

**ISSUING DEPARTMENT INPUT DOCUMENT  
CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION**

New     OTR     Sole Source     Bid Waiver     Emergency    Previous Contract/Project No. PLANE-201208410-1

Re-Bid     Other – Access of Other Entity Contract    LIVING WAGE APPLIES:  YES     NO  
Requisition No./ Project No.: FB-01170    TERM OF CONTRACT 5 YEAR(S) WITH 0 YEAR(S) OTR

Requisition /Project Title: Lost and Found System Services for Miami International Services

Description: This project is to solicit bids for lost and found software system services for Miami International Airport. The solicitation requires hardware, software, support and maintenance for an internet accessible Lost and Found System.

Issuing Department: ISD Procurement    Contact Person: Pablo Martinez    Phone: 305-375-4254

Estimate Cost: \$125,000    Funding Source:  GENERAL     FEDERAL     OTHER Proprietary

**ANALYSIS**

<b>Commodity Codes:</b>	<u>920-03</u>	<u>920-04</u>	<u>920-07</u>	<u>920-45</u>
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>EXISTING</b>	<b>2<sup>ND</sup> YEAR</b>	<b>3<sup>RD</sup> YEAR</b>	
<b>Contractor:</b>	<u>Lost Returns Inc</u>	<u>Great Karma.Com Inc</u>	<u>Great Karma.Com Inc</u>	
<b>Small Business Enterprise:</b>				
<b>Contract Value:</b>	<u>25,000</u>	<u>25,000</u>	<u>25,000</u>	

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

Continued on another page (s):     YES     NO

**RECOMMENDATIONS**

	Set-Aside	Subcontractor Goal	Bid Preference	Selection Factor
<b>SBE</b>				

Basis of Recommendation: \_\_\_\_\_

Signed: Pablo Martinez    Date sent to SBD: 1/15/2019  
Date returned to SPD: \_\_\_\_\_

## **SECTION 3**

### **TECHNICAL SPECIFICATIONS**

#### **3.1 SCOPE OF WORK**

Miami-Dade County (County) is soliciting bids for lost-and-found services at the Miami International Airport. The Awarded Bidder will be responsible for providing all required devices, software, licenses, website with customer portal, implementation, customization, testing, staff training, and maintenance and support services as described in Section 3.2.

Miami Dade Aviation currently runs an operation for lost-and-found items at Miami International Airport (MIA) terminals. On a monthly basis, Miami Dade Aviation receives an average of 3,200 items, which are tracked in the lost and found system and returns on average 800 items to owners. This operation is currently supported by a software application that allows staff to enter inquiries for lost items, inventory found items, manually match inquiries and found items, and create labels to ship items to the owners.

The County is looking for a solution designed to improve the efficiency, and accuracy with which staff can inventory, match owners with their properties, generate, archive, and track correspondence with customers, ship found items to the owners, and eliminate shipping charges to Miami Dade Aviation. Vendors may charge customers a nominal fee (handling fee) for processing returned items.

#### **3.2 DESCRIPTION OF PRODUCT AND SERVICES TO BE PROVIDED**

##### **A. Hardware**

Inclusive of the annual price submitted by the Awarded Bidder, the following shall be provided: All hardware necessary for the operation of the lost-and-found system solution including five (5) 10 Megapixel resolution or higher cameras, five (5) label printers, all inventory labels and shipping labels, and all shipping supplies required for daily operation.

In addition, the Bidders shall price as an option, the following hardware: five (5) barcode scanners, and five (5) signature pads.

##### **B. Software Application**

The lost-and-found application/system shall provide a database management solution that can catalogue and maintain a record of found properties, match and track the return of properties to the respective owners, provide a web portal for customers to submit and track lost item inquiries through a corresponding and unique identification tracking number, record and mark unclaimed items that have passed the established threshold time and will be later disposed of by MDAD, and generate reconciliation and statistics reports. Additionally, the system must allow for cross-platform utilization (i.e. PC, MAC, iOS, and Android compatible devices). Below are the required functionalities of the application:

**3.2.1.1** The software application shall be a web based. The application shall preferably be a Bidder hosted solution. The software application shall have an average up-time of 99.95%. The average application response time shall be less than 30 seconds.

**3.2.1.2** The Awarded Bidder must provide a web page that is linked to the MIA website where customers and staff can enter inquiries, new found item information, and establish correspondence. Web appearance must have a similar look on both the customer and staff

sites to facilitate customer assistance, and must also be an icon based design for easier function identification.

- 3.2.1.3 The website must have available all fields necessary to avoid entry errors, misspelled descriptions, with drop down menu options for customers and staff to enter information, inquiries, or new found item descriptions. Items shall be classified by categories, color, model, and year. It shall also clearly differentiate cash from any other item category.
- 3.2.1.4 All items entered by staff and inquiries entered by customers must have a unique identification tracking number automatically assigned by the system.
- 3.2.1.5 The application shall allow staff to document the description of found items through photos taken and uploaded to each item's unique identification tracking number.
- 3.2.1.6 The application shall automatically list or alert, on the staff site, all possible matches by comparing inquiry descriptions entered by customers and found item descriptions entered by staff. This will allow the staff to determine if there is a match.
- 3.2.1.7 The application must allow staff to view a side-by-side comparison for each of the possible matching records, and allow manual confirmation or rejection of matches.
- 3.2.1.8 Correspondence:
  - 3.2.1.8.1 The application must be able to generate correspondence using mailing data obtained from customer contact information.
  - 3.2.1.8.2 The application shall be able to record and store all correspondence between the customer and staff.
  - 3.2.1.8.3 The application shall generate automatic correspondence such as receipt of inquiry, confirmation/rejection of a match, and tracking and shipping information.
- 3.2.1.9 The application shall provide a reporting package that includes, at a minimum, statistical and staff performance reports configurable by time frame, inquiry status, final disposition, return report, and cash found. The application shall allow the system administrator and authorized staff to create ad hoc/custom reports.
- 3.2.1.10 The application shall have configurable data archive records function with a minimum of three (3) years of archive records, regardless of the item/inquiry disposition.
- 3.2.1.11 The application shall have the option to use contact information stored on the unique identification tracking number, or a different number provided by staff to print the shipping label.
- 3.2.1.12 The application shall have the capability to search through the inventory or claims (e.g. by customer information, claim information, item description, or number and location).
- 3.2.1.13 The application shall have the capability to sort records by their disposition (e.g. on inventory, claimed, and/or disposed).

3.2.1.14 Application shall be auditable.

3.2.1.15 Customer portal on the website shall be available in different languages, such as English, Spanish and French as a minimum, and shall also be available twenty-four (24) hours a day, seven (7) days a week.

3.2.1.16 Application shall be Payment Card Industry Data Security Standard ("PCI") compliant and subject to County annual attestation compliance, for the term of the contract.

### **3.3 Training and Support**

The Awarded Bidder must provide the following:

3.3.1 On-site training for County staff;

3.3.2 Phone and/or online support for staff to be used for system troubleshooting seven (7) days a week, during normal hours of operation (currently from 8:00 AM to 6:00 PM);

3.3.3 Dedicated toll free call branded center to support all customer calls;

3.3.4 Application available twenty-four (24) hours a day, seven (7) days a week inclusive of any required upgrades that cover software patches and/or feature enhancements.

### **3.4 Implementation Plan**

Implementation Plan shall include at minimum the following:

3.4.1 Data migration;

3.4.2 Setup support;

3.4.3 Current inventory system and physical layout review;

3.4.4 Call center integration to MDAD operation;

3.4.5 Web design and layout subject to County requirements and approval.