

ISSUING DEPARTMENT INPUT DOCUMENT

CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

New
 OTR
 Sole Source
 Bid Waiver
 Emergency
 Previous Contract/Project No. 8661-10/198680-10/19

Contract
 Re-Bid
 Other – Access of Other Entity Contract
 LIVING WAGE APPLIES: YES NO

Requisition No./Project No.: RTQ-02018
 TERM OF CONTRACT 5 YEAR(S) WITH 0 YEAR(S) OTR

Requisition /Project Title: Technical Application Services Training and Professional Training Pre-Qualification Pool

Description: Miami-Dade County is establishing a Prequalified Pool of Vendors that will be used to solicit for various professional or technical training services for the County.

Issuing Department: ISD
 Contact Person: Amelia Cordova-Jimene
 Phone: 305-778-4423

Estimate Cost: \$2,931,970.00

Funding Source:
 GENERAL General Fund
 FEDERAL
 OTHER

ANALYSIS

Commodity Codes:	91838				
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.					
	<u>EXISTING</u>	<u>2ND YEAR</u>	<u>3RD YEAR</u>		
Contractor:	Pre-Qualified Vendors				
Small Business Enterprise:					
Contract Value:	\$2,931,970.00				
Comments:	This consolidates 8661-10/19&8680-10/19.				

Continued on another page (s): YES NO

RECOMMENDATIONS

	Set-Aside	Subcontractor Goal	Bid Preference	Selection Factor
SBE				

Basis of Recommendation:

Signed: Amelia M. Cordova-Jimenez	Date sent to SBD: 09/03/2021
	Date returned to SPD:

SECTION 2
SPECIAL TERMS AND CONDITIONS

2.1 PURPOSE

This Request to Qualify (RTQ) will establish a Prequalified Pool of Vendors (Pool) that will be used to solicit for various professional or technical training services for Miami-Dade County (County). Placement in the Pool is **not** a contract between the County and the Vendor, but an acknowledgement that the Vendor meets the qualifications as outlined throughout this RTQ. Vendor Submittals are accepted throughout the term of the RTQ for placement in such Pool.

2.2 DEFINITIONS

1. **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.
2. **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 a quote or proposal, at the time of need.
3. **Qualified Trainers** – Shall refer to are individuals employed by the Vendor that have at minimum four (4) years of experience in the topic being taught and who meet the following criteria:
 - a) **Professional Qualified Trainer:** The trainer shall have a Bachelor's Degree from an accredited college or university with a major in Education/Training in the areas of Computer Science, Information Systems or Business. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one (1) year specialized and two (2) years general experience.
 - b) **Technical Qualified Application Trainer:** The trainer shall have a Bachelor's Degree from an accredited college or university with a major in Education/Training in the areas of Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one (1) year specialized and two (2) years general experience.

As part of the ITQ or WOPR process the County may request copies of the trainers resume and proof of educational background.

4. **Submittal** – Shall refer to all information, attachments and forms submitted in response to this RTQ.
5. **Vendor** – Shall refer to a business entity/individual responding to this RTQ.
6. **Work Order Proposal Request (WOPR)** – shall refer to a competitive process involving the solicitation of proposals, by the Internal Services Department

Strategic Procurement Division, from the Pool 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 by the Internal Services Department, Strategic Procurement Division. The Pool shall expire on the last day of the last month of the five (5) year term.

2.4 QUALIFICATION CRITERIA

Vendor(s) shall meet the following criteria to be considered for placement in the Pool and for participation in future solicitations:

1. Vendor shall provide three (3) reference letters on company letterhead, to demonstrate that the Vendor is regularly engaged in the business of providing professional or technical training services. The County must be able to ascertain from Vendor provided references, to its satisfaction, that the Vendor has sufficient experience and capacity in providing professional or technical training services. The Vendor shall provide a description of the type and scope of services for each account.
2. Vendor shall provide the contact information of a designated representative of the company who can be contacted to discuss matters pertaining to services, resolve inquiries, respond to ITQ's/WOPR's and who is cognizant of the services being offered. Vendor shall provide the representative's name, phone number, and email address.
3. Vendor(s) shall provide three (3) examples of training material or documentation for each topic (professional and technical training services). This could be a past contract, past training template for a similar service, or other documentation, website or brochure.
4. Vendors shall provide an Executive Summary inclusive of a brief overview of firm's capabilities and expertise.

Vendor(s) shall provide all of the specified information, documents and attachments listed above with their Submittal as proof of compliance with the requirements of this RTQ. However, the County may, at its sole discretion and in its best interest, allow Vendors to complete, supplement or supply the required documents throughout the term of the RTQ.

2.5 INSURANCE

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

2.6 ADDITIONAL GROUPS

The County reserves the right to add additional groups, with applicable qualification criteria, to the pool as it deems necessary.

2.7 SPOT MARKET QUOTES

Vendors in the pool will be invited to participate in future spot market competition, as

needed. 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:

1. Small Business Enterprise (SBE) Measures
2. Warranty Requirements
3. Liquidated Damages
4. Living Wage
5. County Provided Equipment/Services (i.e. computers, facility space, onsite technical services, etc.)
6. Reporting Requirements

For federally funded projects/programs, additional provisions may apply in accordance with the funding source. Refer to Section 1, General Terms and Conditions, for provisions that are exempted from such solicitations due to federal funding.

SECTION 3 **SCOPE OF WORK/TECHNICAL SPECIFICATIONS**

3.1 SCOPE OF WORK/TECHNICAL SPECIFICATIONS

It is the intent of this solicitation to identify and make available to the County, Vendors capable of providing professional and technical training services for County departments, on an as needed basis.

3.2 SERVICES TO BE PROVIDED

Professional and technical training services include:

1. **Classroom Training** – the use of computers and manuals in both instruction and management of the teaching and learning process at the Vendor’s facility.
2. **Instructor Led Training** – the instructor provides individualized attention to each student’s exercises and applications. Live, training and real time interaction, in-depth information sharing and direct response to questions.
3. **Mentored Learning** - a career development process in which less experienced workers are matched with more experienced colleagues for guidance. Mentoring can occur either through formal programs or informally as required and may be delivered in-person or by using various media.
4. **E-Learning** - covering a wide set of applications and processes, such as web based learning, computer-based learning, virtual classrooms, and digital collaboration. It includes the delivery of content via Internet, intranet/extranet (LAN/WAN), audio- and videotape, satellite broadcast, interactive TV, CD-ROM, and more.
5. **On-Site Training** - all computer software training activity taking place at Miami-Dade County facility and provided by the pre-qualified Vendor by group.

Vendors may be required, in subsequent spot market solicitations, to provide training materials including, instructor and student training materials, Vendor or off-site training

facility space, student evaluations and course completion certificates, as it relates to the requested training.

3.3 PROFESSIONAL TRAINING AND TECHNICAL APPLICATION TRAINING REQUIREMENTS

Training Specialist/Instructor

Duties

Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

1. Specialized Experience Only for Technical Application Training

At least two (2) years of experience in developing and providing IT and end user training on computer hardware and application software.

2. Standards of Training Performance

Each training session will be evaluated by the 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. A summary of the evaluations will be made available to the consultant upon request.

3.4 TRAINING FACILITY REQUIREMENTS

1. Classroom Training

The use of computer and manual in both instruction and management of the teaching and learning process at Vendor's facility.

Vendors are responsible for providing the following:

- a) Training program facilitated by Qualified Trainers;
- b) Vendors facility shall have flexible seating arrangements;
- c) Clean, well lit, spacious, and modern facilities;
- d) Ergonomic workstations and chairs;
- e) Onsite technical service & support staff;
- f) Provide student evaluations;
- g) ADA compliant facilities; and
- h) Training materials

2. On-Site Training

Vendors are responsible for providing the following:

- a) Training program facilitated by Qualified Trainers; and
- b) Development of training curriculum; required software; training material, and student evaluations.

Miami Dade County will provide the following:

- c) Standard PCs;
- d) Clean, well lit, spacious facility; and
- e) Onsite technical service

3. E-Learning for Professional Training Only

Vendors are responsible for providing the following:

- a) Development of training curriculum; required software; training material, and student evaluations;
- b) Basic services for Miami-Dade County at no charge to include, but not limited to, orientation / implementation training, installation/set-up and demos / trials;
- c) Custom logins;
- d) Guarantee that the content availability “up time” to be not less than 99%. Vendor to notify authorized users within 24 hours of any interruption of service;
- e) Access to courses 24 hours a day, seven (7) days a week;
- f) County employees can learn at any time during the licensing period;
- g) Training new employees as they come on board;
- h) Re-assigning the remainder of a license to someone else, at no charge, if the original employee leaves the organization;
- i) Tracking the successful completion of each course;
- j) Site management and reporting tools;
- k) In-Person “Train the Trainer Session” to be held annually; and
- l) 24 hour, seven (7) day a week help desk/technical assistance and customer / product support at no charge (includes toll-free telephone number and dedicated e-mail address).

Miami Dade County will provide the following:

- m) Standard PC's;
- n) Clean, well lit, spacious facility; and
- o) Onsite technical service

SECTION 4
SUBMITTAL FORM

VENDOR:

<u>QUALIFICATION CRITERIA</u> TO BE COMPLETED BY ALL VENDORS		
Refer to Section 2.4, Qualification Criteria, to ensure that Submittal complies with solicitation requirements.		
Reference Section	Requirements	Copy Attached
2.4 (1)	Vendor shall provide three (3) signed professional references on the referenced company's letterhead, to demonstrate that Vendor is regularly engaged in the business of providing professional or technical training services. The County must be able to ascertain from Vendor provided references, to its satisfaction, at the County's sole discretion, that Vendor holds sufficient experience and capacity in providing professional or technical training services. The Vendor shall provide a description of the type and scope of services for each account.	<input type="checkbox"/>
2.4 (2)	Vendor shall provide the contact information of a designated representative of the company who can be contacted to discuss matters pertaining to services, resolve inquiries, respond to ITQ's/WOPR's and who is cognizant of the services being offered. Vendor shall provide the representative's name, phone number, and email address. Representative Name: _____ Phone Number: _____ Email Address: _____	
2.4 (3)	Vendor(s) shall provide three (3) examples of training material or documentation for each topic (professional and technical training services). This could be a past contract, past training template for a similar service, or other documentation, website or brochure.	<input type="checkbox"/>
2.4 (4)	Vendors shall provide an Executive Summary inclusive of a brief overview of firm's capabilities and expertise.	<input type="checkbox"/>