

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

New  OTR  Sole Source  Bid Waiver  Emergency  Previous Contract/Project No. **8858-0/21**  
 Contract  
 X Re-Bid  Other  LIVING WAGE APPLIES:

Requisition No./Project No.: RTQ-01609

TERM OF CONTRACT: 5 Years

Requisition /Project Title: Microsoft Desktop Application Training

Description: The purpose of this solicitation and resulting Request to Quote (RTQ) is to establish a Pool of Pre-qualified Vendors for future pricing competition to provide Microsoft Desktop Application Training for Miami-Dade Human Resources Department.

Issuing Department: Internal Services

<u>User Department</u>	<u>Five Year</u>	<u>Funding Source</u>	<u>Department Code</u>
Human Resources	\$250,000.00	General Funds	

Contact Person: Maria Nixon Phone: 305-375-3689 Estimate Cost: \$250,000.00

**ANALYSIS**

<b>Commodity Codes:</b>				
[918-38] Education and Training Consulting				
Check here <input type="checkbox"/> if this is a new contract/purchase with no previous history.				
	<b><u>EXISTING L8397-1/19-1</u></b>	<b><u>PREVIOUS 8858-0/13</u></b>		
<b>Contractor:</b>	Academic Technologies Inc GEB Computer Training Ltd (New Horizon Computer Lab) Spears Holdings Inc. (Inactive) Sullivan & Cogliano Training Center Inc (Inactive)	Academy of South Florida Inc GEB Computer Training Ltd Florida International University Spears Holdings Inc Storsoft Technology Ltd Co Storsoft Technology Corp		
<b>Small Business Enterprise:</b>				
<b>Contract Value:</b>	\$400,000.00	\$750,000.00		
<b>Comments:</b>				
<b><u>RECOMMENDATIONS</u></b>				
	Set-aside	Sub-contractor goal	Bid preference	Selection factor
<b>SBE</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Basis of recommendation:</b>				
<input type="text"/>				
Signed: <i>Maria Nixon</i>			Date sent to DBD: April 22, 2020	
			Date returned to DPM: <input type="text"/>	

**SECTION 2**  
**SPECIAL TERMS AND CONDITIONS**

**2.1 PURPOSE**

The purpose of this Request to Qualify (RTQ) is to establish a Pool of Prequalified Vendors (Pool) with applicable expertise to conduct Microsoft Desktop Application Training for Miami-Dade Human Resources Department. Entry into the Pool is **NOT** a contract between Miami-Dade County (County) and any member of the Pool, but rather is an acknowledgement that the pool member satisfies the pre-qualification criteria set forth below for membership in the Pool. The pre-qualified members will be invited to participate in future spot market competitions, on an as-needed basis. The Pool shall remain open for the term of the RTQ, enabling additional members to qualify at any time after the initial RTQ opening date.

**2.2 DEFINITIONS**

**Invitation to Quote (ITQ)** – Shall refer to the solicitation of quotes from the Pool for specific goods and/or services, and awarded based on lowest price, or other quantifiable criteria.

**Prequalified Pool of Vendors (Pool)** – Shall refer to business entities/individuals determined by the County's Internal Services Department, Strategic Procurement Division, as meeting the minimum standards of business competence, financial ability, and/or product quality for placement in the Pool, and which may submit quote or proposal, at the time of need.

**Vendor** – Shall refer to a business entity/individual responding to this RTQ.

**Submittal** - Shall refer to all information, attachments and forms submitted in response to this RTQ.

**Work Order Proposal Request (WOPR)** – Shall refer to the solicitation of offers from the Prequalified Pool of Vendors for specific goods and/or services; and evaluated and awarded based on best value.

**2.3 TERM**

The Pool shall be established on the first calendar day of the month succeeding approval by the Board of County Commissioners, or designee, unless otherwise stipulated in the Blanket Purchase Order issued by the County's Internal Services Department, Strategic Procurement Division, and contingent upon the completion and submittal of all required RFQ documents. The Pool shall expire on the last day of the sixtieth (60<sup>th</sup>) month.

**2.4 PREQUALIFICATION REQUIREMENTS**

Pre-qualified Bidders will be invited on an as-needed basis to participate in Spot Market competition to provide services requested for Microsoft Desktop Training. The services will include two (2) groups: A) On-Site Training; and B) Off-Site Training.

Bidders shall submit the following information with their submittal form:

**2.4.1 Groups A and B:**

1. Provide the contact information of a designated representative (*"Primary" – required, and "Secondary" – optional*) who will be responsible for providing responses to service requests from the County. Bidders shall provide the business name, address, representative's name, title, phone number, fax number, email address

and website address. These services shall typically be required Monday through Friday within the business hours of 8:00 a.m. and 5:00 p.m. (Eastern Standard Time)

2. Supply Microsoft Desktop Application Training, including but not limited to Word, Excel, Outlook, PowerPoint, Access, Visio, Project, Windows and Publisher, for a minimum of three (3) years.
3. Provide an executive summary, including a brief overview of their firm's history, current capabilities and a listing of desktop application courses currently provided.
4. Required to demonstrate membership in the Microsoft Partner Network (MPN) with a minimum of one (1) silver or higher competency.
5. Provide a minimum of three (3) client references, within the past two (2) years, for the provision of Microsoft Desktop Application Training similar in scope to the services outlines in Section 3 of this RTQ. Each reference must include the customer's name, and the name, title, address, email address, and telephone number of a contact person who can verify that the Vendor has successfully provided the services specified under this solicitation.

**Note:** The County shall be able to ascertain from these references, to its satisfaction, that the Vendor has sufficient experience and expertise providing the listed items and services.

#### **2.4.2 Exemption from Certain Clauses - Group B ONLY:**

1. WOPRs awarded under Group B for off-site/distant learning training services are excluded from the following clause(s), as applicable:
  - Section 1.21 – Insurance Requirements

Bidders shall submit all qualifying documents listed above with their Submittal for each group it wishes to be considered for pre-qualification per the requirements of this RTQ. However, the County may, at its sole discretion and in its best interests, allow Bidders to supplement submitted documents in order to satisfy the pre-qualification criteria. It shall be the sole prerogative of the County to determine the number of pre-qualified Bidders who will be included in the Pool. During the term of the RTQ, the County reserves the right to add and/or delete pre-qualified Bidders from the Pool.

#### **2.5 INSURANCE**

Insurance is **not** required in order to be prequalified under this RTQ. Insurance requirements may be detailed in the subsequent ITQ or WOPR for Group A.

#### **2.6 SPOT MARKET QUOTES**

Vendors in the Pool will be invited to participate in future spot market competition, as needed. When such spot market competitions are initiated, the pre-qualified Vendors shall be invited to offer a fixed price for a detailed individual purchase, or a definite purchasing period. The award to one Vendor for an individual acquisition or for a specific period does not preclude the remaining pre-qualified Vendors from participating in impending spot market competitions. The spot market competition will be in the form of an ITQ or WOPR that will include the specific goods and/or services required, and may include provisions, as applicable, such as:

- Small Business Measures
- Warranty Requirements
- Liquidated Damages
- Living Wage

For federally funded projects/programs, additional provisions may apply in accordance with the funding source. The following provisions from Section 1, General Terms and Conditions shall be exempted from such solicitations, as indicated in the ITQ or WOPR.

- Local Preferences
- User Access Program (UAP) Fee
- Small Business Enterprise (SBE) Measures
- Local Certified Service-Disabled Veteran's Business Enterprise Preference
- First Source Hiring Referral Program
- SBE Prompt Payment Terms
- Office of Inspector General Fee

**SECTION 3**  
**SCOPE OF WORK**

**3.1 SCOPE OF SERVICES**

Pre-Qualified Bidders will be invited on an as-needed basis to participate in Spot Market competition to provide services requested for Microsoft Desktop Training. The services will include two (2) groups: A) On-Site Training; and B) Off-Site Training.

**3.2 SERVICES TO BE PROVIDED**

1. Group A: On-Site Training  
Training to be conducted at a facility owned or rented by Miami-Dade County.
2. Group B: Off-Site Training/Distant Learning  
Any training service provided that is not onsite at a County facility is defined as off-site training/distant learning.

**3.3 TRAINING SERVICE REQUIREMENTS**

**3.3.1 Group A: On-Site Training**

1. **On-Site Training** – Awarded Bidder(s) awarded a work order through spot market quotation, at a minimum, shall be responsible for providing the following:
  - Professional training materials for a minimum of six (6) and a maximum of twenty-four (24) students per training session.
  - Reschedule and cancellation of classes with forty-eight (48) hours advance notice.
  - Student evaluations conducted and provided to Miami-Dade Human Resources Department.

Miami-Dade County will provide the following to the Awarded Bidder(s) upon issuance of a Notice to Proceed.

- Standard computer workstations
- Clean, well lit, spacious facility
- Onsite technical assistance

**3.3.2 Group B: Off-Site Training/Distant Learning**

1. **Off-Site Training** – Awarded Bidder(s) awarded a work order through a spot market quotation, at a minimum, shall be responsible for providing the following:
  - Professional training materials
  - Onsite technical service and support staff
  - Clean, well lit, spacious, ADA compliant facilities
  - Flexible seating arrangements to accommodate up to sixteen (16) students.
  - Ergonomic workstations and chairs with fully functional monitors, computers and mice.
  - Reschedule and cancellation of classes within forty eight (48) hours advance notice.

- Retakes shall be allowed for up to one (1) year after the initial training, and shall be provided at no charge.
  - Student evaluations conducted and provided to Miami-Dade County Human Resources.
2. **Distant Learning** – Awarded Bidder(s) awarded a work order through a spot market quotation, at a minimum, shall be responsible for providing the following:
- Development of training curriculum and related components and/or software, training materials, and student evaluations.
  - Basic services for contract users provided at no charge, including but not limited to the following: orientation/implementation training, installation/set-up, and demos/trials.
  - Custom logins if applicable.
  - Guarantee that the content availability “up time” to is not less than 99.0%. Contractor to notify Authorized Users within 24 hrs. of any interruption of service.
  - Access to courses 24 hours a day, 7 days a week.
  - County employees able to learn at any time during the licensing period.
  - New employees able to train as required.
  - The remainder of a license can be re-assigned, if applicable, at no charge in the event that an employee leaves the organization.
  - Site management and reporting tools, inclusive of the tracking of the successful completion of each course, if applicable.
  - In-Person “Train the Trainer Session” to be held annually or as needed.
  - 24 x 7 Help Desk/Technical Assistance and Customer/Product Support provided at no charge (includes local or toll-free telephone number and dedicated e-mail address).
  - Student evaluations conducted and provided to Miami-Dade County Human

Miami-Dade County will provide the following to the Awarded Bidder(s) upon issuance of a Notice to Proceed.

- Student Names
- Standard computer workstations
- Clean, well lit, spacious facility
- Onsite technical assistance

### 3.4 **TRAINING EVALUATIONS (ALL GROUPS)**

Each training session shall be evaluated by the County participants to determine:

1. If the material presented improved the participant’s understanding of the subject;
2. If the training was practical and applicable;
3. If the trainer(s) showed a working knowledge of the subject matter;
4. If the trainer(s) presented the material in a clear and logical manner; and
5. If the trainer promoted a positive learning environment.

Completed evaluation forms shall be sent directly to Miami-Dade Human Resources within ten (10) days of course completion. A summary of the completed evaluations shall be made available by the Awarded Bidder(s) upon request.

### 3.5 **TRAINING MATERIALS**

The vendor shall guarantee that County employees who engage in training services under a resultant award will be granted unlimited rights to reproduce for their own use, uncopyrighted training materials provided as part of the trainings conducted. Each participant will receive a training/workshop manual or access to such material online as part of their class participation.