contractor will draft a detailed description and approach for each deliverable. The department shall review the description and approach and shall request changes, if necessary, until it is satisfied that the deliverable will produce a product that meets requirements. The contractor and the department will mutually agree to review periods for the specified deliverables at the time the project plan is developed.

**2.13 STANDARD DELIVERABLE REVIEW REQUIREMENTS:** Each contractor deliverable described in the project plan shall be reviewed by the Department and shall require formal approval from the Department prior to acceptance. The primary focus of the Department review will be to determine compliance with the agreed plan and content of the deliverable and with the terms of the contract. The contractor shall include at least three (3) work days in the project work plan per deliverable for Department staff to conduct a complete review and to document findings. Based on the review findings, the Department may grant approval, may reject, or may request that contractor revisions be made. Additional review periods may be required when revisions are requested or a deliverable is rejected. Each deliverable shall be complete within and of itself, and shall be consistent with any previous deliverables produced.

The Department reserves the right to require the contractor to revise deliverables previously approved or to reject current deliverables based on inconsistency among deliverables.

**2.14 SYSTEM AND PROPRIETARY SOFTWARE LICENSE:** The contractor shall grant or obtain in the name of the Department a perpetual, non-revocable, non-transferable, and non-exclusive license to use the software and the documentation thereto for the system provided hereunder. The license shall not be limited as to number of users or numbers and types of hardware devices or software operating systems used or authorized by the Department. Notwithstanding the foregoing, the Department acknowledges that its use of "commercial off the shelf" (COTS) licensed software and other pre-existing commercial software provided under this Agreement as part of the System provided hereunder is subject to the terms, conditions, use limitations and license terms contained in the COTS license accompanying the software or the end-user licensing agreement required by the licensor as a precondition to the use of the pre-existing commercial software by the Department. The Department acknowledges that the terms of such licensing agreements may differ from the foregoing provision.

The documentation that the contractor must furnish shall include all operator and user manuals, training materials, programmer reference manuals, system administration guides, listings, specifications, and other materials for the proper and successful use of the Software. The contractor shall deliver to the Department three (3) copies of the documentation or alternatively make the documentation available for download. The Department shall have the right, as part of the license granted hereunder, to make as many additional copies of the custom documentation specifically developed by the contractor for the System which will be delivered under this contract as the Department deems necessary. The Department acknowledges that COTS licensing and other licensing agreements for pre-existing commercial software contain provisions relating to the licensed use of documentation accompanying the software with which the Department hereby agrees to comply. The Department may make one (1) backup or archive copy of the Software for the Installation Site.

Any copies of the Software and documentation which the Department acquires pursuant to the contract shall bear the copyright, trademark, and other proprietary notices included therein by the contractor, and except as provided by law or authorized in the contract, the Department shall not distribute the same to third parties, including other agencies within the Department, without the contractor's prior written consent unless such distribution is related to the successful installation, performance, or operation of the System described in this ITN.

**2.15 CUSTOM SOFTWARE:** If custom software is required to meet the technical requirements of this ITN, it shall become the property of the Department, including software, system design, source code, documents, and materials prepared and created by the contractor for or in connection with the contract with the Department. The Department may modify the programs for its own purposes, with the understanding that the contractor shall not warrant performance when such modifications are in place.

However, the Department understands that the contractor will not transfer ownership to portions of the custom software that embody contractor's core technology or third party software or which consist of enhancements to, or modifications of, such core technology or third party software which contractor has included in the custom software under a license from the third party. Contractor will, however, grant the Department a non-exclusive, royalty-free license to use such core technology, enhancements, modifications, and third party software in said custom software.

Subject to the security requirements of the Department and prior written approval by the Department, the contractor and its subcontractors shall be free to use any ideas, concepts, and techniques contractor or its subcontractors develop arising out of their performance under this contract, and, subject to the security requirements of the Department and prior written approval by the Department, contractor shall be free to provide the Custom Software developed under this Agreement and owned by the Department to other customers requiring this same software using a licensing agreement with similar restrictions to the licensing agreement described in this Agreement. No ideas, concepts, techniques or custom software developed for this System and Agreement shall be provided to others without the prior written consent of the Department. The Department prefers that the contractor will complete and finalize all design/technical specifications, development, and testing on site in the Kirkman Building. However, the Department understands that it may not be practical to perform all development activities on site. The Respondent may state in his proposal a plan that includes some off-site development but the plan is subject to final approval by the Department prior to implementation. The contractor must submit to the Department for its approval proposed design documents and screen layouts of all custom software provided to meet the requirements of this ITN.

**2.16 IMPLEMENTATION DATES:** Implementation dates may be changed by mutual consent of the contractor and the Department. Such mutual consent must be in writing, signed by the contractor and the Department.

**2.17 STATUS REPORTING:** All work performed pursuant to the contract shall be reviewed in weekly status meetings with the Department's Contract Manager, commencing seven (7) calendar days following award of the contract. Status meetings will be held in the Neil Kirkman Building, Tallahassee, Florida, or other mutually agreed site. The contractor's Project Manager shall submit a monthly written status report to the Department's Contract Manager showing project tasks completed and tasks planned for completion during the next reporting period. The progress report will analyze progress to date, plans for the next period, and indicate any areas of concern. Work determined by the Department to be in non-compliance with the contract shall be brought into conformance by the contractor at no expense to the Department within ten (10) calendar days of written notice from the Department unless a longer time period for compliance is contained in the written notice from the Department.

**2.18 COMPLIANCE REVIEW:** The contractor is responsible for the implementation approach and schedule identified in the Calendar of Events. The contractor is required to pass a *COMPLIANCE REVIEW at a minimum of six pilot sites and up to ten pilot sites as designated by the state*. The State will verify, for a period not to exceed twenty (20) working days, that all the features and functions which the contractor proposed have been delivered and that they operate as set forth in the ITN and the contractor's proposal, then the State shall notify the contractor in writing that the system has successfully passed the *COMPLIANCE REVIEW*.

If the State determines that the system does not meet the requirements specified in this ITN and the contractor's proposal, the State will notify the contractor, in writing, of all deficiencies. The contractor shall correct the deficiencies within 20 working days, notify the State in writing, and the State will re-evaluate the system for another period not to exceed 20 working days.

No charges shall be paid for equipment, software, services, or supplies issued at the compliance site until the system at the pilot sites has passed the *COMPLIANCE REVIEW*. The System will not be installed in any other sites until the contractor has been notified in writing that the *COMPLIANCE REVIEW* has been successfully completed.

**2.19 ACCEPTANCE PERIOD:** Following installation, beginning on the date each system (group of machines and software installed at a single site) is turned over to the State, "Ready For Use", there shall be a five (5) day acceptance period.

A system shall be considered to have successfully completed the acceptance period if there have been no contractor-related problems for a period of five (5) days. A system that experiences a contractor-related problem will be considered to have failed the acceptance period.

In the event the system fails the acceptance period, the acceptance period shall begin anew when the contractor notifies the State that the system has been repaired and is ready to begin the acceptance period.

In the event the system has not passed the acceptance period within three (3) months from the date that the State has been notified that the system is "Ready For Use", the contractor must replace the entire system at the failed site.

**2.20 SYSTEM DEMONSTRATIONS:** The proposer is required to bring their equipment to the Department of Highway Safety and Motor Vehicles, Neil Kirkman Building, Tallahassee, Florida 32399-0560, during the week specified in the Calendar of Events. Specific date and time for each vendor's demonstration will be determined by the Department. The System Demonstration will be scored in the BAFO Evaluation.

Proposer shall demonstrate a complete system, composed of all hardware and software during the week specified in the Calendar of Events. The proposer will briefly discuss the features, ease of use, and durability of the equipment.

The proposer will produce thirty (30) sample decals. DHSMV will test the sample decals by comparing toner adhesion and overall appearance of the documents to those that are printed with the current equipment and toner. DHSMV employees will conduct timings during the demonstration as described below. Proposer will demonstrate printer toner replacement and any printer cleaning required when the toner is replaced, and cleaning that must be performed when the printer reaches its duty cycle. DHSMV will provide a representative set of FRVIS transactions that exercise the functionality of the equipment.

The Department will provide a limited number of sample media (registration/decals, temporary tags, and sample titles) and a DVD containing test images for fifteen (15) decals/registrations, a temporary tag, and a vehicle title in the format that FRVIS produces. The instructions for each test within the demonstration appear below. For those respondents selected for the negotiations and demonstration, the DVD and sample media may be obtained by submitting a written request to the Purchasing officer on or after the date specified in the timeline that the Department will post one or more respondents selected for negotiations.

The proposer may use these files to prepare for the Decal Timing Test, Decal/Toner Test, and the Additional Printer Demonstration tests prior to the scheduled demonstration.

#### **Decal Timing Test**

- 1) The proposer will produce one (1) test print of the configuration sheet from the printer.
- 2) The proposer will immediately produce fifteen (15) sample decals. DHSMV will record the time it takes for the fifteen (15) decals to come out of the printer.

#### **Decal/Toner Test**

DHSMV will produce sample decals as outlined below and test the sample decals by comparing toner adhesion and overall appearance of the documents to those that are printed with the current equipment and toner.

- 1) Print the decal, then immediately DHSMV will do the following:
  - While decal is still attached to registration:
    - a. Scratch the decal with fingernail
    - b. Rub the decal with finger
    - c. Put soap and water on the decal
- 2) Print another decal, then immediately DHSMV will do the following:
  - Place the decal on metal license plate and perform the following:
    - a. Scratch the decal with fingernail
    - b. Rub the decal with finger
    - c. Put soap and water on the decal

#### **Additional Printer Demonstrations**

The following additional printer demonstrations are vital functions of the printer and require the documents to be clear and legible, and the toner to adhere to the stock used for these functions. NOTE: There is no timing test for these additional documents.

- 1) The vendor must demonstrate printing two (2) individual temporary tags.
- 2) The vendor must demonstrate printing two (2) individual vehicle titles (must print duplex as described in Section 4.2.5 Decal and Other Forms Printer).

**2.21 CONTRACTOR'S INSURANCE:** See attached Form PUR 1000, Paragraph 35. The contractor shall not commence any work in connection with the contract until he has obtained all of the following types of insurance and such insurance has been approved by the purchaser, nor shall the contractor allow any subcontractor to commence work on a subcontract until all similar insurance required of the subcontractor has been so obtained and approved.

- a. **WORKERS COMPENSATION INSURANCE:** The contractor shall take out and maintain during the life of this agreement, Worker's Compensation Insurance for all of his employees connected with the work of this project and, in case any work is sublet, the contractor shall require the Subcontractor similarly to provide Worker's Compensation Insurance for all of the latter's employees unless such employees are covered by the protection afforded by the contractor. Such insurance shall comply fully with the Florida Worker's Compensation law. In case any class of employees engaged in hazardous work under this contract at the site of the project is not protected under the Workman's Compensation statute, the

contractor shall provide, and cause each Subcontractor to provide, adequate insurance, satisfactory to the purchaser, for the protection of his employees not otherwise protected.

- b. **CONTRACTOR'S PUBLIC LIABILITY AND PROPERTY DAMAGE INSURANCE:** The contractor shall take out and maintain during the life of this agreement Comprehensive General Liability and Comprehensive Automobile Liability insurance that will protect the proposer from claims for damage for personal injury, including accidental death, as well as claims for property damages which may arise from operating under this agreement whether such operations are by the proposer or by anyone directly or indirectly employed by the proposer, and the amount of such insurance shall be the minimum limits as follows:
1. Contractor's Comprehensive General Liability Coverage, Bodily Injury & Property Damage: \$100,000.00 Each Occurrence, Combined Single Limit.
  2. Automobile Liability Coverage, Bodily Injury & Property Damage: \$ 50,000.00 Each Occurrence, Combined Single Limit Insuring clause for both Bodily Injury & Property Damage shall be amended to provide coverage on an occurrence basis.
- c. **SUBCONTRACTOR'S PUBLIC LIABILITY AND PROPERTY DAMAGE INSURANCE:** The contractor shall require each of his subcontractors to secure and maintain during the life of the subcontract, insurance of the type specified above or insure the activities of his subcontractors in his policy as specified above.
- d. **LOSS DEDUCTIBLE CLAUSE:** The Department shall be exempt from, and in no way liable for, any sums of money, which may represent a deductible in any insurance policy. The payment of such deductible shall be the sole responsibility of the contractor providing such insurance.

**2.22 FINGERPRINT REQUIREMENTS:** The contractor selected is required to have all of their employees, working in any phase of the design, maintenance, operation, or other delivery of the service required by this contract, to complete a fingerprint background check with the Florida Department of Law Enforcement. Fingerprint processing will be coordinated by the Division of Administrative Services to ensure that the department's records of building access are accurate. Unfavorable background check results may require a change in contractor personnel. This decision is the sole discretion of the Department. The fingerprint background check and non-disclosure form must be completed prior to obtaining access. Please see Attachment F entitled "DHSMV Fingerprint Confirmation" and Attachment G entitled "Non-Disclosure Agreement."

### **2.23 CJIS PERSONNEL SECURITY POLICY AND PROCEDURES**

The Awarded Vendor must meet the following requirements:

1. Prior to granting access to CJI, the Awarded Vendor must verify identification of their employees via a state of residency and national fingerprint-based record check. Vendor and subcontractor personnel with access to physically secure locations or controlled areas (during CJI processing) must be subject to a state and national fingerprint-based record check unless these individuals are escorted by authorized personnel at all times and also must successfully complete a CJIS web based training class.
2. If a record of any kind is found, the Department must be formally notified and system access shall be delayed pending review of the criminal history record information.
3. When identification of the applicant with a criminal history has been established by fingerprint comparison, the Department shall review the matter.
4. An employee of the Awarded Vendor or subcontractor found to have a criminal record consisting of felony conviction(s) shall be disqualified.
5. An employee of the Awarded Vendor or subcontractor must also be disqualified on the basis of confirmations that arrest warrants are outstanding for such applicants.

6. The Awarded Vendor must maintain a list of personnel who have been authorized access to CJI and will, upon request, provide a current copy of the access list to the Department.
7. If the Department determines that access to CJI by an employee of the Awarded Vendor or subcontractor would not be in the public interest, access shall be denied and the employee's appointing authority must be notified in writing of the access denial.

**2.24 E-VERIFY REQUIREMENT:** Pursuant to the State of the Florida Executive Orders Nos.: 11-02 and 11-116, Awarded Contractor is required to utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment of all new employees hired by the Contractor during the contract term. Also, the Awarded Contractor shall include in related subcontracts a requirement that subcontractors performing work or providing services pursuant to the state term contract utilize the E-Verify system to verify employment of all new employees hired by the subcontractor during the contract term.

### 3.0 PURPOSE AND GENERAL INFORMATION

**3.1 BACKGROUND:** The FRVIS system, which was funded by a transaction per vehicle registration fee, provided computer hardware, software, services, and data circuits to each of the offices maintained by Florida tax collectors for issuance of motor vehicle titles and registrations.

In 2005/06, the Department was funded for statewide replacement of the Tax Collector computer equipment through a five (5) year installation purchase contract, which is expired. Equipment includes servers, workstations, notebooks, docking stations, monitors, printers, switches, keyboards/mice, and Uninterrupted Power Supplies (UPS). The equipment is now at the end of its useful life and needs replacing.

**3.2 OBJECTIVES:** The objective of this project is to provide a technology refresh of the computer equipment and system software, hardware maintenance, consumables, and services within the current budget funding.

**3.3 CURRENT PROCESS:** Currently, there are over three-hundred (300) Tax Collector Agencies statewide. See Attachment E for Office Locations. The Tax Collectors act as agents of the Department of Highway Safety and Motor Vehicles and are responsible for performing a wide variety of transactions.

The Division of Motorist Services headquarters has the same capability to also perform these transactions. However, Motorist Services has basically decentralized its operations; about ninety-five percent (95%) of all transactions are processed by local Tax Collector offices. The registration and title transactions that are performed at headquarters are handled through the Customer Service Walk-In Section and Fast Title Service Center, respectively.

FRVIS is a client server custom system designed to assist the Tax Collector and Departmental personnel process vehicle and vessel title and registration applicants. FRVIS currently operates on Windows 2003 servers and Windows XP and Windows 7 workstations, laser printers and a local area network connected via a TCP/IP wide-area network to a centralized Oracle database. It is written in Uniface, which is a model-driven, fourth generation language and uses a SOLID database on the local server to store code tables and transaction data. FRVIS is loaded on the server but the executable is run on the workstation. FRVIS includes the following functions:

- Provides real-time access to a central database to obtain customer, vehicle, vessel, handicap parking, and history information.
- Provides real-time update for vehicle, vessel, and handicap parking transactions.
- Provides daily activity reports.
- Interfaces to the National Motor Vehicle Title Information System (NMVTIS), which is a national system designed to deter title fraud.
- Processes commercial motor vehicle operators to meet the requirements of the International Registration Plan (IRP), which is apportioned registration for interstate carriers and International Fuel Use Tax Agreement (IFTA), which is apportioned fuel tax payments for interstate carriers.
- Computes fees and updates the collection and distribution of revenue.
- Prints over-the-counter decals, registrations, title applications and other documents.
- Prints over-the-counter titles.

Many of the Tax Collectors maintain their own networks and have commercial applications such as cashiering systems that access FRVIS data stored on the local server. Other commercial software (including customer queuing systems, cashiering systems, property tax, hunting and fishing, word processing and email), purchased by the Tax Collectors runs on the Department-owned workstations, which is permitted as long as it does not interfere with FRVIS operations. The hunting and fishing application also uses a printer that is connected to the FRVIS workstation using a serial port. Many of the Tax Collector offices also provide driver license services using the Florida Driver License Information System (FDLIS). The Department's Digitized Imaging System (DIS) interfaces with FDLIS, document scanning of identity documents, image capture and the Automated Driver License Testing system (ADLTS).

FDLIS is a client server custom system designed to assist the driver license examiner efficiently and effectively process driver licenses, identification cards, and administrative hearing applicants. FDLIS operates on Windows XP workstations, a variety of printers, and a local area network connected via a TCP/IP wide-area network to a centralized Oracle database. FDLIS uses a graphical user interface. It is written in Uniface, which is a model-

driven, fourth generation language and uses a SOLID database on the local server to store code tables and transaction data. FDLIS is loaded on the server but the executable is run on the workstation. The FDLIS equipment has been refreshed through a separate contract.

The DIS runs on the same server and workstations as FDLIS and integrates scanning of identity documents and image capture and produces the DL/ID card. The DIS uses a number of peripheral devices including DL/ID card printers, document scanners, cameras, barcode readers and signature pads.

**3.4 CURRENT EQUIPMENT:** The chart below is a description of the current equipment and counts.

Type	Equipment Description	Total
Switch	Hewlett Packard ProCurve 2600 Series Switch 2650-48 (167) and 22610-48 Switch, 2626-24 and 2610-24 Switch (200)	367
Server	Hewlett Packard ProLiant ML 370 G4 Server and Hewlett Packard ProLiant ML 370 G5 Server	278
Monitor	Hewlett Packard L1706 17 inch Flat Panel LCD Monitor Hewlett Packard L1710 17 Inch Flat Panel LCD Monitor	4627
PC	Hewlett Packard Compaq dc7600 Convertible Minitower PC Hewlett Packard Compaq dc7700 Convertible Minitower PC Hewlett Packard Compaq dc7800 Convertible Minitower PC	4431
Docking Station	Docking Station for Notebook PC	126
UPS	Belkin 1000VA Small Enterprises UPS	315
UPS	Belkin 1500VA Small Enterprises UPS	277
Notebook PC	Hewlett Packard nc6400 Notebook PC Hewlett Packard 6910p Notebook PC	157
Laser Printer	Samsung ML-3561N Monochrome Laser Printer Samsung ML-4050ND Monochrome Laser Printer	5006
Mouse	Hewlett Packard Notebook USB Scroll Mouse (HP part #DC369A)	142
Keyboard	Hewlett Packard Notebook USB Keyboard (HP part #DT5267A)	142

**3.5 DESCRIPTION OF THE CURRENT DECALS:** The ITN does not include decal/registration paper. Decals and registrations must adhere to specifications described in Attachment A. Toner ink adhesion is a component of these specifications.

#### **4.0 MANDATORY REQUIREMENTS**

Awarded Contractor must bear full responsibility to ensure successful installation, implementation, operation and maintenance of all hardware and software associated with this ITN.

#### **4.1 SYSTEM REQUIREMENTS:**

1. Prospective Contractor must identify equipment name, model and feature numbers, and quantities for all equipment proposed. Describe how the equipment meets the technical requirements outlined in the ITN. Briefly describe any additional but relevant features or capabilities. Address any features that make the proposed commodity especially suited for the intended purpose. Identify all special flooring or overhead rack requirements, including such items as elevated floors and cable racks. Identify equipment weight and dimensions. Identify environmental requirements. Identify power requirements. Identify date when the equipment was made available for general sale.
2. Prospective Contractor must identify all software by name and version number. Describe how the software meets the requirements in the ITN. Briefly identify any additional relevant features. Prospective Contractor must identify all printer consumables (excluding paper) and their product yield assuming a five percent (5%) coverage area.
3. Awarded Contractor must provide complete systems meeting the specifications described herein. All proposed hardware must be new, not reconditioned or refurbished. All hardware must be at the latest engineering change level as offered by the original manufacturer and must have been manufactured within the last twelve (12) months. All hardware and "off-the shelf" software technology proposed must be available at the time of the required demonstration. Quantities of equipment per office location are specified in the Attachment E, Hardware Inventory by Office Location.
4. All software must be current versions containing the latest security patches at the time of install, unless otherwise agreed to by the Department. It is the responsibility of the Awarded Contractor to have staff with sufficient expertise to make recommendations for configuration of purchased software.
5. All prices must include delivery to end user site, installation of all hardware and software, connection of all peripheral devices and testing of final installed system to ensure operational status of all devices. All servers and associated system and application software are to be pre-staged at Awarded Contractor's location and tested for each Tax Collector's office prior to shipment. Other equipment must be brought to the site at the time of installation.
6. Some Tax Collector offices that issue driver licenses may have FDLIS servers and other equipment that was provided by the vendor of the Digitized Driver License contract as well as FRVIS workstations and other equipment. This equipment was recently refreshed and will not be replaced again in this acquisition. The installation of FRVIS workstations and other equipment in these offices is the responsibility of the Awarded Contractor. The Awarded Contractor must work with digitized driver license vendor, L-1, and the Department regarding these installations to make any changes required on the server for the new FRVIS workstations and other equipment.
7. Some Tax Collectors who maintain their own networks prefer to connect the printers locally via a USB or parallel port. If they chose to do so, they must provide the printer cable. If the printers reside on the Department's network, the printers will be connected via the network.

**4.2 EQUIPMENT/SOFTWARE/SERVICES:** The Department has listed mandatory requirements for Prospective Contractors.

**4.2.1. GENERAL SYSTEM REQUIREMENTS:**

1. Workstation configuration must allow comfortable operation of both camera and keyboard by office employees. Display units must include reflections/glare reduction features, brightness and contrast controls, and low-level radiation protection features. Non-portable equipment keyboards must be detachable, angle adjustable and have palm/wrist support. Printer noise level must not exceed seventy-five (75) decibels.
2. All electrical equipment must operate on a regular one-hundred and ten (110) voltage, sixty (60) cycle AC, be equipped with a grounded plug, and must meet Underwriter's Laboratory Standards or equivalent.
3. All electrical equipment must include surge suppresser that meets UL Standard 1449. The number of surge protectors should be equal to the number of workstations, plus the number of title printers, plus one surge protector for every two (2) decal high-speed printers.
4. All computer devices and peripherals must be certified for FCC, Class A operations.
5. All computer devices and peripherals must operate normally under room temperature extremes (20 – 100 degrees Fahrenheit.)
6. Equipment quantity by type is defined in the chart below:

Type	Quantity	Comments
Switch 24 port	200	
Switch 48 port	167	
Server	249	Decrease due to virtualization of servers located at headquarters
Server monitor	249	
PC	4431	
PC monitor	4200	Some tax collectors purchase their own monitors
Docking Station	157	
UPS Server	249	
UPS Switch	315	
Notebook PC	157	
Laser Printer	5006	Includes mailroom high speed decal printers
Surge Protectors	8000	

**4.2.2 SERVERS:**

Make	Dell, Hewlett Packard
Processor	Intel E5-2670
Memory	8GB minimum
Disk Storage	Five (5) disks, minimum 10k rpm, 300GB minimum, two (2) (raid1), three (3) (raid 5) hot swappable drives. The Department will work with the Contractor in determining how the partitions will be sized.
NIC and Power Supply	Must provide redundant NIC and power supply
UPS	External auto switching uninterruptible Power Supply (UPS) with batteries to provide at least twenty (20) minutes of server, router and switch operation if main power fails. Audible power fail alarm to sound when main power fails and system switches to UPS battery power. Alarm silenced by operator activated push button.
Extension cables	Extension cables for video, keyboard, and mouse to permit desk side placement of server with display, keyboard, and mouse on tabletop.
Monitor	Color Active matrix - TFT flat panel LCD type, 17" minimum diagonal screen, 1280 x 1024 or better screen resolution, 15 Pin Analog or 24 pin DVI Interface to match server video connector, to include monitor support stand. 800:1 or better contrast ratio, 120 VAC / 60 Hz / 2.5A (Max.) power requirement.
Keyboard	Standard Windows Keyboard USB
Mouse	USB Optical scroll mouse
USB 2.0 or 3.0 with backward compatibility	At least four (4) ports, two (2) in the front
Enclosure	Desktop Style Enclosure with rack mount kit
CD/DVD RW	Minimum 16x DVD + RW
Operating System Software	Windows 2008 R2 Server with latest Service pack and "hot fixes" installed. Must be purchased with volume licensing that does not require activation of each individual operating system after it has been installed. The Department will purchase the operating system software directly from State Contract.
Virus and Spyware Protection Software	The Department is licensed for Symantec EndPoint Protection.
Internet Explorer	Version to be specified by the Department
Backup and Recovery Software	The Department is licensed for Symantec Backup Exec. It is the responsibility of the Contractor to encrypt the backup set and demonstrate the recovery/restore of a file from the encrypted backup as part of the initial server build.
Image Software	The Department is licensed for Symantec Ghost; however, the Department will consider alternate solutions providing the Contractor provides any software licensing required. Alternate solutions must be approved by the Department prior to the BAFO.
Backup Flash Drives	Eight (8) 128 GB flash drives per server
Remote Console Management	Remote console management with server power on/off. Include client server licensing as necessary.

**4.2.3 WORKSTATIONS:**

Make	Dell, Hewlett Packard
Processor	Intel Core i5-2500
Memory	Four (4) GB minimum
Disk Storage	250 GB SATA minimum. The Department will work with the Contractor in configuring the size of C and D drives.
Parallel port	With at least one available beyond what is required for the new equipment.
Serial ports	At least one (1) available. Include price for an additional serial port adaptor in the Supplemental Cost Sheet in case they are needed by some of the tax collectors. This will be determined in the site survey.
USB 2.0 or 3.0 with backward compatibility	With at least four (4) available ports. Include price for an additional USB card in the Supplemental Cost Sheet in case they are needed by some of the tax collectors. This will be determined in the site survey.
Enclosure	The workstation processor must be able to be converted from a desktop to a tower as specified for each office.
Network Connection	Ethernet network interface connection using TCP/IP protocol over UTP for 100BASE-T/1000BASE-T with RJ-45 connector
Extension cables	Include extension cables for video, keyboard, and mouse to permit desk side placement with display, keyboard, and mouse on tabletop in the Supplemental Cost Sheet in case they are needed by some of the tax collectors. This will be determined in the site survey.
Monitor	22 inch (21.5 inch) flat panel (thin) LCD monitor that supports 1680 x 1050 screen resolution; Backlight Tech: LED; DVI-D ; Stand Adjustable
Keyboard	Standard Windows Keyboard USB
Mouse	USB Optical scroll mouse
DVD RW	Minimum 16X DVD +-RW
Operating System Software	Windows 7 Professional or higher 32 bit. Must be purchased with volume licensing that does not require activation of each individual operating system after it has been installed.
Virus and Spyware Protection Software	The Department is licensed for Symantec EndPoint Protection
Internet Explorer	Version will be specified by the Department.

**4.2.4 LAPTOPS:**

Make	Dell, Hewlett Packard
Processor	Intel Core i5-2540M
Memory	4 GB minimum
Disk Storage	250 GB SATA minimum. The Department will work with the Contractor in configuring the partitioning of C and D drives.
Network Connection	Ethernet network interface connection using TCP/IP protocol over UTP for 100BASE-T/1000BASE-T with RJ-45 connector
Display	15.6 diagonal LED backlit anti-glare
Keyboard	Standard Windows Keyboard
Mouse	USB Optical scroll mouse
DVD RW	Minimum 8X DVD+RW
Operating System Software	Windows 7 Professional. Must be purchased with volume licensing that does not require activation of each individual operating system after it has been installed.
Virus and Spyware Protection Software	The Department is licensed for Symantec EndPoint Protection
Internet Explorer	Version will be specified by the Department.
Docking Station	Minimum Dual monitor support for 1 VGA and 2 DVI; 2 Display Ports; 5 USB
Battery	6 cell
NIC	Wireless Integrated

**4.2.5 DECAL AND OTHER FORMS PRINTER:** A sturdy business/office oriented workhorse printer is required with a strong duty cycle that prints relatively fast, with high print quality, a compact footprint, and reasonable toner costs.

Printer Type	Monochrome Laser
Monthly Rated Duty Cycle	200,000 sheets minimum
Energy Star Compliant	Yes
Speed	Minimum 45 ppm Must print a minimum of fifteen (15) decals per minute
Network	Must be networkable but also must be able to be connected parallel or USB (see Section 4.1.7)
Toner	Must strongly adhere to the decal. Must be OEM.
Consumables	Must provide all consumables except paper. Include the cost of all consumables (including toner, drum, etc.), except paper, in the Cost Tables.
Paper trays	Must provide two (2) trays that hold a minimum of five-hundred (500) documents each plus a manual feed.
Paper size	Letter and smaller
Manual feed	Must provide a means to validate a check.
Resolution	Minimum of 600 X 600 dpi
Automatic Duplexer	Yes. Duplexer must be capable of handling a stack of sequence numbered title documents (lowest number on top, face up) such that the printer prints page 1 on the face up sequence numbered page and page 2 on the back side of the document.
Print Drivers	Must be standard printer drivers. No custom drivers.
Paper Feed	Must pull titles sequentially from the top of stack. The title certificate has an audit number pre-printed on the paper stock. This audit number must match with the audit number supplied by the title print application. The paper stock is placed into the printer tray face up with the audit numbers in order from the top down. The printer then pulls from the top of the paper feeder.

Operating Systems Support	<ul style="list-style-type: none"> <li>• Microsoft Windows 7</li> <li>• Microsoft Windows Vista</li> <li>• Microsoft Windows XP</li> </ul>

**Prospective Contractor must provide the following information for the printer model proposed:**

Print Speed:	___ ppm
Resolution:	
Estimated Cost Per Page (Plain Text Page (Highest yield vendor ink)):	\$___
Toner Cartridge Number	
Cartridge Yield	
*Start-Up Cartridge Yield (1-time toner cartridge that ships with printer)	
Imaging Drum Number (if required)	
Imaging Drum Yield (if required)	
Power Requirements:	
Processor speed:	___ MHz
Installed Memory:	___ MB
Maximum Memory Supported:	___ MB
Dimensions (Height/Width/Depth):	___ inches x ___ inches x ___ inches
Weight:	___ pounds
Maximum Power Draw (watts)	___ Watts
Standby Power Draw (watts)	___ Watts

**\*NOTE:** Initial Start-up Cartridge yield is for information purposes only. This yield quantity must not be included in the cost calculation for toner related requirements in the cost sheet.

**4.2.6 MAILROOM HIGH SPEED DECAL PRINTER:** Mail room (high speed) renewals are processed through the FRVIS application. The FRVIS application reads a flat file of multiple transaction ids and prints the registrations using a "print farm" set up at the agency. Multiple printers operating as a print farm are acceptable to meet the performance requirements and the Department's custom decal print application does not have to be modified to make the print farm work or if the decal program has to be modified, the Contractor makes the modifications and supports the modified software for the life of the Contract. Must meet the same requirements as described in section 4.2.5 and the following:

Speed	Must print a minimum of ninety (90) decals per minute
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**4.2.7 SWITCHES:** Each office will have an intelligent, fast Ethernet 10/100/1000–Base T autosensing switch, sized for all networkable devices in the office. Switches are not required for servers located in the Neil Kirkman Building [except there will be two (2) in the software development area and not required for offices that have servers and switches provided by the L1- Identity Solutions Contract (see Attachment E, Current Inventory by Office Location)]. Prospective Contractor must include one (1) port for each device, the router and five (5) additional ports for growth at each site.

1. Must fit in a nineteen (19) inch rack (may use racks that are currently installed in each office).
2. Must be stackable and managed as a single device (20% of the switches need to come fully equipped with all of the necessary hardware or software required to be stackable).
3. Must support full Rmon standard (RFC1271 – must support four (4) of the nine (9) groups).
4. Must automatically detect newly connected devices.
5. All devices including print servers must be connected to the switch.
6. Must include a UPS with the same requirements described for the server.

The Department has developed a standard based solution requiring the use of Cisco switches going forward. The Prospective Contractor must provide a Cisco switch model that allows for complete application and hardware system functionality.

**4.2.8 OFFICE WIRING:** Due to budget constraints, the Department may use existing wiring for installation and upgrade the cabling after the equipment is installed, in year three (3) of the Contract. However, if there are sufficient funds to upgrade the cabling at the time of installation, we may choose to do so at that time. When the new cabling is installed, the old cables must be removed. The Department will consider equivalent networking cable, jacks, racks, and distribution panels as substitutes for the parts detailed in this section if they serve the same purpose and meet the minimum network cabling standards.

1. Awarded Contractor must provide a nineteen (19) inch wide relay rack (may use racks that are currently installed in each office).
2. Each device location must have one (1) run pulled to the relay rack.
3. Each room must be wired with category 5E or category 6, unshielded 4 pair wires with ECO category 5/6 outlet.
4. Each wire must be pinned out to the 8 position 568A standard 4. The first outlet on the wall jack (AMP Part #557691-1) must be designated for telephone use and must be almond in color (RJ45). Remaining outlets must be black (RJ45 – AMP Part #557818-4) to indicate data. The two (2) remaining outlets are for growth and must have a "Blank" insert (RJ45 – AMP Part #557626-1).
5. Each face plate's wires must terminate in the closet on an AMP Distribution Panel – Part #55743-1, and be labeled according to room number and face plate number.
6. Phones and data cables can be connected to appropriate rooms by patch cables. These cables are category 5E or 6 with 568A 8 position RJ45 connectors.
7. Black to represent data and blanks for growth.
8. A wire management panel, part #558331-1, must be installed in the rack between the switch and distribution panel to manage patch cables.

#### **4.3 SYSTEM INSTALLATION:**

1. Prospective Contractor must include a proposed work plan, to include time frames, outlining the statewide installation. Provide job descriptions and number of personnel to be assigned to equipment installation, testing, and implementation of the project. Include any assumptions made developing the installation plan.
2. The Department anticipates after the Compliance Review that about one half of the sites will be installed before July 1, 2013 and the remaining sites will be installed before December 31, 2013. Installation schedule to be jointly developed by DHSMV and Awarded Contractor subject to concurrence from appropriate Tax Collectors. The schedule will be kept up to date through the term of the installation by mutual agreement of both parties.
3. Awarded Contractor is responsible for complete installation of all hardware and software and training at each site. Complete installation includes, but is not necessarily limited to site surveys, cables, computer, computer peripherals, system software, application software and end user training. In sites that have a driver license server, the Awarded Contractor is responsible for installing all FRVIS equipment and any changes required on the server. Awarded Contractor is not responsible for building electrical changes associated with installation of devices provided through this ITN. It is the responsibility of the Tax Collector IT staff to install any non-Department owned software and/or hardware after the installation of the new equipment is complete.
4. Awarded Contractor must provide hardware and software specialists during the equipment installation at each office and they must remain at the site until the system is operational and problem free.
5. At the time of installation, Awarded Contractor is responsible for providing written guidelines to each office location to include but not limited to: Equipment system overview; Equipment operational instructions; Device connectivity information; Cleaning instructions; Instructions for changing toner; Other operator related responsibilities instructions; and General user troubleshooting information.

6. Installation of the System must be accomplished in the designated field offices during weekend hours, unless otherwise agreed to by the Department and appropriate Tax Collector. The Awarded Contractor must plan installation as follows:

**Friday night after 6 p.m. through Sunday**

Install new equipment, run new installation hardware diagnostics, install software.

**Monday**

Train office personnel on proper method of operating equipment. Turn system over to office personnel for normal operation. Hardware and software personnel must be at site to answer questions and resolve problems.

At the time of each site installation, Awarded Contractor must provide a service log to be maintained at that site. This service log must contain at least the information described in 4.9.8 entitled "Incident Reports," about each maintenance call made to that site.

**4.4 EXISTING FRVIS EQUIPMENT:** FRVIS equipment owned by the Department currently installed, which will be replaced as a result of this ITN must be de-installed by Awarded Contractor and removed from the site by Awarded Contractor at the time of new equipment installation. De-installation is to include wiping all the information on the hard drives on workstations and servers using a secure delete utility (approved by DHSMV) to permanently and securely delete files so that they may not be undeleted. All FRVIS equipment owned by the Department which will be replaced by this ITN must be taken in trade by the Awarded Contractor with the exception that the Department may want to retain 1100 workstations and up to 81 existing printers. After the devices are wiped, the Department will either arrange for them to be picked up or pay for their shipment.

**4.5 DESIGNATED PERSONNEL:**

1. For the term of the contract, Prospective Contractor must designate a Service Coordinator to handle coordination of all service calls between DHSMV staff, Awarded Contractor, and Tax Collector personnel. The Service Coordinator must be available during business hours by email and phone. This individual must have a working knowledge of the equipment being serviced through this contract. This working knowledge must be sufficient for the individual to fully understand the repairs being made at the sites and communicate with both Awarded Contractor's field service personnel and Department's technical staff.
2. Prospective Contractor must designate a Project Manager from beginning of project until all new systems are installed and fully operational. The Project Manager is required to be at the Department of Highway Safety and Motor Vehicles, Neil Kirkman Building, 2900 Apalachee Parkway, Tallahassee, Florida for the status meetings described in section 3.11 and may be required to be on site more often if issues/problems need to be addressed. The Project Manager is required to be available by phone during business hours and when installations are occurring.
3. The Department will designate a Project Manager and a backup project manager from beginning of project until all new systems are installed and fully operational.
4. Occasionally Tax Collectors open, relocate or close offices. For the term of this Contact, the Prospective Contractor must provide qualified staff that upon request can install equipment and relocate equipment to new offices. Staff must have:
  - an in-depth knowledge of servers, workstation, and troubleshooting techniques;
  - a thorough knowledge of hardware configuration and network connectivity; and experience with installing and configuring server hardware in a Windows Server 2008 environment, Microsoft Active Directory, and in deploying Windows 7 workstations.
5. The Awarded Contractor will ensure that backup personnel are kept up to date with the project so that backup personnel can fill in if the primary personnel are not available. All contract personnel will be highly skilled and have previous experience in the area of expertise they are assigned.

6. Awarded Contractor's project manager and key technical leads assigned to the project may not be reassigned by the Awarded Contractor to other projects without the written approval of the Department. Awarded Contractor personnel assigned to the project may not be reassigned by the Department to other projects without the written approval of the Awarded Contractor.
7. If, in the Department's sole opinion, Awarded Contractor personnel assigned to project do not exhibit the knowledge, skills, abilities and other qualities necessary to ensure timely and successful completion of the projects, the Department will provide written notice and justification for replacement of the personnel. The Contractor will have ten (10) days from the receipt of such request to resolve the issues. If the issues are not resolved within ten (10) the Awarded Contractor must replace the individual(s) with a more qualified individual(s) within one (1) month from receipt of such notification by the Department. Should the Awarded Contractor wish to change the employees named in their proposal the Department must approve the proposed replacements.
8. Vacation time due Awarded Contractor personnel assigned to the project must be coordinated with the designated Department employee. Awarded Contractor must work with the Department regarding scheduling of vacation time for Awarded Contractor employees and must make all reasonable efforts to comply with the Department's requirements.
9. The Prospective contractor must identify all key personnel who will be providing maintenance on the System, furnish the Department with a means of identifying these personnel, furnish the Department with credentials on these personnel and notify the Department at least thirty (30) days in advance of any reductions in staffing levels of key personnel at any local or district office serving the Department.
10. All personnel performing maintenance must be trained to service the equipment covered by this contract. Training must be completed before individual is assigned to service the equipment covered by this contract. Training must be provided to whatever level is necessary to ensure the individual has the requisite qualifications to perform satisfactory maintenance service

**4.6 TONER:** The Prospective Contractor will provide the cartridge model number and yield. The Department provides each office with the estimated toner cartridges required to print decals, titles, and other forms based on the office production of those forms last fiscal year. Many Tax Collectors purchase additional toner needed above the allotment and the Awarded Contractor must provide the same cartridges to the Tax Collector at the same price entered in the Cost Table A. The number of toner cartridges in the cost sheets is based on a twelve thousand (12,000) cartridge yield. If the Prospective Contractor's cartridge yield does not equal twelve thousand (12,000), the Prospective Contractor must calculate the number of toner cartridges required based on the percentage of the Prospective Contractor's toner yield compared to twelve thousand (12,000). As stated in Section 4.2.5 Decal and Other Forms Printer, for purposes of these calculations, Prospective Contractors may not include the initial Start-up Cartridge yield for cartridges that are shipped with the printer. If there are also drum requirements or other multiple consumable components relating to toner to be purchased, these must be included and be calculated in a similar manner as described for toner. For instance, if the Prospective Contractor's toner yield is twenty-four thousand (24,000), the number of cartridges would be fifty percent (50%) of the number of cartridges in Cost Table A. The cost of toner cartridges (and drums or similar consumables if required) for the duration of the project must be entered in the cost sheets for purposes of determining the total cost of the solution provided and will be used in the price evaluation; however, the Department may choose to bid the cartridges to obtain the best pricing.

**4.7 SITE READINESS:** Prospective Contractor must state in their response the minimum acceptable site and environmental standards that are required for site installation,

1. Awarded Contractor must perform a site survey of each site at least ninety (90) days prior to the scheduled installation at that site, except the site survey for the Pilot Sites must be performed as soon as reasonable after award of the contract. As a result of the site survey, Awarded Contractor must notify the Department in writing, at least seventy five (75) days prior to the scheduled installation at that site, except the Awarded Contractor must notify the Department in writing for the Pilot Sites as soon as reasonable after award of the contract, of any situations at that site which do not conform to Awarded Contractor's minimum acceptable standards for proper operation of the equipment to be installed.

2. Awarded Contractor, as part of the site survey, must identify all modifications required to the electrical power supply of each office to properly accommodate the equipment bid. Notification of required electrical modifications must be given to the Department in writing at least seventy five (75) days prior to the scheduled installation at that site, except the Awarded Contractor must notify the Department in writing for the Compliance Site as soon as reasonable after award of the contract.
3. It is the Department's responsibility to have the site prepared in accordance with Awarded Contractor's minimum site and environmental requirements prior to the agreed upon delivery date of the equipment. The Department will make every effort to ensure the site is prepared fifteen (15) days prior to scheduled delivery of the equipment.
4. It is the Awarded Contractor's responsibility to inspect the site at the completion of the Department's preparation. If the site is not prepared in compliance with the Awarded Contractor's minimum site and environmental requirements, Awarded Contractor must notify the Department in writing, listing all deficiencies within fifteen (15) days. The Department will make every effort to correct the listed deficiencies as rapidly as possible. This inspection and notification procedure must be repeated, if necessary, until the site is in compliance with Awarded Contractor's minimum site and environmental requirements.

#### **4.8 ADDITIONAL SYSTEM REQUIREMENTS:**

The Department, at its discretion, may upon ninety (90) days written notice require that the Awarded Contractor provide additional complete systems or components to satisfy its operational needs. This could be in addition to the number of systems specified in the Cost Tables. Equipment/software must be offered at the original proposal price or current state government pricing, or at a negotiated price, whichever is lower. In addition, the Department reserves the right to move any and all equipment from one location to another in order to meet its operational requirements. The Awarded Contractor will be notified in writing, thirty (30) days in advance, of any changes required. During the term of the contract, additional offices may be added or existing offices closed.

Tax Collectors may purchase additional equipment to supplement the equipment provided by the Department. The Awarded Contractor must provide a means for Tax Collectors to purchase additional equipment directly from the Awarded Contractor at the same pricing as provided to the Department. Tax Collectors may choose to purchase additional equipment directly from the Awarded Contractor or through the Department, with the Department coordinating the purchase and obtaining reimbursement from the Tax Collector. The Awarded Contractor must provide the Tax Collectors with the image components of the new workstation and a means to purchase a new workstation ahead of time so that they can develop their own workstation image prior to their installation date, if they choose to do so.

**4.9 MAINTENANCE REQUIREMENTS:** Briefly discuss any additional but relevant features or services. Include preventative maintenance procedures required for Motorist Services/Tax Collectors/Agents and the Prospective Contractor. For printers, state the printer duty cycle period, the type of cleaning and cleaning consumables required and describe the cleaning process. Include a justified frequency of preventive maintenance by the Prospective Contractor, a description of how parts supply and back-up equipment availability will be assured statewide, a detailed explanation of response times for unscheduled service needs, escalation procedures, and the number of representatives available and their office locations in the State. Briefly discuss any additional but relevant features or services. Include preventative maintenance procedures required for Motorist Services/Tax Collectors/Agents and the Prospective Contractor. Include a justified frequency of preventive maintenance by the Prospective Contractor, a description of how parts supply and back-up equipment availability will be assured statewide, a detailed explanation of response times for unscheduled service needs, escalation procedures, and the number of representatives available and their office locations in the State.

**4.9.1 REPAIR AND MAINTENANCE PLAN:** Prospective Contractor must provide a detailed repair and maintenance plan that describes how the plan meets the requirements of the ITN.

1. During the entire term of the contract and any renewal periods, Awarded Contractor must render maintenance to keep the system in, or restore the system to, good working order. For purposes of the contract, hardware and/or software restored to good condition will be defined as hardware and/or software that must perform all functions as prescribed in this ITN and the manufacturer's published specifications for such hardware and/or software as originally manufactured.\

2. Principal period of maintenance shall be twelve (12) working hours per day, from 7:00 a.m. to 7:00 p.m. Eastern Time, Monday through Friday. At the discretion of the Department, the principal period of maintenance may be changed for an installation site by attaching an amendment that states the alternative hours of maintenance for that site.
3. Awarded Contractor must provide adequate staff and stock necessary levels of "hot spares" and spare parts to provide maintenance per the requirements, terms, and conditions of the contract. Parts required for maintenance may be shipped directly to the agency. In most cases, replacement of keyboards, mouse, and monitors will be performed by office personnel but in few cases where office personnel are unable to perform the replacement, the replacement will be done by the Awarded Contractor, at no additional charge.
4. Maintenance service must include unlimited replacement parts and unlimited service calls to any and all sites during the principal period of maintenance.
5. Space for Awarded Contractor personnel and warehousing of spare parts, supplies, and equipment must be at the Awarded Contractor's expense and will not be provided by the Department.

**4.9.2 REMEDIAL MAINTENANCE:** Prospective Contractor must provide a detailed remedial maintenance plan that describes how the plan meets the requirements of the ITN.

1. Awarded Contractor must provide a central dispatch office to which the Department may place all calls for remedial maintenance. The central dispatch office must have a toll free telephone number for use by the Department in placing calls for remedial maintenance. Awarded Contractor must ensure sufficient telephone lines and personnel are in place in its central dispatch office to receive all calls for remedial maintenance placed by the Department during the principal period of maintenance. Prospective Contractor Must establish a procedure by which Department calls can bypass normal query-before-dispatch process.
2. DHSMV has a centralized service desk called TAC (Technical Assistance Center) that is the central point of contact for incidents and standard changes. TAC provides records and tracks incidents in a Service Management System, provides level-one support, escalates to level-two support, if needed, and escalates to the Awarded Contractor if it appears there is a malfunction with the equipment covered by this contract. Each call placed to the central dispatch office must use the reference number assigned by TAC and may also be given a unique reference number by the central dispatch office. The reference number assigned by TAC will be used by both Awarded Contractor and Department personnel when reporting required information or attempting to resolve associated problems.
3. All requests for remedial maintenance must be acknowledged to the Department by the appropriate service personnel within one (1) hour after the Department has placed a call for remedial maintenance to the Awarded Contractor's central dispatch office. For servers and switches on-site remedial maintenance by the Awarded Contractor must be completed and the site returned to full operational status within four (4) working hours after notification by the Department that the equipment and/or software provided by Awarded Contractor is inoperable, unless the Department and Awarded Contractor mutually agree to another period of time and ends when the Awarded Contractor turns the system over to tax collector personnel, Ready For Testing (RFT). If the system is not operational when the tax collector personnel test the system, the fix time continues from the last RFT to the next. For all other equipment on site remedial maintenance by the Awarded Contractor must be completed and the equipment returned to full operational status by the close of the second business day. Full operational status includes being able to print a decal through the FRVIS application and printing a driver license through the FDLIS application, if the office offers FDLIS services. Specifically, full operational status means all operating system, software applications, drivers and other associated or required software reloaded on the machine.
4. It is the responsibility of the Awarded Contractor to build server and workstation images that includes all Awarded Contractor provided software and Department supplied software for full operational status (including FRVIS, FDLIS, and Capture) for the initial installation and subsequent restoration of workstations and servers). Workstations at the Department's headquarter location

are different than those in field offices. It is the responsibility of the Awarded Contractor to build images for those workstations that include all Department-owned software. The Department will provide the list of base image components for headquarters.

5. The Awarded Contractor must deliver a workstation and server build document that details the image process and keep the documentation up to date for the Contract period. If the server and workstation models change over the contract period, due to obsolescence of the proposed models, it is the responsibility of the Awarded Contractor to build new configurations and develop new images within sixty (60) days of email notification. If the Department updates operating system patches and other versions of Department software that require new images, it is the responsibility of the Awarded Contractor to develop new images within sixty (60) days after email notification. However, if the Department makes a specification change after sixteen (16) days of the original email notification, the Awarded Contractor will have an additional forty five (45) days from the specification change date to complete the image. The Department will not request more than one image update per quarter. The workstation image is stored on the local server. The imaging software must be available to Tax Collectors who need to add their software to the image and create a unique image for their county. Some Tax Collectors will prefer to receive the image components and use these to create their own images.
6. If the server is operational but remedial maintenance is required, remedial maintenance may be performed on a scheduled basis.
7. Notebook battery and UPS battery replacement must be included in the maintenance cost.
8. Only new parts approved by the original equipment manufacturer for the specific device being serviced must be used when replacement parts are required, unless new parts are unavailable. If new parts are unavailable, manufacturer certified refurbished parts are acceptable.
9. Upon completing the required remedial maintenance, and before leaving the site, or before leaving the site if remedial maintenance is incomplete, Awarded Contractor's maintenance personnel must notify the site's office manager and email TAC to report the site status and time of departure or notify TAC as agreed upon the Department and the Awarded Contractor. TAC will update the incident resolution time in the Service Management System. Incidents are not considered closed until the Contractor emails the TAC that the incident is closed. Incidents not closed by the Awarded Contractor within the completion times required are subject to liquidated damages as defined in Section 2.6.
10. Prospective Contractor must establish an escalation procedure whereby the service personnel assigned to perform the remedial maintenance may get assistance in problem determination and/or resolution if necessary to ensure a timely repair of the device out of service. A copy of Awarded Contractor's escalation procedure must be given to the Department's contract manager prior to the installation of the first site.
11. Awarded Contractor is responsible for O/S support within the scope of backup and recovery. The Department will maintain the day to day operation of the O/S including MS patches and overall performance. Liquidated damages will only apply to the OS when it is related to backup/recovery.
12. Awarded Contractor is responsible for firmware and hardware related software. This process will be done in collaboration with ISA resources who will be actively involved.
13. In the event that any component of the System is inoperative due to a contractor-Supplied equipment failure for any one time of eight (8) working hours or more, or for more than three (3) times, in any thirty (30) calendar day period, the Awarded Contractor must replace the component, upon the Department's request, within twenty one (21) calendar days of notification, during the term of this contract. In case of replacement, the Awarded Contractor must follow the Department's procedures regarding DHSMV's property tags, transfer documents, etc.
14. In the event that any component of the System has required remedial maintenance more than three (3) times in any thirty (30) calendar day period due to no fault or negligence on the part of the Department, the Awarded Contractor must replace the component, upon the Department's request,

within twenty one (21) calendar days of notification, during the term of the contract. In case of replacement, the Awarded Contractor must follow the Department's procedures regarding DHSMV's property tags, transfer documents, etc.

**4.9.3 SERVICE CALLS:** Prospective Contractor must provide a detailed service call plan that describes how the plan meets the requirements of the ITN.

1. Awarded Contractor's Service Coordinator must keep Department personnel adequately informed on the status of all service calls outstanding, including estimated time to repair, estimated arrival of parts, and any other information the Department may request about any calls for remedial maintenance. Awarded Contractor's liaison must participate in telephone conferences with Department personnel in the Neil Kirkman Building, Tallahassee, Florida to discuss and reconcile any problems or potential problems on an as needed basis.
2. All calls for service will be placed by TAC to the Awarded Contractor's central dispatch office. Requests for service of equipment covered by this contract, initiated by anyone other than those individuals working within TAC, must not be honored by the Awarded Contractor.
3. Priorities for service calls, while generally the responsibility of the Awarded Contractor's central dispatch office and/or the appropriate Awarded Contractor supervisory personnel may be altered by the Department from time to time, as the Department deems necessary.
4. While the Department makes every effort to confirm the need for remedial maintenance prior to placing a call for such service, there are times when service personnel may arrive at the designated site and find no trouble. When this occurs during the principal period of maintenance there must be no additional cost to the Department.
5. When a problem is not originally identifiable as a hardware problem as opposed to a software, modem, or communication facility problem and remedial maintenance service is requested, there must be no additional cost to the Department if the service personnel diagnose or assist in the diagnosis of the problem, regardless of the source of the problem, if such diagnostic service occurs during the principal period of maintenance.

**4.9.4 PREVENTATIVE MAINTENANCE:** Prospective Contractor must provide a detailed preventative maintenance plan that describes how the plan meets the requirements of the ITN.

1. Preventive maintenance (PM) must be scheduled on a regular basis as recommended by the original equipment manufacturer. Unless the maintenance requires the system to be inoperable or interrupt field office service, PM will be performed during normal operating hours at a time mutually agreed to by office supervisor and Awarded Contractor. Normal hours of operation for each office will be provided upon execution of the contract. If the equipment does not have a PM schedule, meaning "as needed", the equipment must be cleaned whenever the equipment is being repaired.
2. Prospective Contractor must include a description of PM activities that they will perform as a part of this Contract in the ITN response and how PM activities will be reported to the Department.
3. All servers must be cleaned after business hours, according to the procedures below at least once per year. This procedure requires a safe shutdown of the server and the office will be out of service. Estimated time for this procedure is one (1) hour.
  - Coordinate with local office personnel concerning the server PM event.
  - Before beginning, verify with office personnel that the server is fully functional including FRVIS and FDLIS.
  - Shut down the server.
  - Disconnect the power from the server.
  - Maneuver the server to be able to open the server access cover and to inspect the server interior.

- Open the server access cover and using compressed air and/or vacuum device make sure that any accumulated dust and/or dirt build up is removed from fans, interior ductwork, CPU heat sink cooling fins, motherboards, adapter boards, power supplies and interior surfaces.
- Verify that all cooling fans spin freely. Fans which are frozen or stuck should be replaced.
- Close the server access cover and verify that all cables are properly attached to server including keyboard, mouse, monitor, network and peripherals.
- Place the server back into the proper operational location.
- Reconnect the power to the server.
- Start up the server.
- Have office personnel verify the system is fully functional including FRVIS and FDLIS before the engineer departs.

**4.9.5 SITE INVENTORY:** Prospective Contractor must provide a detailed response that describes how they will provide the services described in this section.

Awarded Contractor must maintain an up to date site inventory that includes the number of equipment items in each location by model type and the associated equipment serial numbers. The Awarded Contractor must make this information available electronically in Excel to the Department upon request. Attachment E, is a spreadsheet of the equipment and serial numbers in each location.

**4.9.6 TRANSFER OF EQUIPMENT:** Prospective Contractor must provide a detailed response that describes how they will provide the services described in this section.

1. The Department reserves the right to transfer, without prior notice to the Awarded Contractor, any piece of equipment from one location in a site to another location in a site or from one site to another site. The Department will attempt to notify the Awarded Contractor, in writing prior to the transfer. The Department reserves the right to transfer "hot spare" systems or components, regardless of ownership, from one location to a site that is inoperable due to equipment malfunction. All maintenance requirements must apply to such transferred equipment.
2. Awarded Contractor will be notified by email by the Department, of equipment transferred between sites where the Department is aware of the transfer. This notification will require the Awarded Contractor to modify its site records to indicate the correct equipment at each site. Tax Collectors sometimes transfer equipment between offices without the Department's knowledge and if the Awarded Contractor becomes aware of discrepancies while at the site, the Awarded Contractor will modify its site records.

**4.9.7 ENGINEERING CHANGES:** Prospective Contractor must provide a detailed response that describes how they will provide the services described in this section.

Maintenance must include installation of all announced engineering changes applicable to any piece of equipment covered by this contract. All engineering changes, which are considered mandatory or engineering changes, which are considered necessary for safety reasons, must be installed as soon as possible. Awarded Contractor must notify the Department in writing of all mandatory and safety related engineering changes. Engineering changes which are recommended but which are neither mandatory nor for safety reasons must be installed within a reasonable period of time after the Awarded Contractor has notified the Department of such changes and the Department has authorized the installation of such changes. Such notification by the Awarded Contractor and authorization by the Department must be in writing. Any engineering changes requiring equipment downtime must be coordinated through the Department's designated office and scheduled with the local site's supervisor. It is the Awarded Contractor's responsibility to determine what engineering changes are available, whether they are mandatory changes, safety changes, or other changes. Furthermore, it is the Awarded Contractor's responsibility to initiate the installation of all such changes.

**4.9.8 INCIDENT REPORTS:** Prospective Contractor must provide a detailed response that describes how they will provide the services described in this section.

1. On request, the Awarded Contractor must provide the Department with a detailed report of all malfunction incident reports for the Contract period. The report should be submitted in electronic format and emailed to an address that will be provided. The report must contain the following information:
  - i. Service Manager ticket number and contractor ticket number if applicable.
  - ii. Type and serial number(s) of equipment affected.
  - iii. Description of malfunction.
  - iv. Description of resolution.
  - v. Date and time contractor notified.
  - vi. Date and time of contractor's arrival.
  - vii. Time spend on repair or replacement of equipment.
  - viii. Date and time of completion of repair or replacement of equipment.
  - ix. List of all parts repaired.
  - x. List of all parts replaced.
  - xi. Name of individual responsible for maintenance.
  - xii. Location of equipment serviced.
2. Each month, the Awarded Contractor must provide a report that summarizes the number of incidents by equipment type.
3. The Department will prepare a monthly incident report for the previous month. The report will contain the Service Manager ticket number, the Awarded Contractor's ticket number, description of the malfunction, description of the resolution, date and time the Awarded Contractor was notified, date and time the incident was closed, whether the Service Level Agreement (SLA) was met and any associated liquidated damages.

**4.9.9 MAINTENANCE SUPPORT EXCEPTIONS:** Prospective Contractor must provide a detailed response that describes how they will provide the services described in this section.

1. The Awarded Contractor will not be held accountable for meeting the service level agreement (SLA) described above if the site is not operational due to a problem outside of the Awarded Contractor's responsibilities as defined by the ITN or if there is a misdiagnosis from the Department's help desk as to which device is inoperable. If the Awarded Contractor is not allowed to stay on site after hours, the time to fix will only be based on the time the Awarded Contractor is allowed to work on the problem.
2. Maintenance support does not cover damage or failure caused by neglect, improper use, fire or water damage, electrical disturbances, transportation by Customer work or modification by people other than Awarded Contractor employees or subcontractors.
3. Damage that is caused by accidental damage or misuse will be billed to the department on a monthly basis and the department will bill the Tax collector office for the repair. See Equipment Accident Damage or Misuse Procedure, Attachment B.

**4.10 INSTALLATION, DE-INSTALLATION, AND RELOCATION SERVICES:** Prospective Contractor must provide a detailed response that describes how they will provide the services described in this section.

1. Tax Collector requests for additional equipment, installation, de-installation or relocation services are sent to the Department and approved by ISA Management.

2. Whenever possible, requests for additional equipment are provisioned from spare equipment that has been returned to the Department as a result of office closures. If the Tax Collector elects to purchase new equipment, the ISA Service Coordinator requests a hardware configuration and maintenance quote from the Awarded Contractor. The Awarded Contractor may need to contact the Tax Collector's coordinator for additional information needed to prepare a quote. Equipment is purchased and shipped to the site. The ISA Service Coordinator schedules an installation date that is acceptable to both the Tax Collector and the Awarded Contractor and notifies Department resources who may be involved in the project. Awarded Contractor must provide services within thirty (30) calendar days from the date of notification, if requested.
3. For relocations or new installations, the ISA Service Coordinator will notify the Awarded Contractor and the Awarded Contractor contacts the Tax Collector to determine what services are needed and prepares a quote. Tax Collectors may choose to pay the Awarded Contractor directly for services or ask the Department to pay for services, which will be reimbursed by the Tax Collector.
4. After services are provided both the Tax Collector representative and the Awarded Contractor will sign a document that states that the hardware has been installed and contains the serial numbers of the installed equipment. The ISA Service Coordinator will email the sign-off document to the Awarded Contractor and request an invoice. Invoices that are billed to the Department will be reimbursed by the Tax Collector.
5. For new offices, a site survey will be completed. Cost of the site survey will be billed by the rate entered in Cost Table C. Costs in Table C must be inclusive of travel costs, minimum charges and after hours work.
6. For new installations or complete office moves, the cost will be based on the number of workstations installed (enter the cost for these services in Cost Table C). Cost will include the installation of all equipment covered under this contract for that office. Tax Collectors who have their own technical staff may choose to relocate their workstations and printers but the Department prefers that the server installations be performed by the Awarded Contractor.
7. Tax Collectors occasionally need additional cabling. Some Tax Collectors hire their own cabling contractor while others ask the Department to provide these services. Cabling costs are based on a cost per drop and a cabling trip charge (enter the cost for these services in Cost Table C).
8. Miscellaneous installation services will be billed at the hourly rate entered in Cost Table C. The hourly rate will include associated travel expenses and travel time. The hourly rate will begin when the Awarded Contractor arrives at the site and ends when the Awarded Contractor leaves the site.
9. Depending on the Tax Collector's preference work may be performed during business hours, after business hours or on the weekends.
10. Occasionally, Tax Collectors need to cancel or reschedule service requests. There will be no charges for cancellation or rescheduling of services unless the Awarded Contractor arrives at the site and did not receive prior notice of the cancellation.
11. The service request history for July 1 2010 through June 30, 2011 is summarized below:

Services	January	February	March	April	May	June	July	August	September	October	November	December	Total
Server installation													
Server and up to 5 workstations installation	1												1
Server and up to 10 workstations installation			1		1								2
Server and up to 20 workstations installation													
Server and up to 30 workstations installation	1												1
Server and > 30 workstations installation													
Site survey cost	2		1	1	2	2		3	1		1		13
Cabling trip cost			1	1				2					4
Cabling cost per drop			3	3				5					11
Other installation cost per hour			32	35.1	86	24	27.5	125	32.5		27		388.8

**4.11 SECURITY:** Prospective Contractor must briefly describe their general security philosophy, posture and approach to ensure optimal information security protection would be achieved for the technology systems deployed, as a result of this ITN.

Decals and documents must be adequately protected against counterfeiting, alteration, duplication and substitution of the image or data. Information security controls must include, but not be limited to, the following:

1. The Awarded Contractor must provide to the Department and Tax Collector an electronic Excel spreadsheet of all equipment installed in Tax Collector or DMV offices, including make, model and serial number. Spreadsheet must be kept up to date for the Contract period and provided to the Department on request. Make, model, and serial number must be identified on the equipment. Vendor will describe how it will be identified.
2. All system operational software must include the following security levels:
  - Management/Supervisor Level: User ID and Password
  - Clerk Level: User ID and Password
  - Maintenance Technician: User ID and Password
3. Any entry of passwords or security codes must not display as clear text on the workstation.
4. Awarded Contractor must ensure that operating systems are deployed and configured to meet the security requirements of DHSMV. Server operating systems must be hardened according to IT industry best practices. At a minimum, securing operating systems should include:
  - a. Patch and upgrade the operating system.
  - b. Remove or disable unnecessary services and applications.
  - c. Configure operating system user authentication.
  - d. Test the security of the operating system.
5. Awarded Contractor must ensure all computer and data storage equipment serviced under this contract is properly sanitized prior to disposal, replacement, reuse or removal. Acceptable methods of sanitization include software to overwrite data on computer media, degaussing, or physical destruction. File deletion and formatting media are not acceptable methods of sanitization. Prospective Contractor must provide a detailed description of how they will comply with this section.

## 5.0 INSTRUCTIONS FOR PREPARING STATEMENT OF QUALIFICATIONS AND SERVICES OFFERED

**5.1 TWO STAGE PROCESS:** This ITN includes a two-stage process of contractor selection. In the first stage, each interested contractor is to submit a "Statement of Qualifications and Services Offered," (SQSO) by the date and time set forth in the Calendar of Events.

**5.2 LABELING:** The face of the envelopes or other containers shall contain the following information as applicable:

Statement of Qualifications and Services Offered  
ITN NUMBER 019-12 REBID  
Tax Collector Equipment Replacement  
Name of Respondent

Price Proposal  
ITN Number 019-12 REBID  
Tax Collector Equipment Replacement  
Name of Respondent

**5.3 COPIES OF PROPOSALS:** Prospective Contractor s shall deliver an ORIGINAL, FIVE COPIES OF THE STATEMENT OF QUALIFICATIONS AND SERVICES OFFERED, and a CD with an electronic copy (Must be in Microsoft Word but will accept PDF format for some attachments that are not available in Microsoft Word) to the Department no later than the date and time in which all proposals must be timely submitted.

**5.4 DOCUMENT DELIVERY:** It is the Prospective Contractor 's responsibility to ensure that its SQSO is delivered by the proper time at the office identified on the cover of this ITN. SQSO's, which for any reason are not timely received, will not be considered. Late SQSO's will be declared non-responsive, and will not be scored. Unsealed and/or unsigned SQSO's by telegram, telephone, email, or facsimile transmission or other means are not acceptable, and will be declared non-responsive, and will not be scored.

**5.5 INSPECTION OR EXAMINATION OF SQSO's:** SQSO's are not public records subject to the provisions of Section 119.07(1), Florida Statutes until such time as the Department provides notice of a final decision pursuant to Section 120.53(5), Florida Statutes.

**5.6 WITHDRAWAL OF SQSO:** Withdrawal of SQSO's may be requested within seventy two (72) hours (excluding State holidays, Saturdays, and Sundays) after the opening time and date. Requests received in accordance with this provision may be granted by the Department upon proof of the impossibility to perform based upon an obvious error.

**5.7 EXECUTION OF SQSO:** Each SQSO must contain the company name and F.E.I.D. or social security number and the original signature of an authorized representative of the Prospective Contractor. Each SQSO must be typed. Each SQSO should be submitted with Prospective Contractor's name and page number on each page.

**5.8 SQSO FORMAT:** The objective of the SQSO is to demonstrate the proposing firm's ability to successfully deliver the commodities and services requested. In order to assist the Department in reviewing SQSO's, each SQSO shall be prepared utilizing the following format and headings:

**5.8.1 TRANSMITTAL LETTER:** Identify the SQSO as "SQSO to the State of Florida Department of Highway Safety and Motor Vehicles, for the Tax Collector Equipment Replacement." Identify the firm, its address, telephone number and the name and title of the authorized representative submitting the SQSO. The letter must clearly indicate that the person signing the SQSO is authorized to bind the Prospective Contractor. The letter must identify any and all joint proposing firms and/or subcontractors.

**5.8.2 INVITATION TO NEGOTIATE, GENERAL CONDITIONS AND GENERAL INSTRUCTIONS TO PROSPECTIVE CONTRACTORS, DMS FORMS 1000 and 1001, THE COVER SHEETS ISSUED WITH THIS INVITATION TO NEGOTIATE:** This form must be properly completed, and signed by the authorized representative of the responding firm.

**5.8.3 EXECUTIVE SUMMARY:** Include a description of the scope of services to be provided by the Prospective Contractor. Include a statement describing how Prospective Contractor resources and experience will support this project, including access to back-up staff if needed. The Prospective Contractor shall clearly specify its competitive advantage and its proposed ability to meet the terms, conditions, and requirements as defined in this ITN.

**5.8.4 PROJECT ORGANIZATION AND PLAN:**

Provide the following information:

- a. Provide an organizational chart for the project. The chart shall identify all project team members by name and their responsibilities. This section shall also include a resume, not to exceed one page in length, of all professional staff assigned to the project. Resumes should include name, education, programming experience, information technology experience, and related experience.
- b. Submit a detailed and specific work plan that provides for a phased-in statewide implementation of all proposed sites by the dates specified in the Section "Calendar of Events". Define phases, milestones, activities, tasks, task duration, deliverables, and task dependencies. Any requirements for implementation for Department personnel shall be clearly stated in the project plan.

**5.8.5 CUSTOMER REFERENCES:** The Department is interested in the Prospective Contractor's performance and responsibility in projects such as this system. Include three (3) references of successful installations with operation of products or services comparable to those proposed for this system. Prospective Contractor must provide customer's name, point of contact, telephone number, email address, contract beginning and ending dates, and an explanation as to the relevance or similarity to this project. Adverse or unverifiable reference may cause the proposal to be rejected by the Department.

**5.8.6 SYSTEM REQUIREMENTS:** Prospective Contractor must address all subsections listed under Sections 3 and 4. Prospective Contractor must label each subsection in Sections 3 and 4 of the proposal with the name and number of the corresponding section and address each requirement in that section.

**5.8.7 ASSUMPTIONS:** Prospective Contractors must identify any assumptions that were made in their response. **All assumptions must be approved by the State during the demonstrations/negotiations prior to the best and final offers (BAFOs). Unapproved assumptions will cause the proposal to be non-responsive.**

**5.8.8 SMALL BUSINESS ENTERPRISE PARTICIPATION:** The Department of Highway Safety and Motor Vehicles wishes to encourage award of the Contract, or subcontracting of portions of the Contract to, or purchase of goods and services from, State of Florida Small Business Enterprises (SBEs). Each Prospective Contractor must state whether or not they are an SBE, and if not, what percentage of the total Contract price will be spent with SBE firms who will be supplying them. The SBE participation claimed in the technical proposal must be substantiated in the price proposal. NOTE: Not all minority business enterprises are presently certified by the State of Florida. However, only certified minority business enterprises (SBEs) will be considered in evaluating this portion of a Prospective Contractor's proposal. A directory of SBEs is available for review on the Office of Supplier Diversity web page at <http://www.osd.dms.state.fl.us/dirhome.htm>.

Prospective Contractors may also obtain information on SBEs by contacting:

Office of Supplier Diversity  
4050 Esplanade Way, Suite 380  
Tallahassee, Florida 32399-0950  
Telephone (850) 487-0915  
Fax: (850) 922-6852

**5.8.9 PRICE PROPOSAL FORMAT:** Each Prospective Contractor must submit a separately bound and sealed cost proposal. Prices quoted are to be inclusive of all costs, fees, expenses, travel, lodging materials, services, etc. No costs in addition to quoted prices will be paid to the Awarded Contractor. Cost will not be considered in the SQSO evaluation but must be submitted.

## **6.0 EVALUATION OF SQSO**

### **6.1 STATEMENT OF QUALIFICATIONS AND SERVICES OFFERED:**

(Maximum 100 points)

The Department will appoint an Evaluation Committee. The committee shall complete the evaluation of all valid SQSO's, in accordance with the criteria set forth in this section. Up to the top three (3) scoring proposals will move on the Best and Final offer (BAFO) Stage.

**6.2 EXECUTIVE SUMMARY:** (0 points, pass/fail) (refer to 5.8.3)

**6.3 PROJECT ORGANIZATION AND PLAN:** (10 points, refer to 5.8.4)

**6.4 CUSTOMER REFERENCES:** (10 points, refer to 5.8.5)

**6.5 EQUIPMENT/SOFTWARE:** (maximum 40 points, refer to 4.1 through 4.2)

**6.6 SYSTEM INSTALLATION:** (maximum 10 points, refer to 4.3)

**6.7 EXISTING FRVIS EQUIPMENT:** (pass/fail, refer to 4.4)

**6.8 DESIGNATED PERSONNEL:** (maximum 5 points, refer to 4.5)

**6.9 SITE READINESS:** (pass/fail, refer to 4.7)

**6.10 ADDITIONAL SYSTEM REQUIREMENTS:** (pass/fail, refer to 4.8)

**6.11 MAINTENANCE REQUIREMENTS:** (maximum 15 points, refer to 4.9)

**6.12 INSTALLATION, DE-INSTALLATION AND RELOCATION SERVICES:** (maximum 10 points, refer to 4.10)

**6.13 SECURITY:** (pass/fail, refer to 4.10)

### **6.14 CRITERIA FOR AWARDING POINTS TO SQSO SECTIONS:**

Excellent response: 90 to 100% of the maximum score.

Good response: 80 to 89% of the maximum score.

Fair response: 70 to 79% of the maximum score.

Poor response: 0 to 69% of the maximum score.

Rounding will be to the nearest tenth of a point.

In determining whether a response is excellent, good, fair or poor a reviewer may use a combination of an "absolute" approach and a "comparative" approach. Example: If two (2) firms are competing on the basis of relevant experience, and one has fifteen (15) years of experience while the other has sixteen (16), the reviewer may score both as excellent, with the same number of points, because fifteen (15) or sixteen (16) years is "absolutely" excellent. However, the reviewer might feel that eight (8) years versus sixteen (16) represented a ninety percent (90%) "excellent" versus a one-hundred percent (100%) "excellent."

**6.15 PRICE PROPOSAL:** Price must be submitted but will not be considered in the evaluation of the SQSO. However, the evaluation team will see the SQSO pricing after the evaluation of the SQSO and before the receipt of the BAFO.

## 7.0 INSTRUCTIONS FOR PREPARING PROPOSALS

**7.1 SUBMISSION:** Prospective Contractor selected by the Evaluation Committee, to participate in negotiations, will submit firm, final written offers following this format. Prospective Contractors will use Microsoft Word to track changes made to original proposals.

**7.2 LABELING:** The face of the envelope or other container shall contain the following information as applicable.

Technical Proposal  
ITN NUMBER 019-12 REBID  
Tax Collector Equipment Replacement  
Name of Prospective Contractor

Price Proposal  
ITN Number 019-12 REBID  
Tax Collector Equipment Replacement  
Name of Prospective Contractor

**7.3 COPIES OF PROPOSALS:** Prospective Contractors shall deliver an ORIGINAL, FIVE COPIES, and a CD with an electronic copy of both the technical proposal and the price proposal to the Department no later than the date and time in which all proposals must be timely submitted. Electronic technical proposal be in Microsoft Word and the price proposal must be in Microsoft Excel.

**7.4 DOCUMENT DELIVERY:** It is the Prospective Contractor's responsibility to ensure that its proposal is delivered by the proper time at the office identified on the cover of this ITN. Proposals, which for any reason are not timely received, will not be considered. Late proposals will be declared non-responsive, and will not be scored. Unsealed and/or unsigned proposals by telegram, telephone, email, or facsimile transmission or other means are not acceptable, and will be declared non-responsive, and will not be scored.

**7.5 INSPECTION OR EXAMINATION OF PROPOSALS:** Proposals are not public records subject to the provisions of Section 119.07 (1), Florida Statutes until such time as the Department provides notice of a final decision pursuant to section 120.53 (5), Florida Statutes.

**7.6 WITHDRAWAL OF PROPOSAL:** Withdrawal of proposals may be requested within 72 hours (excluding State holidays, Saturdays and Sundays) after the opening time and date. Requests received in accordance with this provision may be granted by the Department upon proof of the impossibility to perform based upon an obvious error.

**7.7 EXECUTION OF PROPOSALS:** Each proposal must contain the company name and F.E.I.D. or social security number and the original signature of an authorized representative of the Prospective Contractor. Each proposal must be typed. Each proposal should be submitted with Prospective Contractor's name and page number on each page.

**7.8 PROPOSAL FORMAT:** The objective of the proposal is to demonstrate the proposing firm's ability to successfully deliver the commodities and services requested. In order to assist the Department in reviewing proposals, each proposal shall be prepared utilizing the following format and headings.

**7.8.1 TRANSMITTAL LETTER:** Identify the proposal as "proposal to the State of Florida Department of Highway Safety and Motor Vehicles, for the Tax Collector Equipment Replacement." Identify the firm, its address, telephone number and the name and title of the authorized representative submitting the proposal. The letter must clearly indicate that the person signing the proposal is authorized to bind the Prospective Contractor. The letter must identify any and all joint proposing firms and/or subcontractors. The letter must also identify any changes from the Statement of Qualifications and Services Offered.

**7.8.2 EXECUTIVE SUMMARY:** Include a description of the scope of services to be provided by the Prospective Contractor. Include a statement describing how Prospective Contractor resources and experience will support this project, including access to back-up staff if needed. The Prospective Contractor must clearly specify its competitive advantage and its proposed ability to meet the terms, conditions, and requirements as defined in this ITN.

**7.8.3 PROJECT ORGANIZATION AND PLAN:** Provide the following information:

- a. Provide an organizational chart for the project. The chart shall identify all project team members by name and their responsibilities. This section shall also include a resume, not to exceed one page in length, of all professional staff assigned to the project. Resumes should include name, education, programming experience, data processing experience, and related experience.
- b. Submit a detailed and specific work plan that provides for a phased-in statewide implementation of all proposed sites by the dates specified in the Section "Calendar of Events". Define phases, milestones, activities, tasks, task duration, deliverables, and task dependencies. Any requirements for implementation for Department personnel shall be clearly stated in the project plan.

**7.8.4 SYSTEM REQUIREMENTS:** Prospective Contractors must address all subsections listed under "Sections 3 and 4. Prospective Contractor must label each subsection of the proposal with the name and number of the corresponding section and address each requirement in that section.

**7.8.5 ASSUMPTIONS:** Prospective Contractors must identify any assumptions that were made in their response. **All assumptions must be approved by the State during the demonstrations/negotiations prior to the best and final offers (BAFOs). Unapproved assumptions will cause the proposal to be non-responsive.**

**7.8.6 PRICE PROPOSAL FORMAT:** Each Prospective Contractor must submit a separately bound and sealed cost proposal. Prices quoted are to be inclusive of all costs, fees, expenses, travel, lodging materials, services, etc. No costs in addition to quoted prices will be paid to the Awarded Contractor. Proposals not including all required and offered equipment, software and services will not be considered. The number of decals issued per contract year is estimated and does not represent a guarantee of work for number of consumables.

**7.8.7 PROPOSAL BOND:** Prospective Contractors must include the proposal bond referenced in Section 2.3 with the BAFO.

## **8.0 EVALUATION OF PROPOSALS**

### **8.1 TECHNICAL PROPOSAL:**

(maximum 120 points)

The Department will appoint an Evaluation Committee. The committee shall complete the evaluation of all valid proposals, in accordance with the criteria set forth in this section. Award will be to the highest scoring proposal, considering the technical proposal scoring and all costs for the contract period, evaluated as described in this ITN.

### **8.2 EXECUTIVE SUMMARY:** (0 points, pass/fail) (refer to 7.8.2)

### **8.3 SYSTEM DEMONSTRATION:**

(maximum 25 points)

- Demonstration of the equipment describing its features, ease of use, durability, changing the toner and printer maintenance. (maximum 10 points)
- Decal Timing Test. (0 points if less than 15 decals per minute are produced; 5 points if at least 15 decals per minute are produced. Refer to Section 2.20).
- Decal/Toner Test (0 points if the toner adhesion is judged to be less than produced by the current system; 5 points if the toner adhesion is judged to be as good or better than the current system. Refer to Section 2.20).
- Additional Printer Demonstration (temporary tags) (0 points if the overall quality is judged to be less than produced by the current system; 3 points if the overall quality is judged to be as good or better than the current system. Refer to Section 2.20).
- Additional Printer Demonstration (vehicle titles) (0 points if the overall quality is judged to be less than produced by the current system; 2 points if the overall quality is judged to be as good or better than the current system. Refer to Section 2.20).

### **8.4 PROJECT ORGANIZATION AND PLAN:** (maximum 15 points, refer to 7.8.3)

### **8.5 EQUIPMENT/SOFTWARE/SERVICES:** (maximum 35 points, refer to 4.1 through 4.2)

### **8.6 SYSTEM INSTALLATION:** (maximum 10 points, refer to 4.3)

### **8.7 EXISTING FRVIS EQUIPMENT:** (pass/fail, refer to 4.4)

### **8.8 DESIGNATED PERSONNEL:** (maximum 5 points, refer to 4.5)

### **8.9 SITE READINESS:** (pass/fail, refer to 4.7)

### **8.10 ADDITIONAL SYSTEM REQUIREMENTS:** (pass/fail, refer to 4.8)

### **8.11 MAINTENANCE REQUIREMENTS:** (maximum 20 points, refer to 4.9)

### **8.12 INSTALLATION, DE-INSTALLATION AND RELOCATION SERVICES:** (maximum 10 points, refer to 4.10)

### **8.13 SECURITY:** (pass/fail, refer to 4.10)

**8.14 PRICE PROPOSAL:** (maximum 80 points) The lowest total cost proposal will be awarded 80 points. Lowest total cost (LC) divided by proposal being considered (PC) times maximum points score (80) equals points awarded.

Formula:  $LC/PC \times 80 = \text{Score}$ .

No points are allocated to prices on the Supplemental Cost Sheet; however, price provided in the Supplemental Cost Sheet will be considered in the evaluation score of Section 4.10, Installation, De-Installation and Relocation Services.

**8.15 TIE PROPOSAL:** In event of a tie between two or more proposers with the highest number of points, the proposer with the most points for the Demonstration evaluation shall be awarded the contract. In the event that two or more proposers are still tied, the award will be made with the proposer with the overall lowest cost. In the event the two or more proposers are still tied, the award will be made in accordance with Section 60a-1.011, Florida Administrative code (refer to Attachment 5).

**8.16 CRITERIA FOR AWARDING POINTS TO TECHNICAL PROPOSAL SECTIONS:**

EXCELLENT RESPONSE: 90 TO 100% OF THE MAXIMUM SCORE.

GOOD RESPONSE: 80 TO 89% OF THE MAXIMUM SCORE.

FAIR RESPONSE: 70 TO 79% OF THE MAXIMUM SCORE.

POOR RESPONSE: 0 TO 69% OF THE MAXIMUM SCORE.

Rounding will be to the nearest tenth of a point.

In determining whether a response is excellent, good, fair or poor a reviewer may use a combination of an "absolute" approach and a "comparative" approach

**9.0 PRICE PROPOSAL FORM**

**(Prepare According to the Services or Commodities to be Acquired.)**

**See attached Cost Sheets.**

Depending on official start dates, the Department reserves the right to pro-rate costs as necessary in order to accommodate timeframes.

RESPONDENT: _____
ADDRESS: _____
CITY: _____ STATE: _____ ZIP _____
AUTHORIZED SIGNATURE: _____
TITLE: _____

**Walters, Vivian (RER)**

**From:** Cam, Peter (FIN)  
**Sent:** Monday, September 16, 2013 2:25 PM  
**To:** Clentscale, Sherry (ISD)  
**Cc:** Villanueva, Pertina (FIN); Wheeler, Eulyne (FIN); Flores, Cesar (FIN)  
**Subject:** RE: Access of The Department of Motor Vehicles Toner contract

Hello Sherry and thanks for your efforts ,

- a) Funding is proprietary
- b) Justification is that the toners are required to service the 63 DMV printers that we use to print documentation and decals for approximately 1 million vehicle, vessel and mobile home owners in Miami-Dade County annually. This is one of the critical functions that the Tax Collector's Office performs.
- c)

**Projected cost of DMV Toners**

**FPPU= 25 Printers**

9 High Speed 16 "Regular"		Price	Total	Times changed per year	Yearly # of Toners	Total	Yearly Total
9		190.00	1,710.00	12	108	20,520.00	
1		190.00	190.00	12	12	2,280.00	
15		190.00	2,850.00	6	90	17,100.00	
							<b>\$39,900.00</b>

**AUTO TAG=38 Printers**

AT BRANCH- 7 AT MAIL - 10 (2 not being used) 102 PSO - 17		Price	Total	Times changed per year	Yearly # of Toners	Total	Yearly Total
3	BR	190.00	570.00	2	6	1,140.00	
4	BR	190.00	760.00	1	4	760.00	
6	ATM	190.00	1,140.00	2	12	2,280.00	
2	ATM	190.00	380.00	1	2	380.00	
6	PSO	190.00	1,140.00	6	36	6,840.00	
2	PSO	190.00	380.00	2	4	760.00	
4	PSO	190.00	760.00	3	12	2,280.00	
5	PSO	190.00	950.00	4	20	3,800.00	
							<b>\$18,240.00</b>

**Grand total** **\$58,140.00**  
**Total # toners** **306**

Peter

**From:** Clentscale, Sherry (ISD)  
**Sent:** Monday, September 16, 2013 1:30 PM

**To:** Cam, Peter (FIN)  
**Subject:** RE: Access of The Department of Motor Vehicles Toner contract

**And your fund source.**

*Sherry Clentscale, CPPB*



*Procurement Contracting Officer  
Internal Services Department*

*Ph: 305-375-2179*

*Fx: 305-375-5688*

*Email: [scents@miamidade.gov](mailto:scents@miamidade.gov)*

*Visit our Website: [www.co.miami.dade.fl.us/dpm](http://www.co.miami.dade.fl.us/dpm)*

*"Delivering Excellence Every Day"*



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**From:** Clentscale, Sherry (ISD)  
**Sent:** Monday, September 16, 2013 12:42 PM  
**To:** Cam, Peter (FIN)  
**Subject:** Access of The Department of Motor Vehicles Toner contract  
**Importance:** High

Good afternoon Peter,

I have finally received all of the documents I need from DMV in order to access their toner contract. The only thing I need from you is your *dept's allocation amount* and a *brief justification* of the purpose for accessing the contract. I'm preparing the documents to be routed to management for approval, so if you would send me the information by C.O.B. today I will route it. I will generate the requisition.

Department allocation: \$

Brief Summary of Purpose for use of contract:

Thank you in advance.

*Sherry Clentscale, CPPB*



*Procurement Contracting Officer  
Internal Services Department*

*Ph: 305-375-2179*

*Fx: 305-375-5688*

*Email: [scents@miamidade.gov](mailto:scents@miamidade.gov)*

*Visit our Website: [www.co.miami.dade.fl.us/dpm](http://www.co.miami.dade.fl.us/dpm)*

*"Delivering Excellence Every Day"*





NOTICE OF INTENDED AWARD

FLORIDA DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

NAME OF BID: FRVIS Equipment Refresh

BID OR RFP No. ITN 019-12 REBID NOTICE POST DATE: 10/30/2012 TIME: 5:00

Advertising was published in: http://www.myflorida.com/

OPENING OF BIDS OR PROPOSALS

Location: B409 Date: 10/19/2012 Time: 2:30pm

Opened by: Jon Kosberg Tabulated by: Wanda Sanders

WITNESSED BY and REPRESENTING

Patti Harrison (Dell)

Jerry Swerczek (Dell)

INTENDED AWARD

Vendor: Dell Price: \$ 21,500,358.07

Lowest Bidder:  Yes  No

If no, Justification: \_\_\_\_\_

Terms: \_\_\_\_\_

Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes. Any notice of protest or protest to this solicitation which was filed within the time limits set forth in this posting. In accordance with section 120.57(3), FS, notice is hereby provided that mediation of the administrative dispute for the type of agency action announced is not available.

CERTIFICATION

I certify that the above statements are correct. I further certify that the award of this bid is made in accordance with Section 287, Part I, Florida Statutes and Chapter 60A-1, Florida Administrative Code.

[Signature]  
(Signature)

10/30/2012  
(Date)

Chief of Purchasing and Contracts  
(Title)

## Walters, Vivian (RER)

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**From:** Clentscale, Sherry (ISD)  
**Sent:** Tuesday, September 17, 2013 8:27 AM  
**To:** Walters, Vivian (RER)  
**Subject:** Accessing Other Entity's Contract: RQID1300201  
**Attachments:** ITB.PDF; FRVIS Equipment Replacement - Award Notice.pdf; RE: Access of The Department of Motor Vehicles Toner contract; DBD DEPARTMENT INPUT.doc

Hello Vivian,

This project is being sent to you for informational purposes only. Miami Dade County will be accessing the above mentioned contract. (see attached)

Department: Tax Collector's Office

Allocation Amount: \$58,140

Fund Source: Proprietary

*Sherry Clentscale, CPPB*



*Procurement Contracting Officer*

*Internal Services Department*

*Ph: 305-375-2179*

*Fx: 305-375-5688*

*Email: [scents@miamidade.gov](mailto:scents@miamidade.gov)*

*Visit our Website: [www.co.miami.dade.fl.us/dpm](http://www.co.miami.dade.fl.us/dpm)*

*"Delivering Excellence Every Day"*

