

DEPARTMENTAL INPUT

CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

New
 OTR
 Sole Source
 Bid Waiver
 Emergency
 Previous Contract/Project No. EPP-RFP532-7(7)

Re-Bid
 Other- Legacy
 LIVING WAGE APPLIES: YES NO

Requisition No./Project No.: RFP-00891
 TERM OF CONTRACT: 5 YEAR(S) WITH 5 1 YEAR OTRs

Requisition /Project Title: Recreation Business Management System

Description: ITD, on behalf of PROS is soliciting proposals for the purchase of a Recreation Management software solution inclusive of all software licensing, implementation, integration, configuration, data conversion, training, maintenance and support services. The purpose of the solution is to automate PROS business processes and incur efficiencies for both the internal administration and the external customer.

Issuing Department: ITD
 Contact Person: Juliana Manjarres
 Phone: 305-375-3065

Estimate Cost: \$1.7 M

Funding Source: General Fund

ANALYSIS

Commodity Codes:	20558	20556	20556	92045	
Contract/Project History of previous purchases three (3) years Check here <input checked="" type="checkbox"/> if this is a new contract/purchase with no previous history.					
	<u>EXISTING</u>	<u>2ND YEAR</u>	<u>3RD YEAR</u>		
Contractor:					
Small Business Enterprise:					
Contract Value:					
Comments:					
Continued on another page (s): <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO					

RECOMMENDATIONS

	Set-aside	Sub-contractor goal	Bid preference	Selection factor
SBE				
Basis of recommendation:				
See bid document				
Signed: Juliana Manjarres			Date sent to SBD: 04/03/2018	
			Date returned to ISD Procurement: 	

This document is a draft of a planned solicitation and is subject to change without notice.



REQUEST FOR PROPOSALS (RFP) No. 00000
FOR
RECREATION MANAGEMENT SOFTWARE

PRE-PROPOSAL CONFERENCE TO BE HELD:

_____, 2018 at __:00 AM (local time)
111 NW 1st Street, 13th Floor, Conf. Rm. __, Miami, Florida

ISSUED BY MIAMI-DADE COUNTY:

Internal Services Department, Procurement Management Services Division
for
_____ Department

COUNTY CONTACT FOR THIS SOLICITATION:

_____, Procurement Contracting Officer
111 NW 1st Street, Suite 1300, Miami, Florida 33128
Telephone: (305) 375-3065
E-mail: juliana.manjarres@miamidade.gov

PROPOSAL RESPONSES DUE:

INSERT DATE AND TIME

IT IS THE POLICY OF MIAMI-DADE COUNTY THAT ALL ELECTED AND APPOINTED COUNTY OFFICIALS AND COUNTY EMPLOYEES SHALL ADHERE TO THE PUBLIC SERVICE HONOR CODE (HONOR CODE). THE HONOR CODE CONSISTS OF MINIMUM STANDARDS REGARDING THE RESPONSIBILITIES OF ALL PUBLIC SERVANTS IN THE COUNTY. VIOLATION OF ANY OF THE MANDATORY STANDARDS MAY RESULT IN ENFORCEMENT ACTION. (SEE IMPLEMENTING ORDER 7-7)

Electronic proposal responses to this RFP are to be submitted through a secure mailbox at BidSync until the date and time as indicated in this document. It is the sole responsibility of the Proposer to ensure its proposal reaches BidSync before the Solicitation closing date and time. There is no cost to the Proposer to submit a proposal in response to a Miami-Dade County solicitation via BidSync. Electronic proposal submissions may require the uploading of electronic attachments. The submission of attachments containing embedded documents or proprietary file extensions is prohibited. All documents should be attached as separate files. All proposals received and time stamped through the County's third party partner, BidSync, prior to the proposal submittal deadline shall be accepted as timely submitted. The circumstances surrounding all proposals received and time stamped after the proposal submittal deadline will be evaluated by the procuring department in consultation with the County Attorney's Office to determine whether the proposal will be accepted as timely. Proposals will be opened promptly at the time and date specified. The responsibility for submitting a proposal on or before the stated time and date is solely and strictly the responsibility of the Proposer. The County will in no way be responsible for delays caused by technical difficulty or caused by any other occurrence. All expenses involved with the preparation and submission of proposals to the County, or any work performed in connection therewith, shall be borne by the Proposer(s).

A Proposer may submit a modified proposal to replace all or any portion of a previously submitted proposal up until the proposal due date. The County will only consider the latest version of the proposal. For competitive bidding opportunities available, please visit the County's Internal Services Department website at: <http://www.miamidade.gov/procurement/>.

Requests for additional information or inquiries must be made in writing and submitted using the question/answer feature provided by BidSync at www.bidsync.com. The County will issue responses to inquiries and any changes to this Solicitation it deems necessary in written addenda issued prior to the proposal due date (see addendum section of BidSync Site). Proposers who obtain copies of this Solicitation from sources other than through BidSync risk the possibility of not receiving addenda and are solely responsible for those risks.

1.0 PROJECT OVERVIEW AND GENERAL TERMS AND CONDITIONS

1.1 Introduction

Miami-Dade County, hereinafter referred to as the County, as represented by the Miami-Dade Information Technology Department, hereinafter referred to as "ITD", on behalf of the Parks, Recreation and Open Spaces Department, hereinafter referred to as "PROS" is soliciting proposals for the purchase of a Recreation Management software solution inclusive of all software licensing, implementation, integration, configuration, data conversion, training, maintenance and support services. The purpose of the solution is to automate PROS business processes and incur efficiencies for both the internal administration and the external customer. A key focal element is the ability for PROS Administration to use Data Analytics for market analysis in an effort to attract more use of the PROS facilities and programs in turn increasing revenue. The selected proposer must implement the solution no later than December 2018.

The County anticipates awarding a contract for a **INSERT TERM** period, with **INSERT TERM, INSERT TERM** -year options to renew, at the County's sole discretion.

The anticipated schedule for this Solicitation is as follows:

Solicitation Issued:	TBD
Pre-Proposal Conference:	See front cover for date, time, and place. Attendance is recommended but not mandatory. If you need a sign language interpreter or materials in accessible format for this event, please call the ADA Coordinator at (305) 375-2013 or email hjwrig@miamidade.gov at least five days in advance.
Deadline for Receipt of Questions:	TBD
Proposal Due Date:	See front cover for date and time.
Evaluation Process:	TBD
Projected Award Date:	TBD

1.2 Definitions

The following words and expressions used in this Solicitation shall be construed as follows, except when it is clear from the context that another meaning is intended:

1. The word "Contractor" to mean the Proposer that receives any award of a contract from the County as a result of this Solicitation, also to be known as "the prime Contractor".
2. The word "County" to mean Miami-Dade County, a political subdivision of the State of Florida.
3. The word "Proposal" to mean the properly signed and completed written submission in response to this solicitation by a Proposer for the Services, and as amended or modified through negotiations.
4. The word "Proposer" to mean the person, firm, entity or organization, as stated on the Solicitation Submittal Form, submitting a response to this Solicitation.
5. The words "Scope of Services" to mean Section 2.0 of this Solicitation, which details the work to be performed by the Contractor.
6. The word "Solicitation" to mean this Request for Proposals (RFP) or Request for Qualifications (RFQ) document, and all associated addenda and attachments.

7. The word "Subcontractor" to mean any person, firm, entity or organization, other than the employees of the Contractor, who contracts with the Contractor to furnish labor, or labor and materials, in connection with the Services to the County, whether directly or indirectly, on behalf of the Contractor.
8. The words "Work", "Services", "Program", or "Project" to mean all matters and things that will be required to be done by the Contractor in accordance with the Scope of Services and the terms and conditions of this Solicitation.

1.3 General Proposal Information

The County may, at its sole and absolute discretion, reject any and all or parts of any or all responses; accept parts of any and all responses; further negotiate project scope and fees; postpone or cancel at any time this Solicitation process; or waive any irregularities in this Solicitation or in the responses received as a result of this process. In the event that a Proposer wishes to take an exception to any of the terms of this Solicitation, the Proposer shall clearly indicate the exception in its proposal. No exception shall be taken where the Solicitation specifically states that exceptions may not be taken. Further, no exception shall be allowed that, in the County's sole discretion, constitutes a material deviation from the requirements of the Solicitation. Proposals taking such exceptions may, in the County's sole discretion, be deemed nonresponsive. The County reserves the right to request and evaluate additional information from any respondent regarding respondent's responsibility after the submission deadline as the County deems necessary.

The submittal of a proposal by a Proposer will be considered a good faith commitment by the Proposer to negotiate a contract with the County in substantially similar terms to the proposal offered and, if successful in the process set forth in this Solicitation and subject to its conditions, to enter into a contract substantially in the terms herein. Proposals shall be irrevocable until contract award unless the proposal is withdrawn. A proposal may be withdrawn in writing only, addressed to the County contact person for this Solicitation, prior to the proposal due date or upon the expiration of 180 calendar days after the opening of proposals.

As further detailed in the Proposal Submittal Form, Proposers are hereby notified that all information submitted as part of, or in support of proposals will be available for public inspection after opening of proposals, in compliance with Chapter 119, Florida Statutes, popularly known as the "Public Record Law."

Any Proposer who, at the time of proposal submission, is involved in an ongoing bankruptcy as a debtor, or in a reorganization, liquidation, or dissolution proceeding, or if a trustee or receiver has been appointed over all or a substantial portion of the property of the Proposer under federal bankruptcy law or any state insolvency law, may be found non-responsible. To request a copy of any ordinance, resolution and/or administrative order cited in this Solicitation, the Proposer must contact the Clerk of the Board at (305) 375-5126.

1.4 Aspirational Policy Regarding Diversity

Pursuant to Resolution No. R-1106-15 Miami-Dade County vendors are encouraged to utilize a diverse workforce that is reflective of the racial, gender and ethnic diversity of Miami-Dade County and employ locally-based small firms and employees from the communities where work is being performed in their performance of work for the County. This policy shall not be a condition of contracting with the County, nor will it be a factor in the evaluation of solicitations unless permitted by law.

1.5 Cone of Silence

Pursuant to Section 2-11.1(t) of the Miami-Dade County Code, as amended, a "Cone of Silence" is imposed upon each RFP or RFQ after advertisement and terminates at the time a written recommendation is issued. The Cone of Silence prohibits any communication regarding RFPs or RFQs between, among others:

- potential Proposers, service providers, lobbyists or consultants and the County's professional staff including, but not limited to, the County Mayor and the County Mayor's staff, County Commissioners or their respective staffs;

- the County Commissioners or their respective staffs **and** the County's professional staff including, but not limited to, the County Mayor and the County Mayor's staff; or
- potential Proposers, service providers, lobbyists or consultants, any member of the County's professional staff, the Mayor, County Commissioners or their respective staffs **and** any member of the respective Competitive Selection Committee.

The provisions do not apply to, among other communications:

- oral communications with the staff of the Vendor Services Section, the responsible Procurement Contracting Officer, provided the communication is limited strictly to matters of process or procedure already contained in the solicitation document;
- oral communications at pre-proposal conferences and oral presentations before Competitive Selection Committees during any duly noticed public meeting, public presentations made to the Board of County Commissioners during any duly noticed public meeting;
- recorded contract negotiations and contract negotiation strategy sessions; or
- communications in writing at any time with any county employees, official or member of the Board of County Commissioners unless specifically prohibited by the applicable RFP or RFQ documents.

When the Cone of Silence is in effect, all potential vendors, service providers, bidders, lobbyists and consultants shall file a copy of any written correspondence concerning the particular RFP or RFQ with the Clerk of the Board, which shall be made available to any person upon request. The County shall respond in writing (if County deems a response necessary) and file a copy with the Clerk of the Board, which shall be made available to any person upon request. Written communications may be in the form of e-mail, with a copy to the Clerk of the Board at clerkbcc@miamidade.gov.

All requirements of the Cone of Silence policies are applicable to this Solicitation and must be adhered to. Any and all written communications regarding the Solicitation are to be submitted only to the Procurement Contracting Officer with a copy to the Clerk of the Board. The Proposer shall file a copy of any written communication with the Clerk of the Board. The Clerk of the Board shall make copies available to any person upon request.

1.6 Communication with Competitive Selection Committee Members

Proposers are hereby notified that direct communication, written or otherwise, to Competitive Selection Committee members or the Competitive Selection Committee as a whole are expressly prohibited. Any oral communications with Competitive Selection Committee members other than as provided in Section 2-11.1 of the Miami-Dade County Code are prohibited.

1.7 Public Entity Crimes

Pursuant to Paragraph 2(a) of Section 287.133, Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal for a contract to provide any goods or services to a public entity; may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work; may not submit proposals on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and, may not transact business with any public entity in excess of the threshold amount provided in Section 287.017 for Category Two for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

1.8 Lobbyist Contingency Fees

e)b) A contingency fee is a fee, bonus, commission or non-monetary benefit as compensation which is dependent on or in any way contingent upon the passage, defeat, or modification of: 1) any ordinance, resolution, action or decision of the County Commission; 2) any action, decision or recommendation of the County Mayor or any

County board or committee; or 3) any action, decision or recommendation of any County personnel during the time period of the entire decision-making process regarding such action, decision or recommendation which foreseeably will be heard or reviewed by the County Commission or a County board or committee.

1.9 **Collusion**

In accordance with Section 2-8.1.1 of the Code of Miami-Dade County, where two (2) or more related parties, as defined herein, each submit a proposal for any contract, such proposals shall be presumed to be collusive. The foregoing presumption may be rebutted by the presentation of evidence as to the extent of ownership, control and management of such related parties in preparation and submittal of such proposals. Related parties shall mean Proposer or the principals thereof which have a direct or indirect ownership interest in another Proposer for the same contract or in which a parent company or the principals thereof of one Proposer have a direct or indirect ownership interest in another Proposer for the same contract. Proposals found to be collusive shall be rejected. Proposers who have been found to have engaged in collusion may be considered non-responsible, and may be suspended or debarred, and any contract resulting from collusive bidding may be terminated for default.

1.10 **Contract Measures**

This Solicitation includes contract measures for Miami-Dade County Certified Small Business Enterprises (SBE's) pursuant to Sections 2-8.1.1.1.1 and 2.1.1.1.2 of the Code of Miami-Dade County as follows:

Set-aside:

This Solicitation is set-aside for SBE's.

Subcontractor Goal:

_____ % SBE subcontractor goal is applicable. The purpose of a subcontractor goal is to have portions of the work under the prime contract performed by available subcontractors that are certified SBEs for contract values totaling not less than the percentage of the prime contract value set out in this Solicitation. Subcontractor goals may be applied to a contract when estimates made prior to solicitation advertisement identify the quality; quantity and type of opportunities in the contract and SBEs are available to afford effective competition in providing a percentage of these identified services. Proposers shall submit a completed Schedule of Intent Affidavit (Form SBD 504) at the time of proposal identifying all SBEs to be utilized to meet the subcontractor goal. The Schedule of Intent Affidavit shall specify the scope of work and commodity code the SBE will perform. The Schedule of Intent Affidavit constitutes a written representation by the Proposer that to the best of the Proposer's knowledge the SBEs listed are available and have agreed to perform as specified, or that the Proposer will demonstrate unavailability. The Schedule of Intent form can be found at <http://www.miamidade.gov/business/library/forms/sbe-soi.pdf>.

The participating SBE firms (or joint ventures) must have a valid Miami-Dade County SBE certification by the proposal submittal deadline of this Solicitation, as well as, meet all other requirements. Additional information regarding Miami-Dade County's Small Business Enterprise Program, including new amendments to the program, is available on the Small Business Development's website <http://www.miamidade.gov/business/business-certification-programs-SBE.asp>.

(If Selection Factor use Section 4.4 and delete above section.)

2.0 SCOPE OF SERVICES

2.1 **Background**

Miami-Dade PROS is the third largest county park system in the United States, consisting of 270 parks and 13,573 acres of land. PROS is currently soliciting a [software solution for Facilities Reservations, Program Management, Membership Management, Point of Sale to include Inventory, Event Ticketing and Permitting software solution \(Solution\)](#). The [eSolution](#) should include a robust back-end account management module, social media integration and ~~shall~~ provide the ability to integrate with the current and future County Financial systems, County Payment Gateway, County Portal and Geographic Information Systems.

PROS currently administers over 250 camps and programs each year throughout approximately 85 locations county-wide. These include summer, winter, and spring camps, after school care programs, one-day camps and specialty programs. Camp and program sales can exceed 100,000 transactions per year. ~~During fiscal year 2016-17 transaction sales totaled approximately \$12,500,000.~~ PROS currently oversees over 800 facilities and 125 shelters which can average over 50,000 ~~sales~~ transactions on an annual basis. Larry and Penny Thompson Memorial Park Campground is a world class camping area comprised of 270 acres of natural south Florida woodlands, bridle trails and hiking trails. The Campground has 240 separate campsites for recreational vehicles with electric, ~~sewer~~ and water hook-up. Total transactions for the campgrounds can average 10,000 annually. PROS facilities such as Fruit and Spice Park, Deering Estate, Trail Glades Range ~~as well as others amount to an average of 420,000 sales~~ transactions annually. ~~During fiscal year 2016-17 transaction sales processed via the current Recreational Management System (RMS) totaled approximately \$12,500,000.~~

2.2 Current Applications and Processes

PROS currently uses Recreation Dynamics, version 9.5.0.4 by UseDirect to manage the sale of all programs, camps, facilities and shelter reservations, point of sale and ticketing. The system was implemented in 2007. The system provides the ability to purchase PROS services at a facility or online through the [eCounty](#) portal. The system integrates with the [County Famis](#) financial system and [the County Payment Gateway](#).

2.3 Objectives

~~The Miami-Dade~~ County would like to acquire a comprehensive, configurable software solution for the automation of PROS business processes that will provide [mobile technology](#) for remote field work, a front-end solution for administrative and support staff and a citizen portal that will streamline the procurement of PROS offerings for the public. The public will use the system to reserve facilities, register for camps and programs, purchase event tickets, sign up for a membership, purchase merchandise at a facility, reserve a campground site and/or request a permit to conduct business. The public will be able to upload required documents and manage all aspects of their customer account. Payments should be accepted by cash, credit card, electronic funds transfer online or gift cards. The software must be Payment Card Industry (PCI) PA-DSS certified and EMV compliant.

The [eSolution](#) is expected to incorporate and enhance current workflows from existing applications and manual procedures that will expedite and facilitate the ability to manage PROS services. The system is also expected to provide social media integration and data analytics in an effort to better promote and market PROS [goods and services offerings and ultimately increasing revenue](#). The system must comply with all [Miami-Dade County technical requirements](#) as described in the attached [appendixes](#). ~~A complete list of the required functionality is included in appendix 2.~~

2.4 PROS Software Solution Licensing

The proposed solution will be the core system of record for ~~the PROS department~~. The [eSystem solution](#) will integrate with several of the [County's](#) core systems such as Famis (Financial system), Geographic Information System (ESRI) and Credit Card Payment Gateway. Point of Sale devices will integrate with Elavon for credit card processing. The County will consider solutions hosted by ITD or by the selected proposer. The [County](#) will consider Subscription Software Licenses or Perpetual Licenses or any other license model that meets the [County's](#) needs [described herein](#). The proposal shall include software licenses or cloud based software subscription pricing to accommodate the estimated number of users as listed below.

Commented [MJ(1)]: What is the distinction between sales and transactions? If we are listing some of our sites, we should list all of them. Are the total transactions listed in this paragraph per park? Per transaction type? Please clarify.

Commented [GS(2R1)]: I made some changes, pls let me know if it is clearer now.

Commented [MJ(3R1)]: 100,000 transactions per year does not add up to the description and language of the additional transactions

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Commented [MJ(4)]: What do you mean by mobile here?

Commented [GS(5R4)]: Software needs to be able to operate seamlessly on a tablet r cellular device

Commented [MJ(6)]: Are you referring to Goods and Services? Sounds good

Commented [MJ(7)]: Please forward all applicable appendices to my attention.

Commented [MJ(8)]: Please forward all applicable Appendices to my attention.

Commented [GS(9R8)]: I will send updated PCI requirements as soon as Security vets changes with Finance. I sent you the excel spreadsheet with the requirements list. I will forward technology model

The proposed Solution is not required to use a “Per User” license model, however, the proposed Solution must accommodate, at a minimum, the number of total user listed below.

- Estimated users – 450 (150 concurrent users)
- Estimated Mobile users – 100
- Unlimited Inquiry only
- Unlimited anonymous web portal users accessing the system to procure PROS offerings

The County prefers not to purchase separate licenses for third party applications which are embedded into the solution, if any. All licenses that may be required by the sSolution for third party software are to be included with the proposed solution and maintained throughout the term of the resultant contract. All costs are to be included within the proposal response. If the proposed sSolution requires third party software not embedded into the Solution in order to meet the technical and functional requirements of this solicitation, the County reserves the right to leverage software license agreements that may be in place between any proposed third party software copyright holder. This entitles all parties included as “Users” for this solicitation, with the advantage of reducing software acquisition or maintenance costs. (“Users” includes other entities to the County).

Commented [MJ(10)]: This paragraph is a little confusing. Could you please clarify?

2.5 Technical Support Services

The County requires~~County desires~~ an escalation and response time as listed below:

Commented [GS(11R10)]: We had the same paragraph in the SBD RFP 376. It is supposed to inform the vendor that if they require to partner with a third party in order to meet our needs, they need to provide licensing costs and the County has the right to leverage any enterprise contract pricing they may have if it is better. For example Microsoft licensing

Severity	Definition	Response Time	Resolution Time	St Freq Up
1=Critical	A major component of the Solution, whether hardware or software, is in a non-responsive state and severely affects Users’ productivity or operations. A high impact problem which affects the Users.	15 minutes	One (1) Hour	15 minutes
2=Urgent	Any component failure or loss of functionality not covered in Severity 1, which is hindering operations, such as, but not limited to: excessively slow response time; functionality degradation; error messages; backup problems; or issues affecting the use of a module or the data.	One (1) Hour	Four (4) Hours	30 minutes
3=Important	Lesser issues, questions, or items that minimally impact the work flow or require a work around.	4 hours	Twenty-four (24) Hours	Four (4) Hours
4=Minor	Issues, questions, or items that don’t impact the work flow. Issues that can easily be scheduled such as an upgrade or patch.	8 hours	72 hours for an acceptable work around until final resolution	Weekly Status Call

2.6 Configuration

The Proposers shall include in their proposal response their methodology for discovering and collecting all information needed to fully configure the proposed solution. Cross-reference any attached documentation in the response which applies to this solution configuration.

Commented [MJ(12)]: Could you please elaborate on this sentence?

2.7 Data Conversion

~~Proposers must include in their proposal their methodology and technology tools enabling data mapping, data extract, transformation, and loading of external system data to the proposed solution data structure/database~~ The

Commented [GS(13R12)]: We would like for them to provide details in their response on how they will accomplish this

selected Proposer shall will work with the current software-vendor to acquire the historical data in a mutually agreed format, with data from the various sources needing data conversion for loading into the proposed solution's database. The selected Proposer must map the data of the extracted and transformed files to the database structure of the proposed Solution. The selected Proposer shall be responsible for the load of the data into the proposed Solution database. Proposers must include in their proposal their methodology and technology tools enabling data mapping, data extract, transformation, and loading of external system data to the proposed solution data structure/database

2.8 Training

On-site training shall be provided including but not limited to the following roles: approximately 450 internal users (County staff), report writers, and system administrators. In addition, the selected proposer will be required to provide continuously accessible web training throughout the life of the contract for both internal and external users. The selected Proposer shall be responsible for providing all audio/visual and other necessary materials and equipment for scheduled on-site training sessions. The County shall provide a facility, inclusive of computer workstations with internet connectivity, to serve as the training site.

Commented [MJ(14): Would you need a training manual?

Commented [GS(15R14): Not if we have online help, it gets outdated quickly

2.9 Software Escrow

The selected Proposer shall be required to enter into a software escrow agreement with a licensed third party agent to house the source code associated with the proposed solution at the time of Final Solution Acceptance. Proposers should provide a detailed description of escrow services and a copy of an existing sample escrow agreement as part of the Proposal Submission Package. Software escrow shall be provided by the selected Proposer. Pricing for software escrow fees shall be listed on the Form 1 Price Schedule and will be paid to the selected Proposer. No third party invoicing shall be accepted by the County.

Commented [MJ(16): What does this mean? Please provide definition, and when required.

Commented [GS(17R16): Once we complete User Acceptance Testing

Commented [MJ(18): Please forward.

Commented [GS(19R18): ?? not clear on what to forward

2.10 Core Functionalities

1. Back-End Pros Administration Account Management

The Solution shall provide srequired functionality to manage a customer's account as required. The Solution must also process receivables following General Accepted Accounting Principles (GAAP) and Governmental Accounting Standards Board (GASB) accounting standards.

2. Program Management

The Solution shall enable enables the PROS team to administer all goods and services Program offerings, customer account information, scheduling, registration, wait lists, track attendance, document management, fees, invoicing, payment processing, customer surveys, customer correspondence via email, text and voice, web portal integration, point of sale (POS).

3. Facilities Management

The Solution shall enables the PROS team to administer all facilities and shelters available for rent. Solution enables PROS staff to manage schedule availability, customer account information, wait lists, facility and shelter relationships where a booking in one facility will automatically book another, reservations, tracking of equipment availability, document management, fees, invoicing, payment processing, customer surveys, customer correspondence via email, text and voice, web portal integration, point of sale, contract management.

4. Point Of Sale and Inventory

The Solution shall provide provides a complete cash register/point of sale module functionality that is integrated with all system modules. POS solution displays customer account balance due for payment and accepts multiple payment options such as cash, credit card or electronic funds transfer. The Solution shall provide customer with itemized receipts, and The solution provides provide an inventory module.

5. Membership Management

The Solution shall enables the PROS team to manage Parks membership program eligibility criteria, fees, invoicing, payments, renewals, cancellations, document management and customer surveys. The Solution shall also provide the ability to keep track of customer membership use.

6. Campground Management

The Solution shall provide campground management functionality such as reservations, payments, cancellations, campground online and on-site check-in, document management, customer account management, web portal integration for customers, facility inventory for RV storage rentals, point of sale merchandise sales and inventory.

7. Online Portal

The Solution shall be seamlessly integrated with the County portal and Programs, Camps, events, etc. defined in the system are posted online and made available for the public. The Portal shall have Social Media integration and site tags available for Google Analytics integration.

8. Offline Mode

The Solution shall provide the ability to operate without a network connection in the event there is loss in connectivity. All transactions shall be stored and database updated once communication is restored.

9. Form and Letter Templates

The Solution shall enable the creation and editing of standard forms and letter templates for each of the business areas as required.

2.11 Reporting

The proposed Solution shall have the ability to generate reports as well as download data into Excel or PDF format related to each of the modules/functions requested.

Commented [MJ(20)]: What reports will be required? Who will be responsible for setting up the reporting structured? Should language be included here to cover this?

2.12 Interfaces

The following interfaces to and from the proposed Solution are needed to enable direct data transfer between various County systems such as FAMIS Financial system, PeopleSoft ERP, and GIS, which will reduce staff data entry requirements and result in greater data integrity. See Appendix ? for additional information regarding the requested interfaces.

Commented [GS(21R20)]: I will need to gather list of required reports and send to you

1. **Financial System FAMIS** - The solution must provide a file as described on the Appendix to be scheduled on a nightly basis to integrate with the County's FAMIS financial information system (Version 5.1).

2. **Financial System PeopleSoft ERP/Hyperion** - The Solution must provide automated bi-directional web services integration with the County's PeopleSoft ERP (Version 9.1 moving towards 9.2) financial information system and Hyperion.

3. **Geographic Information Systems (GIS) Integration** - The Solution should preferably integrate with the existing enterprise GIS layers in any business workflow. (ESRI GIS Version 10.0 migrating to release 10.2.2)

4. **County Payment Gateway** - The solution must integrate with the County's Payment Gateway for all online credit card transactions. Details are provided in Appendix ?

5. **Elavon Credit Card Processing** - The solution must integrate directly with Elavon for all POS transactions. Details are provided in Appendix ?

2.13 Solutions Administration

The Solution shall be comprised of the tools and modules that allow the System Administrator to setup, configure, report, secure, and manage data information collected, accessed, and stored by the Solution. These tools and modules shall be designed for ease of use and provide a high level of control over the operation of the Solution.

A. Audit/History

The Solution must provide the ability to track the history or audit trail on any data element identified by the County as requiring history. An audit trail must include, the user, date, time, and actual data that is changed (from and to) at a minimum. Version control and user identification procedures must be maintained for data security.

B. Data Storage

A secondary database server that takes the processing load off of the primary real time database shall be provided for the purpose of data retrieval for reporting and data analysis. Enough online data storage shall be provided to keep the historical data which shall be accessible by the System applications and tools. Data replication to the secondary data storage shall be a continuous automated process and should be transparent to the user.

Commented [MJ(22)]: What would enough online data storage constitute for the County?

Commented [GS(23R22)]: Let's change to Required. I cannot provide an amount of storage required because it changes continuously. We will need to provide a data extract at the time of implementation

C. Access Security

~~The Solution shall deny access to all users without proper access level to functions and data. Users without proper access level shall be denied access to all applicable solution functions and data.~~

D. User Authorization and System Security

The solution must provide a user security access module/tool for the System Administrator to configure access levels to the System. This module/tool shall provide a copy feature for duplicating existing user profile/security access.

D.1. Ability to add new users and user groups as needed, including strong passwords, unique user name/password identification, lock-out access after a certain number of attempts (with reset capability for the system administrator), and have https/128-bit encryption.

D.2. User authorization functions shall ~~include~~include e-, but not be limited to:

1. Record a user's profile (name, location, contact information)
2. Assign a group or role(s) to the user, including read-only
3. Restrict entire groups and users from identified sections of the system
4. Assign a department/location to a user profile
5. Restrict users to a specific department(s) or location(s)
6. Ability to provide security at module, form and field level by user role.
7. Personal identification information and other sensitive data shall be encrypted.
8. Ability to provide two factor authentication.
9. Ability to configure a sign out timeout interval by user role.

Commented [MJ(24)]: Why their Agreement?

Commented [GS(25R24)]: Vendors typically have a maintenance support agreement

Commented [MJ(26)]: Could you please forward the price structure to my attention?

Commented [GS(27R26)]: The price structure is referring to the proposer's pricing structure. It may be based on licenses, transactions, sales totals, etc.

Commented [MJ(28)]: Please include section about warranty to be added to Scope.

2.14 Maintenance and Support

Proposers shall include their Software Maintenance Support Agreement and the cost for a 5 year initial term and for the subsequent periods of optional software maintenance support on a year-to-year basis as separate line items, in Form 1 along with the Proposal Submission Package. The Maintenance Support Agreement shall take effect after the Warranty period and commence on the 1st day of the 13th month after the date of the Certificate of Acceptance.

Commented [GS(29R28)]: I do not have a sample, not sure what to include. Warranty period is typically the first 12 months.

Commented [MJ(30)]: Please provide definition.

~~During the term(s) of the Maintenance Agreement, The selected Proposer shall agree to~~ provide the County with standard software maintenance services and technical support covering, as listed below:

Commented [GS(31R30)]: I copied from another RFP, it just means the software has been operational and stable for 12 months and now we start to pay for annual maintenance and support.

1. All software must be of the most recent release and all software upgrades issued by the selected Proposer must be available to the County at no additional charge. The software maintenance plan shall include the option of installation of new releases by the selected Proposer.
2. Corrections of substantial defects in the software solutions so that the solution will operate according to specifications to be resolved as Severity Level 1. See Technical Support Services Chart below.

Commented [MJ(32)]: Would this be at an additional fee?

Commented [GS(33R32)]: no

3. Periodic updates of the solution may incorporate
 - a. Corrections of any substantial defects
 - b. Fixes of any minor bugs
 - c. Fixes due to any conflicts with mandatory operating security patches, to be resolved as Severity Level 1
4. ~~Selected proposer's~~ Enhancements made to any ~~Solution system's~~ components that MDC has licensed
5. Updates to the system must be provided as determined by legally mandated requests
6. Updates to the system must be provided in order to maintain PCI compliance
7. Remote Server Access to any County server providing the application services either by Citrix SSL VPN, Encrypted Connection or dedicated IP address; access will require prior approval from Miami-Dade County.
8. Maintenance of other non-production County environments, such as test, development and staging will be included as part of support.

Commented [MJ(34)]: These two points read the same. Which one should we use?

Commented [GS(35R34)]: 1-Is for new release of the software. 2 is for bug fixes

3.0 RESPONSE REQUIREMENTS

3.1 Submittal Requirements

In response to this Solicitation, Proposer should **complete and return the entire Proposal Submission Package**. Proposers should carefully follow the format and instructions outlined therein. All documents and information must be fully completed and signed as required and submitted in the manner described.

The proposal shall be written in sufficient detail to permit the County to conduct a meaningful evaluation of the proposed services. However, overly elaborate responses are not requested or desired.

4.0 EVALUATION PROCESS

4.1 Review of Proposals for Responsiveness

Each proposal will be reviewed to determine if the proposal is responsive to the submission requirements outlined in this Solicitation. A responsive proposal is one which follows the requirements of this Solicitation, includes all documentation, is submitted in the format outlined in this Solicitation, is of timely submission, and has the appropriate signatures as required on each document. Failure to comply with these requirements may result in the proposal being deemed non-responsive.

4.2 Evaluation Criteria

Proposals will be evaluated by a Competitive Selection Committee which will evaluate and rank proposals on criteria listed below. The Competitive Selection Committee will be comprised of appropriate County personnel and members of the community, as deemed necessary, with the appropriate experience and/or knowledge, striving to ensure that the Competitive Selection Committee is balanced with regard to both ethnicity and gender. The criteria are itemized with their respective weights for a maximum total of one hundred (100) points per Competitive Selection Committee member.

<u>Technical Criteria</u>	<u>Points</u>
Proposer's relevant experience implementing requested solution and qualifications including key personnel of the Proposer and any key personnel of subcontractors, that will be assigned to this project and experience and qualifications of subcontractors	15

Proposer's approach and methodology to providing the services requested in this Solicitation including Solution usability, configuration, implementation, training, maintenance and technical support services.	<u>15</u>
Proposed timeline for complete Solution implementation, including completion of all customization, configuration, integration, testing, user training and final system acceptance.	<u>20</u>
Solution Functionality: Proposer's capability to meet the functional and technical specifications described in this Solicitation, together with an evaluation of how well it matches the Proposer's understanding of the County's needs described in Section ? of this Solicitation	<u>30</u>
Proposed price will be evaluated based on the Solution proposed and overall best value to the County.	<u>20</u>
Total Points Per Competitive Selection Committee Member:	<u>100</u>

4.3 **Oral Presentations**

Upon evaluation of the **technical** criteria indicated above, rating and ranking, the **Competitive Selection Committee** may choose to conduct an oral presentation with the Proposer(s) which the **Competitive Selection Committee** deems to warrant further consideration based on, among other considerations, scores in clusters and/or maintaining competition. (See Affidavit – "Lobbyist Registration for Oral Presentation" regarding registering speakers in the proposal for oral presentations.) Upon completion of the oral presentation(s), the **Competitive Selection Committee** will re-evaluate, re-rate and re-rank the proposals remaining in consideration based upon the written documents combined with the oral presentation.

4.4 **Selection Factor**

This Solicitation includes a selection factor for Miami-Dade County Certified Small Business Enterprises (SBE's) as follows. A SBE/Micro Business Enterprise is entitled to receive an additional ten percent (10%) of the total technical evaluation points on the technical portion of such Proposer's proposal. An SBE/Micro Business Enterprise must be certified by Small Business Development for the type of goods and/or services the Proposer provides in accordance with the applicable Commodity Code(s) for this Solicitation. For certification information contact Small Business Development at (305) 375-2378 or access <http://www.miamidade.gov/business/business-certification-programs-SBE.asp>. The SBE/Micro Business Enterprise must be certified by proposal submission deadline, at contract award, and for the duration of the contract to remain eligible for the preference. Firms that graduate from the SBE program during the contract may remain on the contract.

OR

A Selection Factor is not applicable to this Solicitation.

OR

(If no points are assigned to evaluation criteria, include the following in addition to above paragraph):

Whenever there are two best ranked proposals that are substantially equal and only one of the two so ranked proposals is submitted by a Proposer entitled to a selection factor, the selection factor shall be the deciding factor for award.

4.5 **Local Certified Veteran Business Enterprise Preference**

This Solicitation includes a preference for Miami-Dade County Local Certified Veteran Business Enterprises in accordance with Section 2-8.5.1 of the Code of Miami-Dade County. "Local Certified Veteran Business Enterprise" or "VBE" is a firm that is (a) a local business

pursuant to Section 2-8.5 of the Code of Miami-Dade County and (b) prior to proposal or bid submittal is certified by the State of Florida Department of Management Services as a veteran business enterprise pursuant to Section 295.187 of the Florida Statutes. A VBE that submits a proposal in response to this solicitation is entitled to receive an additional five percent of the evaluation points scored on the technical portion of such vendor's proposal. If a Miami-Dade County Certified Small Business Enterprise (SBE) measure is being applied to this Solicitation, a VBE which also qualifies for the SBE measure shall not receive the veteran's preference provided in this section and shall be limited to the applicable SBE preference. At the time of proposal submission, the firm must affirm in writing its compliance with the certification requirements of Section 295.187 of the Florida Statutes and submit this affirmation and a copy of the actual certification along with the proposal submittal form.

4.6 Price Evaluation

After the evaluation of the technical proposal, in light of the oral presentation(s) if necessary, the County will evaluate the price proposals of those Proposers remaining in consideration.

The price proposal will be evaluated subjectively in combination with the technical proposal, including an evaluation of how well it matches Proposer's understanding of the County's needs described in this Solicitation, the Proposer's assumptions, and the value of the proposed services. The pricing evaluation is used as part of the evaluation process to determine the highest ranked Proposer. The County reserves the right to negotiate the final terms, conditions and pricing of the contract as may be in the best interest of the County.

4.7 Local Preference

The evaluation of competitive solicitations is subject to Section 2-8.5 of the Miami-Dade County Code, which, except where contrary to federal or state law, or any other funding source requirements, provides that preference be given to local businesses. If, following the completion of final rankings by the Competitive Selection Committee a non-local Proposer is the highest ranked responsive and responsible Proposer, and the ranking of a responsive and responsible local Proposer is within 5% of the ranking obtained by said non-local Proposer, then the Competitive Selection Committee will recommend that a contract be negotiated with said local Proposer.

4.8 Negotiations

The Competitive Selection Committee will evaluate, score and rank proposals, and submit the results of the evaluation to the County Mayor or designee with its recommendation. The County Mayor or designee will determine with which Proposer(s) the County shall negotiate, if any, taking into consideration the Local Preference Section above. The County Mayor or designee, at their sole discretion, may direct negotiations with the highest ranked Proposer, negotiations with multiple Proposers, and/or may request best and final offers. In any event the County engages in negotiations with a single or multiple Proposers and/or requests best and final offers, the discussions may include price and conditions attendant to price.

Notwithstanding the foregoing, if the County and said Proposer(s) cannot reach agreement on a contract, the County reserves the right to terminate negotiations and may, at the County Mayor's or designee's discretion, begin negotiations with the next highest ranked Proposer(s). This process may continue until a contract acceptable to the County has been executed or all proposals are rejected. No Proposer shall have any rights against the County arising from such negotiations or termination thereof.

Any Proposer recommended for negotiations shall complete a Collusion Affidavit, in accordance with Sections 2-8.1.1 of the Miami-Dade County Code. (If a Proposer fails to submit the required Collusion Affidavit, said Proposer shall be ineligible for award.)

Any Proposer recommended for negotiations may be required to provide to the County:

- a) Its most recent certified business financial statements as of a date not earlier than the end of the Proposer's preceding official tax accounting period, together with a statement in writing, signed by a duly authorized representative, stating that the present financial condition is materially the same as that shown on the balance sheet and income statement submitted, or with an explanation for a material change in the financial condition. A copy of the most recent business income tax return will be accepted if certified financial statements are unavailable.
- b) Information concerning any prior or pending litigation, either civil or criminal, involving a governmental agency or which may affect the performance of the services to be rendered herein, in which the Proposer, any of its employees or subcontractors is or has been involved within the last three years.

4.9 Contract Award

Any proposed contract, resulting from this Solicitation, will be submitted to the County Mayor or designee. All Proposers will be notified in writing of the decision of the County Mayor or designee with respect to contract award. The Contract award, if any, shall be made to the Proposer whose proposal shall be deemed by the County to be in the best interest of the County. Notwithstanding the rights of protest listed below, the County's decision of whether to make the award and to which Proposer shall be final.

4.10 **Rights of Protest**

A recommendation for contract award or rejection of all proposals may be protested by a Proposer in accordance with the procedures contained in Sections 2-8.3 and 2-8.4 of the County Code, as amended, and as established in Implementing Order No. 3-21.

5.0 TERMS AND CONDITIONS

The anticipated form of agreement is attached. The terms and conditions summarized below are of special note and can be found in their entirety in the agreement:

a) **Vendor Registration**

Prior to being recommended for award, the Proposer shall complete a Miami-Dade County Vendor Registration Package. For online vendor registration, visit the Vendor Portal: <http://www.miamidade.gov/procurement/vendor-registration.asp>. Then, the recommended Proposer shall affirm that all information submitted with its Vendor Registration Package is current, complete and accurate at the time it submitted a response to the Solicitation by completing an Affirmation of Vendor Affidavit form as requested by the County.

b) **Insurance Requirements**

The Contractor shall furnish to the County, Internal Services Department, Procurement Management Services Division, prior to the commencement of any work under any agreement, Certificates of Insurance which indicate insurance coverage has been obtained that meets the stated requirements.

c) **Inspector General Reviews**

According to Section 2-1076 of the Code of Miami-Dade County, as amended by Ordinance No. 99-63, Miami-Dade County has established the Office of the Inspector General which may, on a random basis, perform audits on all County contracts, through out the duration of said contracts, except as otherwise indicated. The cost of the audit, if applicable, shall be one quarter (1/4) of one (1) percent of the total contract amount and the cost shall be included in any proposed price. The audit cost will be deducted by the County from progress payments to the Contractor, if applicable.

d) **User Access Program**

Pursuant to Section 2-8.10 of the Miami-Dade County Code, any agreement issued as a result of this Solicitation is subject to a user access fee under the County User Access Program (UAP) in the amount of two percent (2%). All sales resulting from this Solicitation and the utilization of the County contract price and the terms and conditions identified therein, are subject to the two percent (2%) UAP.

6.0 ATTACHMENTS

Draft Form of Agreement

Proposal Submission Package

Proposer Information Section

Web Forms – Proposal Submittal Form, Fair Subcontract Practices Affidavit, Subcontractor Listing, and Lobbyist

Registration Form

Form 1 – Price Proposal Schedule