



Terry L. Rhodes
Executive Director

2900 Apalachee Parkway
Tallahassee, Florida 32399-0500
www.flhsmv.gov

August 2, 2018

Prospective Contractor:

Subject: Solicitation Number: DHSMV ITN 001-19
FRVIS Equipment Refresh

This solicitation is issued by the State of Florida, Department of Highway Safety and Motor Vehicles, hereinafter referred to as "DHSMV" or "Department", to select a qualified contractor to provide a state-wide technology replacement and upgrade to include new equipment, software, maintenance, and installation services. The solicitation package consists of this transmittal letter and the following attachments:

- Attachment A - PUR 1000, State of Florida General Contract Conditions
- Attachment B - PUR 1001, State of Florida General Instructions to Respondents
- Attachment C - Special Conditions
- Attachment D - Scope of Services
- Attachment E - Response Submission Requirements and Evaluation Criteria Components
- Attachment F - Evaluation Criteria
- Attachment G - Past Performance – Client References
- Attachment H - Cost Proposal
- Attachment I - Required Certifications
- Attachment J - Certification of Drug-Free Workplace
- Attachment K - Standard Contract

Your response must comply fully with the instructions that set forth what must be included in the response. Prospective contractors submitting a response to this solicitation shall **identify the solicitation number and the date and time of opening on the sealed envelope or package** transmitting their response. This information is used only to put the DHSMV's mailroom on notice that the package received is a response to a DHSMV solicitation and therefore should not be opened but delivered directly to the Procurement Issuing Officer within the Bureau of Purchasing and Contracts.

This solicitation does not commit DHSMV to pay any costs incurred in the preparation and submission of a response in any form, nor does it commit DHSMV to procure or contract for said services or supplies. The Executive Director of the DHSMV, or her written designee, are the only individuals who can commit the DHSMV to the expenditure of funds in connection with any contract resulting from this solicitation.

The designated DHSMV Procurement Issuing Officer for this solicitation is Darrel Edge. All communications hereon should cite the subject solicitation number and should be made in writing and directed to his attention at the address provided in Attachment C, Section C.5, Issuing Officer.

Sincerely,

Trey Collins

Trey Collins, Chief
Bureau of Purchasing and Contracts

Attachments

ATTACHMENT A
State of Florida
PUR 1000
General Contract Conditions

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1. Definitions. The definitions contained in s. 60A-1.001, F.A.C. shall apply to this agreement. The following additional terms are also defined:

(a) "Contract" means the legally enforceable agreement that results from a successful solicitation. The parties to the Contract will be the Customer and Contractor.

(b) "Customer" means the State agency or other entity identified in a contract as the party to receive

commodities or contractual services pursuant to a contract or that orders commodities or contractual services via purchase order or other contractual instrument from the Contractor under the Contract. The "Customer" may also be the "Buyer" as defined in the PUR 1001 if it meets the definition of both terms.

(c) "Product" means any deliverable under the Contract, which may include commodities, services, technology or software.

(d) "Purchase order" means the form or format a Customer uses to make a purchase under the Contract (e.g., a formal written purchase order, electronic purchase order, procurement card, contract or other authorized means).

2. Purchase Orders. In contracts where commodities or services are ordered by the Customer via purchase order, Contractor shall not deliver or furnish products until a Customer transmits a purchase order. All purchase orders shall bear the Contract or solicitation number, shall be placed by the Customer directly with the Contractor, and shall be deemed to incorporate by reference the Contract and solicitation terms and conditions. Any discrepancy between the Contract terms and the terms stated on the Contractor's order form, confirmation, or acknowledgement shall be resolved in favor of terms most favorable to the Customer. A purchase order for services within the ambit of section 287.058(1) of the Florida Statutes shall be deemed to incorporate by reference the requirements of subparagraphs (a) through (f) thereof. Customers shall designate a contract manager and a contract administrator as required by subsections 287.057(15) and (16) of the Florida Statutes.

3. Product Version. Purchase orders shall be deemed to reference a manufacturer's most recently released model or version of the product at the time of the order, unless the Customer specifically requests in writing an earlier model or version and the contractor is willing to provide such model or version.

4. Price Changes Applicable only to Term Contracts. If this is a term contract for commodities or services, the following provisions apply.

(a) Quantity Discounts. Contractors are urged to offer additional discounts for one time delivery of large single orders. Customers should seek to negotiate additional price concessions on quantity purchases of any products offered under the Contract. State Customers shall document their files accordingly.

(b) Best Pricing Offer. During the Contract term, if the Customer becomes aware of better pricing offered by the Contractor for substantially the same or a smaller quantity of a product outside the Contract, but upon the same or similar terms of the Contract, then at the discretion of the Customer the price under the Contract shall be immediately reduced to the lower price.

(c) Sales Promotions. In addition to decreasing prices for the balance of the Contract term due to a change in market conditions, a Contractor may conduct sales promotions involving price reductions for a specified lesser period. A Contractor shall submit to the Contract Specialist documentation identifying the proposed (1) starting and ending dates of the promotion, (2) products

involved, and (3) promotional prices compared to then-authorized prices. Promotional prices shall be available to all Customers. Upon approval, the Contractor shall provide conspicuous notice of the promotion.

(d) Trade-In. Customers may trade-in equipment when making purchases from the Contract. A trade-in shall be negotiated between the Customer and the Contractor. Customers are obligated to actively seek current fair market value when trading equipment, and to keep accurate records of the process. For State agencies, it may be necessary to provide documentation to the Department of Financial Services and to the agency property custodian pursuant to Chapter 273, F.S.

(e) Equitable Adjustment. The Customer may, in its sole discretion, make an equitable adjustment in the Contract terms or pricing if pricing or availability of supply is affected by extreme and unforeseen volatility in the marketplace, that is, by circumstances that satisfy all the following criteria: (1) the volatility is due to causes wholly beyond the Contractor's control, (2) the volatility affects the marketplace or industry, not just the particular Contract source of supply, (3) the effect on pricing or availability of supply is substantial, and (4) the volatility so affects the Contractor that continued performance of the Contract would result in a substantial loss.

5. Additional Quantities. For a period not exceeding ninety (90) days from the date of solicitation award, the Customer reserves the right to acquire additional quantities up to the amount shown on the solicitation but not to exceed the threshold for Category Two at the prices submitted in the response to the solicitation.

6. Packaging. Tangible product shall be securely and properly packed for shipment, storage, and stocking in appropriate, clearly labeled, shipping containers and according to accepted commercial practice, without extra charge for packing materials, cases, or other types of containers. All containers and packaging shall become and remain Customer's property.

7. Inspection at Contractor's Site. The Customer reserves the right to inspect, at any reasonable time with prior notice, the equipment or product or plant or other facilities of a Contractor to assess conformity with Contract requirements and to determine whether they are adequate and suitable for proper and effective Contract performance.

8. Safety Standards. All manufactured items and fabricated assemblies subject to operation under pressure, operation by connection to an electric source, or operation involving connection to a manufactured, natural, or LP gas source shall be constructed and approved in a manner acceptable to the appropriate State inspector. Acceptability customarily requires, at a minimum, identification marking of the appropriate safety standard organization, where such approvals of listings have been established for the type of device offered and furnished, for example: the American Society of Mechanical Engineers for pressure vessels; the Underwriters Laboratories and/or National Electrical Manufacturers' Association for electrically operated assemblies; and the American Gas Association for gas-

operated assemblies. In addition, all items furnished shall meet all applicable requirements of the Occupational Safety and Health Act and state and federal requirements relating to clean air and water pollution.

9. Americans with Disabilities Act. Contractors should identify any products that may be used or adapted for use by visually, hearing, or other physically impaired individuals.

10. Literature. Upon request, the Contractor shall furnish literature reasonably related to the product offered, for example, user manuals, price schedules, catalogs, descriptive brochures, etc.

11. Transportation and Delivery. Prices shall include all charges for packing, handling, freight, distribution, and inside delivery. Transportation of goods shall be FOB Destination to any point within thirty (30) days after the Customer places an Order. A Contractor, within five (5) days after receiving a purchase order, shall notify the Customer of any potential delivery delays. Evidence of inability or intentional delays shall be cause for Contract cancellation and Contractor suspension.

12. Installation. Where installation is required, Contractor shall be responsible for placing and installing the product in the required locations at no additional charge, unless otherwise designated on the Contract or purchase order. Contractor's authorized product and price list shall clearly and separately identify any additional installation charges. All materials used in the installation shall be of good quality and shall be free of defects that would diminish the appearance of the product or render it structurally or operationally unsound. Installation includes the furnishing of any equipment, rigging, and materials required to install or replace the product in the proper location. Contractor shall protect the site from damage and shall repair damages or injury caused during installation by Contractor or its employees or agents. If any alteration, dismantling, excavation, etc., is required to achieve installation, the Contractor shall promptly restore the structure or site to its original condition. Contractor shall perform installation work so as to cause the least inconvenience and interference with Customers and with proper consideration of others on site. Upon completion of the installation, the location and surrounding area of work shall be left clean and in a neat and unobstructed condition, with everything in satisfactory repair and order.

13. Risk of Loss. Matters of inspection and acceptance are addressed in s. 215.422, F.S. Until acceptance, risk of loss or damage shall remain with the Contractor. The Contractor shall be responsible for filing, processing, and collecting all damage claims. To assist the Contractor with damage claims, the Customer shall: record any evidence of visible damage on all copies of the delivering carrier's Bill of Lading; report damages to the carrier and the Contractor; and provide the Contractor with a copy of the carrier's Bill of Lading and damage inspection report. When a Customer rejects a product, Contractor shall remove it from the premises within ten days after notification or rejection. Upon rejection notification, the risk of loss of rejected or non-conforming product shall remain with the Contractor. Rejected product not removed by the

Contractor within ten days shall be deemed abandoned by the Contractor, and the Customer shall have the right to dispose of it as its own property. Contractor shall reimburse the Customer for costs and expenses incurred in storing or effecting removal or disposition of rejected product.

14. Transaction Fee. The State of Florida has instituted MyFloridaMarketPlace, a statewide eProcurement System ("System"). Pursuant to section 287.057(23), Florida Statutes (2002), all payments shall be assessed a Transaction Fee of one percent (1.0%), which the Contractor shall pay to the State, unless exempt pursuant to 60A-1.032, F.A.C.

For payments within the State accounting system (FLAIR or its successor), the Transaction Fee shall, when possible, be automatically deducted from payments to the Contractor. If automatic deduction is not possible, the Contractor shall pay the Transaction Fee pursuant to Rule 60A-1.031(2), F.A.C. By submission of these reports and corresponding payments, Contractor certifies their correctness. All such reports and payments shall be subject to audit by the State or its designee.

Contractor shall receive a credit for any Transaction Fee paid by the Contractor for the purchase of any item(s) if such item(s) are returned to the Contractor through no fault, act, or omission of the Contractor. Notwithstanding the foregoing, a Transaction Fee is non-refundable when an item is rejected or returned, or declined, due to the Contractor's failure to perform or comply with specifications or requirements of the agreement.

Failure to comply with these requirements shall constitute grounds for declaring the Contractor in default and recovering procurement costs from the Contractor in addition to all outstanding fees.

CONTRACTORS DELINQUENT IN PAYING TRANSACTION FEES MAY BE SUBJECT TO BEING REMOVED FROM THE DEPARTMENT OF MANAGEMENT SERVICES' VENDOR LIST AS PROVIDED IN RULE 60A-1.006, F.A.C.

15. Invoicing and Payment. Invoices shall contain the Contract number, purchase order number if applicable, and the appropriate vendor identification number. The State may require any other information from the Contractor that the State deems necessary to verify any purchase order placed under the Contract.

At the State's option, Contractors may be required to invoice electronically pursuant to guidelines of the Department of Management Services. Current guidelines require that Contractor supply electronic invoices in lieu of paper-based invoices for those transactions processed through the system. Electronic invoices shall be submitted to the Customer through the Ariba Supplier Network (ASN) in one of the following mechanisms – EDI 810, cXML, or web-based invoice entry within the ASN.

Payment shall be made in accordance with sections 215.422 and 287.0585 of the Florida Statutes, which govern time limits for payment of invoices. Invoices that must be returned to a Contractor due to preparation errors will result in a delay in payment. Contractors may call (850) 413-7269 Monday through Friday to inquire about the status of payments by State Agencies. The Customer is responsible for all payments under the

Contract. A Customer's failure to pay, or delay in payment, shall not constitute a breach of the Contract and shall not relieve the Contractor of its obligations to the Department or to other Customers.

16. Taxes. The State does not pay Federal excise or sales taxes on direct purchases of tangible personal property. The State will not pay for any personal property taxes levied on the Contractor or for any taxes levied on employees' wages. Any exceptions to this paragraph shall be explicitly noted by the Customer in the special contract conditions section of the solicitation or in the Contract or purchase order.

17. Governmental Restrictions. If the Contractor believes that any governmental restrictions have been imposed that require alteration of the material, quality, workmanship or performance of the products offered under the Contract, the Contractor shall immediately notify the Customer in writing, indicating the specific restriction. The Customer reserves the right and the complete discretion to accept any such alteration or to cancel the Contract at no further expense to the Customer.

18. Lobbying and Integrity. Customers shall ensure compliance with Section 11.062, FS and Section 216.347, FS. The Contractor shall not, in connection with this or any other agreement with the State, directly or indirectly (1) offer, confer, or agree to confer any pecuniary benefit on anyone as consideration for any State officer or employee's decision, opinion, recommendation, vote, other exercise of discretion, or violation of a known legal duty, or (2) offer, give, or agree to give to anyone any gratuity for the benefit of, or at the direction or request of, any State officer or employee. For purposes of clause (2), "gratuity" means any payment of more than nominal monetary value in the form of cash, travel, entertainment, gifts, meals, lodging, loans, subscriptions, advances, deposits of money, services, employment, or contracts of any kind. Upon request of the Customer's Inspector General, or other authorized State official, the Contractor shall provide any type of information the Inspector General deems relevant to the Contractor's integrity or responsibility. Such information may include, but shall not be limited to, the Contractor's business or financial records, documents, or files of any type or form that refer to or relate to the Contract. The Contractor shall retain such records for the longer of (1) three years after the expiration of the Contract or (2) the period required by the General Records Schedules maintained by the Florida Department of State (available at: <http://djis.dos.state.fl.us/barm/genschedules/gensched.htm>). The Contractor agrees to reimburse the State for the reasonable costs of investigation incurred by the Inspector General or other authorized State official for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the State which results in the suspension or debarment of the Contractor. Such costs shall include, but shall not be limited to: salaries of investigators, including overtime; travel and lodging expenses; and expert witness and documentary fees. The Contractor shall not be responsible for any costs of investigations that do not result in the Contractor's suspension or debarment.

19. Indemnification. The Contractor shall be fully liable for the actions of its agents, employees, partners, or subcontractors and shall fully indemnify, defend, and

hold harmless the State and Customers, and their officers, agents, and employees, from suits, actions, damages, and costs of every name and description, including attorneys' fees, arising from or relating to personal injury and damage to real or personal tangible property alleged to be caused in whole or in part by Contractor, its agents, employees, partners, or subcontractors, provided, however, that the Contractor shall not indemnify for that portion of any loss or damages proximately caused by the negligent act or omission of the State or a Customer.

Further, the Contractor shall fully indemnify, defend, and hold harmless the State and Customers from any suits, actions, damages, and costs of every name and description, including attorneys' fees, arising from or relating to violation or infringement of a trademark, copyright, patent, trade secret or intellectual property right, provided, however, that the foregoing obligation shall not apply to a Customer's misuse or modification of Contractor's products or a Customer's operation or use of Contractor's products in a manner not contemplated by the Contract or the purchase order. If any product is the subject of an infringement suit, or in the Contractor's opinion is likely to become the subject of such a suit, the Contractor may at its sole expense procure for the Customer the right to continue using the product or to modify it to become non-infringing. If the Contractor is not reasonably able to modify or otherwise secure the Customer the right to continue using the product, the Contractor shall remove the product and refund the Customer the amounts paid in excess of a reasonable rental for past use. The customer shall not be liable for any royalties.

The Contractor's obligations under the preceding two paragraphs with respect to any legal action are contingent upon the State or Customer giving the Contractor (1) written notice of any action or threatened action, (2) the opportunity to take over and settle or defend any such action at Contractor's sole expense, and (3) assistance in defending the action at Contractor's sole expense. The Contractor shall not be liable for any cost, expense, or compromise incurred or made by the State or Customer in any legal action without the Contractor's prior written consent, which shall not be unreasonably withheld.

20. Limitation of Liability. For all claims against the Contractor under any contract or purchase order, and regardless of the basis on which the claim is made, the Contractor's liability under a contract or purchase order for direct damages shall be limited to the greater of \$100,000, the dollar amount of the contract or purchase order, or two times the charges rendered by the Contractor under the purchase order. This limitation shall not apply to claims arising under the Indemnity paragraph contain in this agreement.

Unless otherwise specifically enumerated in the Contract or in the purchase order, no party shall be liable to another for special, indirect, punitive, or consequential damages, including lost data or records (unless the contract or purchase order requires the Contractor to back-up data or records), even if the party has been advised that such damages are possible. No party shall be liable for lost profits, lost revenue, or lost institutional operating savings. The State and Customer may, in addition to other remedies available to them at law or equity and upon notice to the

Contractor, retain such monies from amounts due Contractor as may be necessary to satisfy any claim for damages, penalties, costs and the like asserted by or against them. The State may set off any liability or other obligation of the Contractor or its affiliates to the State against any payments due the Contractor under any contract with the State.

21. Suspension of Work. The Customer may in its sole discretion suspend any or all activities under the Contract or purchase order, at any time, when in the best interests of the State to do so. The Customer shall provide the Contractor written notice outlining the particulars of suspension. Examples of the reason for suspension include, but are not limited to, budgetary constraints, declaration of emergency, or other such circumstances. After receiving a suspension notice, the Contractor shall comply with the notice and shall not accept any purchase orders. Within ninety days, or any longer period agreed to by the Contractor, the Customer shall either (1) issue a notice authorizing resumption of work, at which time activity shall resume, or (2) terminate the Contract or purchase order. Suspension of work shall not entitle the Contractor to any additional compensation.

22. Termination for Convenience. The Customer, by written notice to the Contractor, may terminate the Contract in whole or in part when the Customer determines in its sole discretion that it is in the State's interest to do so. The Contractor shall not furnish any product after it receives the notice of termination, except as necessary to complete the continued portion of the Contract, if any. The Contractor shall not be entitled to recover any cancellation charges or lost profits.

23. Termination for Cause. The Customer may terminate the Contract if the Contractor fails to (1) deliver the product within the time specified in the Contract or any extension, (2) maintain adequate progress, thus endangering performance of the Contract, (3) honor any term of the Contract, or (4) abide by any statutory, regulatory, or licensing requirement. Rule 60A-1.006(3), F.A.C., governs the procedure and consequences of default. The Contractor shall continue work on any work not terminated. Except for defaults of subcontractors at any tier, the Contractor shall not be liable for any excess costs if the failure to perform the Contract arises from events completely beyond the control, and without the fault or negligence, of the Contractor. If the failure to perform is caused by the default of a subcontractor at any tier, and if the cause of the default is completely beyond the control of both the Contractor and the subcontractor, and without the fault or negligence of either, the Contractor shall not be liable for any excess costs for failure to perform, unless the subcontracted products were obtainable from other sources in sufficient time for the Contractor to meet the required delivery schedule. If, after termination, it is determined that the Contractor was not in default, or that the default was excusable, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the Customer. The rights and remedies of the Customer in this clause are in addition to any other rights and remedies provided by law or under the Contract.

24. Force Majeure, Notice of Delay, and No Damages for Delay. The Contractor shall not be responsible for delay resulting from its failure to perform if neither the fault nor the negligence of the Contractor or its employees or agents contributed to the delay and the delay is due directly to acts of God, wars, acts of public enemies, strikes, fires, floods, or other similar cause wholly beyond the Contractor's control, or for any of the foregoing that affect subcontractors or suppliers if no alternate source of supply is available to the Contractor. In case of any delay the Contractor believes is excusable, the Contractor shall notify the Customer in writing of the delay or potential delay and describe the cause of the delay either (1) within ten (10) days after the cause that creates or will create the delay first arose, if the Contractor could reasonably foresee that a delay could occur as a result, or (2) if delay is not reasonably foreseeable, within five (5) days after the date the Contractor first had reason to believe that a delay could result. **THE FOREGOING SHALL CONSTITUTE THE CONTRACTOR'S SOLE REMEDY OR EXCUSE WITH RESPECT TO DELAY.** Providing notice in strict accordance with this paragraph is a condition precedent to such remedy. No claim for damages, other than for an extension of time, shall be asserted against the Customer. The Contractor shall not be entitled to an increase in the Contract price or payment of any kind from the Customer for direct, indirect, consequential, impact or other costs, expenses or damages, including but not limited to costs of acceleration or inefficiency, arising because of delay, disruption, interference, or hindrance from any cause whatsoever. If performance is suspended or delayed, in whole or in part, due to any of the causes described in this paragraph, after the causes have ceased to exist the Contractor shall perform at no increased cost, unless the Customer determines, in its sole discretion, that the delay will significantly impair the value of the Contract to the State or to Customers, in which case the Customer may (1) accept allocated performance or deliveries from the Contractor, provided that the Contractor grants preferential treatment to Customers with respect to products subjected to allocation, or (2) purchase from other sources (without recourse to and by the Contractor for the related costs and expenses) to replace all or part of the products that are the subject of the delay, which purchases may be deducted from the Contract quantity, or (3) terminate the Contract in whole or in part.

25. Changes. The Customer may unilaterally require, by written order, changes altering, adding to, or deducting from the Contract specifications, provided that such changes are within the general scope of the Contract. The Customer may make an equitable adjustment in the Contract price or delivery date if the change affects the cost or time of performance. Such equitable adjustments require the written consent of the Contractor, which shall not be unreasonably withheld. If unusual quantity requirements arise, the Customer may solicit separate bids to satisfy them.

26. Renewal. Upon mutual agreement, the Customer and the Contractor may renew the Contract, in whole or in part, for a period that may not exceed 3 years or the term of the contract, whichever period is longer. Any renewal shall specify the renewal price, as set forth in the solicitation response. The renewal must be in writing and signed by both parties, and is contingent

upon satisfactory performance evaluations and subject to availability of funds.

27. Purchase Order Duration. Purchase orders issued pursuant to a state term or agency contract must be received by the Contractor no later than close of business on the last day of the contract's term to be considered timely. The Contractor is obliged to fill those orders in accordance with the contract's terms and conditions. Purchase orders received by the contractor after close of business on the last day of the state term or agency contract's term shall be considered void.

Purchase orders for a one-time delivery of commodities or performance of contractual services shall be valid through the performance by the Contractor, and all terms and conditions of the state term or agency contract shall apply to the single delivery/performance, and shall survive the termination of the Contract.

Contractors are required to accept purchase orders specifying delivery schedules exceeding the contracted schedule even when such extended delivery will occur after expiration of the state term or agency contract. For example, if a state term contract calls for delivery 30 days after receipt of order (ARO), and an order specifies delivery will occur both in excess of 30 days ARO and after expiration of the state term contract, the Contractor will accept the order. However, if the Contractor expressly and in writing notifies the ordering office within ten (10) calendar days of receipt of the purchase order that Contractor will not accept the extended delivery terms beyond the expiration of the state term contract, then the purchase order will either be amended in writing by the ordering entity within ten (10) calendar days of receipt of the contractor's notice to reflect the state term contract delivery schedule, or it shall be considered withdrawn.

The duration of purchase orders for recurring deliveries of commodities or performance of services shall not exceed the expiration of the state term or agency contract by more than twelve months. However, if an extended pricing plan offered in the state term or agency contract is selected by the ordering entity, the contract terms on pricing plans and renewals shall govern the maximum duration of purchase orders reflecting such pricing plans and renewals.

Timely purchase orders shall be valid through their specified term and performance by the Contractor, and all terms and conditions of the state term or agency contract shall apply to the recurring delivery/performance as provided herein, and shall survive the termination of the Contract.

Ordering offices shall not renew a purchase order issued pursuant to a state term or agency contract if the underlying contract expires prior to the effective date of the renewal.

28. Advertising. Subject to Chapter 119, Florida Statutes, the Contractor shall not publicly disseminate any information concerning the Contract without prior written approval from the Customer, including, but not limited to mentioning the Contract in a press release or other promotional material, identifying the Customer or the State as a reference, or otherwise linking the Contractor's name and either a description of the

Contract or the name of the State or the Customer in any material published, either in print or electronically, to any entity that is not a party to Contract, except potential or actual authorized distributors, dealers, resellers, or service representative.

29. Assignment. The Contractor shall not sell, assign or transfer any of its rights, duties or obligations under the Contract, or under any purchase order issued pursuant to the Contract, without the prior written consent of the Customer. In the event of any assignment, the Contractor remains secondarily liable for performance of the contract, unless the Customer expressly waives such secondary liability. The Customer may assign the Contract with prior written notice to Contractor of its intent to do so.

30. Antitrust Assignment. The Contractor and the State of Florida recognize that in actual economic practice, overcharges resulting from antitrust violations are in fact usually borne by the State of Florida. Therefore, the contractor hereby assigns to the State of Florida any and all claims for such overcharges as to goods, materials or services purchased in connection with the Contract.

31. Dispute Resolution. Any dispute concerning performance of the Contract shall be decided by the Customer's designated contract manager, who shall reduce the decision to writing and serve a copy on the Contractor. The decision shall be final and conclusive unless within twenty one (21) days from the date of receipt, the Contractor files with the Customer a petition for administrative hearing. The Customer's decision on the petition shall be final, subject to the Contractor's right to review pursuant to Chapter 120 of the Florida Statutes. Exhaustion of administrative remedies is an absolute condition precedent to the Contractor's ability to pursue any other form of dispute resolution; provided, however, that the parties may employ the alternative dispute resolution procedures outlined in Chapter 120.

Without limiting the foregoing, the exclusive venue of any legal or equitable action that arises out of or relates to the Contract shall be the appropriate state court in Leon County, Florida; in any such action, Florida law shall apply and the parties waive any right to jury trial.

32. Employees, Subcontractors, and Agents. All Contractor employees, subcontractors, or agents performing work under the Contract shall be properly trained technicians who meet or exceed any specified training qualifications. Upon request, Contractor shall furnish a copy of technical certification or other proof of qualification. All employees, subcontractors, or agents performing work under the Contract must comply with all security and administrative requirements of the Customer and shall comply with all controlling laws and regulations relevant to the services they are providing under the Contract. The State may conduct, and the Contractor shall cooperate in, a security background check or otherwise assess any employee, subcontractor, or agent furnished by the Contractor. The State may refuse access to, or require replacement of, any personnel for cause, including, but not limited to, technical or training qualifications, quality of work, change in security status, or non-compliance with a Customer's security or other requirements. Such approval shall not relieve the Contractor of its obligation

to perform all work in compliance with the Contract. The State may reject and bar from any facility for cause any of the Contractor's employees, subcontractors, or agents.

33. Security and Confidentiality. The Contractor shall comply fully with all security procedures of the United States, State of Florida and Customer in performance of the Contract. The Contractor shall not divulge to third parties any confidential information obtained by the Contractor or its agents, distributors, resellers, subcontractors, officers or employees in the course of performing Contract work, including, but not limited to, security procedures, business operations information, or commercial proprietary information in the possession of the State or Customer. The Contractor shall not be required to keep confidential information or material that is publicly available through no fault of the Contractor, material that the Contractor developed independently without relying on the State's or Customer's confidential information, or material that is otherwise obtainable under State law as a public record. To insure confidentiality, the Contractor shall take appropriate steps as to its personnel, agents, and subcontractors. The warranties of this paragraph shall survive the Contract.

34. Contractor Employees, Subcontractors, and Other Agents. The Customer and the State shall take all actions necessary to ensure that Contractor's employees, subcontractors and other agents are not employees of the State of Florida. Such actions include, but are not limited to, ensuring that Contractor's employees, subcontractors, and other agents receive benefits and necessary insurance (health, workers' compensations, and unemployment) from an employer other than the State of Florida.

35. Insurance Requirements. During the Contract term, the Contractor at its sole expense shall provide commercial insurance of such a type and with such terms and limits as may be reasonably associated with the Contract. Providing and maintaining adequate insurance coverage is a material obligation of the Contractor. Upon request, the Contractor shall provide certificate of insurance. The limits of coverage under each policy maintained by the Contractor shall not be interpreted as limiting the Contractor's liability and obligations under the Contract. All insurance policies shall be through insurers authorized or eligible to write policies in Florida.

36. Warranty of Authority. Each person signing the Contract warrants that he or she is duly authorized to do so and to bind the respective party to the Contract.

37. Warranty of Ability to Perform. The Contractor warrants that, to the best of its knowledge, there is no pending or threatened action, proceeding, or investigation, or any other legal or financial condition, that would in any way prohibit, restrain, or diminish the Contractor's ability to satisfy its Contract obligations. The Contractor warrants that neither it nor any affiliate is currently on the convicted vendor list maintained pursuant to section 287.133 of the Florida Statutes, or on any similar list maintained by any other state or the federal government. The Contractor shall immediately notify the Customer in writing if its ability to perform is compromised in any manner during the term of the Contract.

38. Notices. All notices required under the Contract shall be delivered by certified mail, return receipt requested, by reputable air courier service, or by personal delivery to the agency designee identified in the original solicitation, or as otherwise identified by the Customer. Notices to the Contractor shall be delivered to the person who signs the Contract. Either designated recipient may notify the other, in writing, if someone else is designated to receive notice.

39. Leases and Installment Purchases. Prior approval of the Chief Financial Officer (as defined in Section 17.001, F.S.) is required for State agencies to enter into or to extend any lease or installment-purchase agreement in excess of the Category Two amount established by section 287.017 of the Florida Statutes.

40. Prison Rehabilitative Industries and Diversified Enterprises, Inc. (PRIDE). Section 946.515(2), F.S. requires the following statement to be included in the solicitation: "It is expressly understood and agreed that any articles which are the subject of, or required to carry out, the Contract shall be purchased from the corporation identified under Chapter 946 of the Florida Statutes (PRIDE) in the same manner and under the same procedures set forth in section 946.515(2) and (4) of the Florida Statutes; and for purposes of the Contract the person, firm, or other business entity carrying out the provisions of the Contract shall be deemed to be substituted for the agency insofar as dealings with such corporation are concerned." Additional information about PRIDE and the products it offers is available at <http://www.pridefl.com>.

41. Products Available from the Blind or Other Handicapped. Section 413.036(3), F.S. requires the following statement to be included in the solicitation: "It is expressly understood and agreed that any articles that are the subject of, or required to carry out, this contract shall be purchased from a nonprofit agency for the Blind or for the Severely Handicapped that is qualified pursuant to Chapter 413, Florida Statutes, in the same manner and under the same procedures set forth in section 413.036(1) and (2), Florida Statutes; and for purposes of this contract the person, firm, or other business entity carrying out the provisions of this contract shall be deemed to be substituted for the State agency insofar as dealings with such qualified nonprofit agency are concerned." Additional information about the designated nonprofit agency and the products it offers is available at <http://www.respectofflorida.org>.

42. Modification of Terms. The Contract contains all the terms and conditions agreed upon by the parties, which terms and conditions shall govern all transactions between the Customer and the Contractor. The Contract may only be modified or amended upon mutual written agreement of the Customer and the Contractor. No oral agreements or representations shall be valid or binding upon the Customer or the Contractor. No alteration or modification of the Contract terms, including substitution of product, shall be valid or binding against the Customer. The Contractor may not unilaterally modify the terms of the Contract by affixing additional terms to product upon delivery (e.g., attachment or inclusion of standard preprinted forms, product literature, "shrink wrap" terms accompanying or affixed to a product, whether written or electronic) or by incorporating such terms onto the Contractor's order or fiscal forms or other documents

forwarded by the Contractor for payment. The Customer's acceptance of product or processing of documentation on forms furnished by the Contractor for approval or payment shall not constitute acceptance of the proposed modification to terms and conditions.

43. Cooperative Purchasing. Pursuant to their own governing laws, and subject to the agreement of the Contractor, other entities may be permitted to make purchases at the terms and conditions contained herein. Non-Customer purchases are independent of the agreement between Customer and Contractor, and Customer shall not be a party to any transaction between the Contractor and any other purchaser. State agencies wishing to make purchases from this agreement are required to follow the provisions of s. 287.042(16)(a), F.S. This statute requires the Department of Management Services to determine that the requestor's use of the contract is cost-effective and in the best interest of the State.

44. Waiver. The delay or failure by the Customer to exercise or enforce any of its rights under this Contract shall not constitute or be deemed a waiver of the Customer's right thereafter to enforce those rights, nor shall any single or partial exercise of any such right preclude any other or further exercise thereof or the exercise of any other right.

45. Annual Appropriations. The State's performance and obligation to pay under this contract are contingent upon an annual appropriation by the Legislature.

46. Execution in Counterparts. The Contract may be executed in counterparts, each of which shall be an original and all of which shall constitute but one and the same instrument.

47. Severability. If a court deems any provision of the Contract void or unenforceable, that provision shall be enforced only to the extent that it is not in violation of law or is not otherwise unenforceable and all other provisions shall remain in full force and effect.

ATTACHMENT B
State of Florida
PUR 1001
General Instructions to Respondents

Contents

1. Definitions.
2. General Instructions.
3. Electronic Submission of Responses.
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5. Questions.
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8. Discriminatory Vendors.
9. Respondent's Representation and Authorization.
10. Manufacturer's Name and Approved Equivalents.
11. Performance Qualifications.
12. Public Opening.
13. Electronic Posting of Notice of Intended Award.
14. Firm Response.
15. Clarifications/Revisions.
16. Minor Irregularities/Right to Reject.
17. Contract Formation.
18. Contract Overlap.
19. Public Records.
20. Protests.
21. Limitation on Vendor Contact with Agency During Solicitation Period

1. Definitions. The definitions found in s. 60A-1.001, F.A.C. shall apply to this agreement. The following additional terms are also defined:

- (a) "Buyer" means the entity that has released the solicitation. The "Buyer" may also be the "Customer" as defined in the PUR 1000 if that entity meets the definition of both terms.
- (b) "Procurement Officer" means the Buyer's contracting personnel, as identified in the Introductory Materials.
- (c) "Respondent" means the entity that submits materials to the Buyer in accordance with these Instructions.
- (d) "Response" means the material submitted by the respondent in answering the solicitation.
- (e) "Timeline" means the list of critical dates and actions included in the Introductory Materials.

2. General Instructions. Potential respondents to the solicitation are encouraged to carefully review all the materials contained herein and prepare responses accordingly.

3. Electronic Submission of Responses. Respondents are required to submit responses electronically. For this purpose, all references herein to signatures, signing requirements, or other required acknowledgments hereby include electronic signature by means of clicking the "Submit Response" button (or other similar symbol or process) attached to or logically associated with the response created by the respondent within MyFloridaMarketPlace. The respondent agrees that the action of electronically submitting its response constitutes:

- an electronic signature on the response, generally,
- an electronic signature on any form or section specifically calling for a signature, and

- an affirmative agreement to any statement contained in the solicitation that requires a definite confirmation or acknowledgement.

4. Terms and Conditions. All responses are subject to the terms of the following sections of this solicitation, which, in case of conflict, shall have the order of precedence listed:

- Technical Specifications,
- Special Conditions and Instructions,
- Instructions to Respondents (PUR 1001),
- General Conditions (PUR 1000), and
- Introductory Materials.

The Buyer objects to and shall not consider any additional terms or conditions submitted by a respondent, including any appearing in documents attached as part of a respondent's response. In submitting its response, a respondent agrees that any additional terms or conditions, whether submitted intentionally or inadvertently, shall have no force or effect. Failure to comply with terms and conditions, including those specifying information that must be submitted with a response, shall be grounds for rejecting a response.

5. Questions. Respondents shall address all questions regarding this solicitation to the Procurement Officer. Questions must be submitted via the Q&A Board within MyFloridaMarketPlace and must be RECEIVED NO LATER THAN the time and date reflected on the Timeline. Questions shall be answered in accordance with the Timeline. All questions submitted shall be published and answered in a manner that all respondents will be able to view. Respondents shall not contact any other employee of the Buyer or the State for information with respect to this solicitation. Each respondent is responsible for monitoring the MyFloridaMarketPlace site for new or changing information. The Buyer shall not be bound by any verbal information or by any written information that is not contained within the solicitation documents or formally noticed and issued by the Buyer's contracting personnel. Questions to the Procurement Officer or to any Buyer personnel shall not constitute formal protest of the specifications or of the solicitation, a process addressed in paragraph 19 of these Instructions.

6. Conflict of Interest. This solicitation is subject to chapter 112 of the Florida Statutes. Respondents shall disclose with their response the name of any officer, director, employee or other agent who is also an employee of the State. Respondents shall also disclose the name of any State employee who owns, directly or indirectly, an interest of five percent (5%) or more in the respondent or its affiliates.

7. Convicted Vendors. A person or affiliate placed on the convicted vendor list following a conviction for a public entity crime is prohibited from doing any of the following for a period of 36 months from the date of being placed on the convicted vendor list:

- submitting a bid on a contract to provide any goods or services to a public entity;
- submitting a bid on a contract with a public entity for the construction or repair of a public building or public work;

- submitting bids on leases of real property to a public entity;
- being awarded or performing work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and
- transacting business with any public entity in excess of the Category Two threshold amount (\$25,000) provided in section 287.017 of the Florida Statutes.

8. Discriminatory Vendors. An entity or affiliate placed on the discriminatory vendor list pursuant to section 287.134 of the Florida Statutes may not:

- submit a bid on a contract to provide any goods or services to a public entity;
- submit a bid on a contract with a public entity for the construction or repair of a public building or public work;
- submit bids on leases of real property to a public entity;
- be awarded or perform work as a contractor, supplier, sub-contractor, or consultant under a contract with any public entity; or
- transact business with any public entity.

9. Respondent's Representation and Authorization. In submitting a response, each respondent understands, represents, and acknowledges the following (if the respondent cannot so certify to any of following, the respondent shall submit with its response a written explanation of why it cannot do so).

- The respondent is not currently under suspension or debarment by the State or any other governmental authority.
- To the best of the knowledge of the person signing the response, the respondent, its affiliates, subsidiaries, directors, officers, and employees are not currently under investigation by any governmental authority and have not in the last ten (10) years been convicted or found liable for any act prohibited by law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract.
- Respondent currently has no delinquent obligations to the State, including a claim by the State for liquidated damages under any other contract.
- The submission is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive response.
- The prices and amounts have been arrived at independently and without consultation, communication, or agreement with any other respondent or potential respondent; neither the prices nor amounts, actual or approximate, have been disclosed to any respondent or potential respondent, and they will not be disclosed before the solicitation opening.
- The respondent has fully informed the Buyer in writing of all convictions of the firm, its affiliates (as defined in section 287.133(1)(a) of the Florida Statutes), and all directors,

officers, and employees of the firm and its affiliates for violation of state or federal antitrust laws with respect to a public contract for violation of any state or federal law involving fraud, bribery, collusion, conspiracy or material misrepresentation with respect to a public contract. This includes disclosure of the names of current employees who were convicted of contract crimes while in the employ of another company.

- Neither the respondent nor any person associated with it in the capacity of owner, partner, director, officer, principal, investigator, project director, manager, auditor, or position involving the administration of federal funds:
 - Has within the preceding three years been convicted of or had a civil judgment rendered against them or is presently indicted for or otherwise criminally or civilly charged for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or public contract; violation of federal or state antitrust statutes; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; or
 - Has within a three-year period preceding this certification had one or more federal, state, or local government contracts terminated for cause or default.
- The product offered by the respondent will conform to the specifications without exception.
- The respondent has read and understands the Contract terms and conditions, and the submission is made in conformance with those terms and conditions.
- If an award is made to the respondent, the respondent agrees that it intends to be legally bound to the Contract that is formed with the State.
- The respondent has made a diligent inquiry of its employees and agents responsible for preparing, approving, or submitting the response, and has been advised by each of them that he or she has not participated in any communication, consultation, discussion, agreement, collusion, act or other conduct inconsistent with any of the statements and representations made in the response.
- The respondent shall indemnify, defend, and hold harmless the Buyer and its employees against any cost, damage, or expense which may be incurred or be caused by any error in the respondent's preparation of its bid.
- All information provided by, and representations made by, the respondent are material and important and will be relied upon by the Buyer in awarding the Contract. Any misstatement shall be treated as fraudulent concealment from the Buyer of the true facts

relating to submission of the bid. A misrepresentation shall be punishable under law, including, but not limited to, Chapter 817 of the Florida Statutes.

10. Manufacturer's Name and Approved Equivalents. Unless otherwise specified, any manufacturers' names, trade names, brand names, information or catalog numbers listed in a specification are descriptive, not restrictive. With the Buyer's prior approval, the Contractor may provide any product that meets or exceeds the applicable specifications. The Contractor shall demonstrate comparability, including appropriate catalog materials, literature, specifications, test data, etc. The Buyer shall determine in its sole discretion whether a product is acceptable as an equivalent.

11. Performance Qualifications. The Buyer reserves the right to investigate or inspect at any time whether the product, qualifications, or facilities offered by Respondent meet the Contract requirements. Respondent shall at all times during the Contract term remain responsive and responsible. In determining Respondent's responsibility as a vendor, the agency shall consider all information or evidence which is gathered or comes to the attention of the agency which demonstrates the Respondent's capability to fully satisfy the requirements of the solicitation and the contract.

Respondent must be prepared, if requested by the Buyer, to present evidence of experience, ability, and financial standing, as well as a statement as to plant, machinery, and capacity of the respondent for the production, distribution, and servicing of the product bid. If the Buyer determines that the conditions of the solicitation documents are not complied with, or that the product proposed to be furnished does not meet the specified requirements, or that the qualifications, financial standing, or facilities are not satisfactory, or that performance is untimely, the Buyer may reject the response or terminate the Contract. Respondent may be disqualified from receiving awards if respondent, or anyone in respondent's employment, has previously failed to perform satisfactorily in connection with public bidding or contracts. This paragraph shall not mean or imply that it is obligatory upon the Buyer to make an investigation either before or after award of the Contract, but should the Buyer elect to do so, respondent is not relieved from fulfilling all Contract requirements.

12. Public Opening. Responses shall be opened on the date and at the location indicated on the Timeline. Respondents may, but are not required to, attend. The Buyer may choose not to announce prices or release other materials pursuant to s. 119.071(1)(b), Florida Statutes. Any person requiring a special accommodation because of a disability should contact the Procurement Officer at least five (5) workdays prior to the solicitation opening. If you are hearing or speech impaired, please contact the Buyer by using the Florida Relay Service at (800) 955-8771 (TDD).

13. Electronic Posting of Notice of Intended Award. Based on the evaluation, on the date indicated on the Timeline the Buyer shall electronically post a notice of

intended award at http://fcn.state.fl.us/owa_vbs/owa/vbs_www.main_menu. If the notice of award is delayed, in lieu of posting the notice of intended award the Buyer shall post a notice of the delay and a revised date for posting the notice of intended award. Any person who is adversely affected by the decision shall file with the Buyer a notice of protest within 72 hours after the electronic posting. The Buyer shall not provide tabulations or notices of award by telephone.

14. Firm Response. The Buyer may make an award within sixty (60) days after the date of the opening, during which period responses shall remain firm and shall not be withdrawn. If award is not made within sixty (60) days, the response shall remain firm until either the Buyer awards the Contract or the Buyer receives from the respondent written notice that the response is withdrawn. Any response that expresses a shorter duration may, in the Buyer's sole discretion, be accepted or rejected.

15. Clarifications/Revisions. Before award, the Buyer reserves the right to seek clarifications or request any information deemed necessary for proper evaluation of submissions from all respondents deemed eligible for Contract award. Failure to provide requested information may result in rejection of the response.

16. Minor Irregularities/Right to Reject. The Buyer reserves the right to accept or reject any and all bids, or separable portions thereof, and to waive any minor irregularity, technicality, or omission if the Buyer determines that doing so will serve the State's best interests. The Buyer may reject any response not submitted in the manner specified by the solicitation documents.

17. Contract Formation. The Buyer shall issue a notice of award, if any, to successful respondent(s), however, no contract shall be formed between respondent and the Buyer until the Buyer signs the Contract. The Buyer shall not be liable for any costs incurred by a respondent in preparing or producing its response or for any work performed before the Contract is effective.

18. Contract Overlap. Respondents shall identify any products covered by this solicitation that they are currently authorized to furnish under any state term contract. By entering into the Contract, a Contractor authorizes the Buyer to eliminate duplication between agreements in the manner the Buyer deems to be in its best interest.

19. Public Records. Article 1, section 24, Florida Constitution, guarantees every person access to all public records, and Section 119.011, Florida Statutes, provides a broad definition of public record. As such, all responses to a competitive solicitation are public records unless exempt by law. Any respondent claiming that its response contains information that is exempt from the public records law shall clearly segregate and mark that information and provide the specific statutory citation for such exemption.

20. Protests. Any protest concerning this solicitation shall be made in accordance with sections 120.57(3)

and 287.042(2) of the Florida Statutes and chapter 28-110 of the Florida Administrative Code. Questions to the Procurement Officer shall not constitute formal notice of a protest. It is the Buyer's intent to ensure that specifications are written to obtain the best value for the State and that specifications are written to ensure competitiveness, fairness, necessity and reasonableness in the solicitation process.

Section 120.57(3)(b), F.S. and Section 28-110.003, Fla. Admin. Code require that a notice of protest of the solicitation documents shall be made within seventy-two hours after the posting of the solicitation.

Section 120.57(3)(a), F.S. requires the following statement to be included in the solicitation: "Failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes."

Section 28-110.005, Fla. Admin. Code requires the following statement to be included in the solicitation: "Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes."

21. Limitation on Vendor Contact with Agency During Solicitation Period. Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and state holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response.

ATTACHMENT C SPECIAL CONDITIONS

- C.1 Solicitation Number: DHSMV ITN 001-19
- C.2 Solicitation Type: Invitation to Negotiate (ITN)
- C.3 Solicitation Title: FRVIS Equipment Refresh
- C.4 Date of Issuance: August 2, 2018
- C.5 Issuing Officer: Darrel Edge, Senior Procurement Consultant
Department of Highway Safety and Motor Vehicles
2900 Apalachee Parkway, MS# 31
Tallahassee, FL 32399-0500
Email: DarrelEdge@flhsmv.gov

C.6 Solicitation Timeline:

The projected solicitation timeline is shown below (all times are Eastern Standard Time). The Department reserves the right to amend the timeline in the State's best interest. If the Department finds it necessary to change any of the activities/dates/times listed (other than those listed as "anticipated"), all interested parties will be notified by addenda to the original solicitation document posted on the Vendor Bid System (VBS) (http://myflorida.com/apps/vbs/vbs_main_menu).

| ACTIVITY | DATE/TIME | LOCATION |
|--|--------------------------------------|--|
| Solicitation Issued by the Department | August 2, 2018 | Electronically Posted http://myflorida.com/apps/vbs/vbs_main_menu |
| Deadline for Receipt of Written Inquiries | August 13, 2018 at 12:00 P.M., EST | Address provided in Section C.5, above |
| <u>Anticipated</u> Date for Department Responses to Contractor Questions | August 21, 2018 | Electronically Posted http://myflorida.com/apps/vbs/vbs_main_menu |
| Deadline for Receipt of Replies ¹ | September 11, 2018 at 3:00 P.M., EST | Department of Highway Safety and Motor Vehicles Neil Kirkman Building 2900 Apalachee Parkway, MS# 31 Tallahassee, FL 32399-0500 |
| Deadline for Opening of Replies | September 11, 2018 at 3:30 P.M., EST | Same as above |
| <u>Anticipated</u> Evaluation of Replies | September 12 - 21, 2018 | Various |
| <u>Anticipated</u> Dates for Demonstrations | September 24 - 28, 2018 | Department of Highway Safety and Motor Vehicles Neil Kirkman Building 2900 Apalachee Parkway Tallahassee, FL 32399-0500 |
| <u>Anticipated</u> Dates for Negotiations | October 1 - 18, 2018 | Department of Highway Safety and Motor Vehicles Neil Kirkman Building 2900 Apalachee Parkway Tallahassee, FL 32399-0500 |

¹ "Reply" and "response" are used interchangeably and mean the document submitted in response to, and in accordance with, this ITN by a Respondent.

| ACTIVITY | DATE/TIME | LOCATION |
|--|-------------------------|--|
| Anticipated Date for Negotiation Team Recommendation (Public Meeting) | October 19, 2018 | Department of Highway Safety and Motor Vehicles Neil Kirkman Building 2900 Apalachee Parkway Tallahassee, FL 32399-0500 |
| Anticipated Posting of Notice of Intent to Award | October 30, 2018 | Electronically Posted http://myflorida.com/apps/vbs/vbs www.main menu |

C.7 Mandatory Requirements:

The Department, as defined herein, has established certain requirements with respect to responses submitted to competitive solicitations. The use of “shall”, “must”, or “will” (except to indicate the future) in this ITN, indicates a requirement or condition from which a material deviation cannot be waived by the State. A deviation is material if, in the Department’s sole discretion, the deficient response is not in substantial accord with the ITN requirements; provides a competitive advantage to one vendor over other vendors or has a potentially significant effect on the cost to the Department or the quantity or quality of items proposed. The words “should” or “may” in this ITN indicate desirable attributes or conditions but are permissive in nature. Deviation from, or omission of, such desirable feature will not in itself cause rejection of a response.

C.8 Restriction on Communications:

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

C.9 Contractor Questions:

Note: To the extent this section conflicts with Attachment A, General Condition #5, the below Special Instruction takes precedence.

The Department will receive all questions pertaining to this ITN no later than the date and time specified for written inquiries in Section C.6, Solicitation Timeline. All inquiries must be made **in writing** and sent by email to the to the Issuing Officer identified in Section C.5. At a minimum, the subject of the email should include the solicitation number and the Vendor’s company name. **No telephone inquiries will be accepted.** Any information received through any oral communication will not be binding on the Department and should not be relied upon by a Respondent.

The Department’s response to questions received will be posted as an addendum to this ITN as specified in Section C.6, Solicitation Timeline. Any addenda or written answers supplied by the Department to respondents’ written questions become part of this solicitation. The Department reserves the right to respond to late-submitted questions if to do so is in the state’s best interest (e.g., the question identifies inconsistent terms that could negatively impact service delivery or pricing). However, the Department is under no obligation to respond to late-submitted questions.

For the purposes of this solicitation, all references to the term “Respondent” shall mean a person(s), firm(s), or corporation(s) intending to submit or submitting a response to this solicitation. All references to “responsive contractor” (or “responsive vendor”) shall mean a

person(s), firm(s), or corporation(s) submitting a response which conforms in all material respects to this solicitation. All references to the terms "awarded contractor" shall mean a person(s), firm(s), or corporation(s) submitting the highest scored, responsive response to this solicitation and with whom the Department intends to enter into a contract. (NOTE: The terms "contractor" and "vendor" may be used in this ITN interchangeably.)

C.10 Solicitation Addenda:

If the Department finds it necessary to supplement, modify, or interpret any portion of this ITN during the solicitation period, a written addendum will be posted on the VBS. Respondents may be required to acknowledge receipt of addenda in writing. Notice of such requirement will be posted with the addenda on the VBS. A representative who is authorized to contractually bind the Respondent must sign any addenda to this ITN, if requested.

It is the Respondent's responsibility to check the VBS periodically for any information or updates to this ITN. The Department bears no responsibility for any consequences associated with a Respondent's failure to obtain the information made available through the VBS.

C.11 Cost of Reply Preparation:

Neither the Department nor the State of Florida is liable for any of the costs incurred by Respondents in preparing and submitting a Reply.

C.12 Response Guarantee:

The original response must be accompanied by a response guarantee payable to the state of Florida in the amount of five percent (5%) of the total proposed cost of the contract, and for which the Respondent must be the guarantor. If responding as a joint venture/legal partnership, at least one partner of the joint venture/legal partnership shall be the guarantor.

The form of the response guarantee shall be a bond, cashier's check, treasurer's check, bank draft, or certified check. A bond used as a response guarantee shall be issued by an insurance company licensed by the State of Florida, Department of Financial Services. The Department **will not** accept a letter of credit in lieu of the response guarantee. Surety bond insurers must comply with section 287.0935, Florida Statutes (Fla. Stat.). If standard industry bond forms are utilized, they should be the most current version.

All response guarantees will be returned within thirty (30) days upon execution of the legal contract with the awarded contractor. If the awarded contractor fails to execute a contract within twenty (20) consecutive calendar days after a contract has been presented to the awarded contractor for signature, the response guarantee shall be forfeited to the State. The response guarantee from the awarded contractor will be returned only after the Department has received the performance bond required under this ITN.

The "response guarantee" is a firm commitment accompanying the Reply as assurance that the Respondent shall, if selected for award, execute such contractual documents as may be required within the time specified.

FAILURE TO INCLUDE THE RESPONSE GUARANTEE WITH THE REPLY SUBMISSION WILL RESULT IN THE REJECTION OF A RESPONDENT'S REPLY.

C.13 Prohibition of Gratuities:

By submission of a response, a Respondent certifies that no elected official or employee of the State of Florida has or shall benefit financially or materially from such response or subsequent contract in violation of the provisions of Chapter 112, Fla. Stat. Any contract issued as a result of this ITN may be terminated if it is determined that gratuities of any kind were either offered or received by any of the aforementioned parties.

C.14 Number of Awards:

The Department seeks to contract with one (1) Contractor to perform the services as outlined in Attachment D, Scope of Services.

C.15 Type of Contract Contemplated:

The contract resulting from this solicitation will be fixed price (unit cost) in accordance with the awarded contractor's Cost Proposal.

A copy of the Department's Standard Contract containing standardized terms and conditions that will govern service delivery is included as Attachment K, Standard Contract. Respondents should closely review the requirements contained in the sample contract. Modifications proposed by Respondents, or by the awarded contractor, **will not** be considered. This solicitation, including all its addenda, the Department's written response to written inquiries, and the successful (i.e., awarded) Contractor's response shall be incorporated by reference in the final contract document.

C.16 Term of Contract and Optional Renewal Term:

The anticipated initial term of the Contract will be five (5) years. In accordance with subsection 287.057(13), Fla. Stat., the Contract may be renewed, at the option of the Department, for a period of up to five (5) years.

Renewal is contingent upon satisfactory performance by the Contractor, must be implemented prior to expiration of the original contract term, must be in writing and based on the original terms and conditions of the Contract, including any lawfully issued amendment(s). The Department reserves the right to structure the renewal term as a single one (1) year period, or multi-year periods in any combination (e.g., five (5) one-year periods; one (1) 5-year period, etc.).

C.17 State Project Plan:

Within thirty (30) calendar days following award of the resulting contract, the awarded contractor shall submit a plan addressing each of the four (4) objectives listed below, to the extent applicable to the services covered by this ITN, to the Contract Manager. **The State reserves the right to negotiate mutually acceptable changes regarding the below objectives with the awarded contractor, prior to execution of the resulting contract, or after execution if the Contract is executed prior to receipt of the contractor's plan.**

1. Vendor Diversity

The State supports and encourages supplier diversity and the participation of small and minority business enterprises in state contracting, both as prime contractors and subcontractors (if applicable). The awarded contractor shall submit as part of this plan, its

approach to supporting the State's vendor diversity program, and the intent of section 287.09451, Fla. Stat.

Additional assistance may be obtained by contacting the Office of Supplier Diversity at (850) 487-0915 or online at <http://osd.dms.state.fl.us/>.

2. **Certification of Drug-Free Workplace Program**

The State supports and encourages initiatives to keep the workplaces of Florida's suppliers and contractors drug free. section 287.087, Fla. Stat. provides that, where identical tie replies are received, preference shall be given to a Reply received from a Respondent that certifies it has implemented a drug-free workplace program. In order to apply Section 287.087, Fla. Stat., in the event of a tie Reply, Respondents **shall sign and submit the "Certification of Drug-Free Workplace Program" Form, attached hereto and made a part hereof as Attachment J.** Attachment J, Certification of Drug-Free Workplace Program, shall be labeled and tabbed separately and **should be included with the original response only.** Following award, the awarded contractor's Attachment J document shall be maintained as part of the Department's contract file.

3. **Products Available from the Blind or Other Handicapped (RESPECT)**

The State supports and encourages the gainful employment of citizens with disabilities. It is expressly understood and agreed that any articles that are the subject of, or required to carry out, the resulting contract shall be purchased from a nonprofit agency for the blind or for the severely handicapped that is qualified pursuant to Chapter 413, Fla. Stat., in the same manner and under the same procedures set forth in subsections 413.036(1) and (2), Fla. Stat.; and for purposes of the resulting contract the person, firm or other business entity carrying out the provisions of the resulting contract shall be deemed to be substituted for the state agency insofar as dealings with such qualified nonprofit agency are concerned. Additional information about the designated nonprofit agency and the products it offers is available at <http://www.respectofflorida.org>.

The awarded contractor shall describe how it will support the use of RESPECT in offering the services/items being procured under this solicitation, as applicable. If RESPECT is to be utilized as a subcontractor, the contractor shall provide written proof of a subcontractor agreement for services/items related to this solicitation with RESPECT as part of the State Project Plan. At a minimum, this written documentation should include a one (1) page letter supplied by RESPECT on its letterhead stationery verifying the subcontracting relationship with the awarded contractor for services related to this ITN.

4. **Prison Rehabilitative Industries and Diversified Enterprises, Inc. (PRIDE)**

The State supports and encourages the use of Florida Correctional Work Programs. It is expressly understood and agreed that any articles which are the subject of, or required to carry out, the resulting contract shall be purchased from the corporation identified under Chapter 946, Fla. Stat., in the same manner and under the same procedures set forth in subsections 946.515(2) and (4), Fla. Stat.; and for purposes of the resulting contract the person, firm or other business entity carrying out the provisions of the resulting contract shall be deemed to be substituted for this agency insofar as dealings with such corporation are concerned. Additional information about PRIDE and the products it offers is available at <http://www.pride-enterprises.org/>.

The awarded contractor shall describe how it will support the use of PRIDE in offering the services/items being procured under this solicitation. If PRIDE is to be utilized as a

subcontractor (if applicable), the contractor shall provide written proof of a subcontractor agreement with PRIDE as part of its State Project Plan. At a minimum, this written documentation should include a one (1) page letter supplied by PRIDE on its letterhead stationery verifying the subcontracting relationship with the awarded contractor for services related to this ITN.

C.18 Reply Clarification:

Before award, the Department reserves the right to seek clarifications or request any information deemed necessary for proper evaluation of Reply submissions from all respondents deemed eligible for contract award. Failure to provide requested information may result in rejection of the Reply.

C.19 Joint Ventures and/or Legal Partnerships:

Joint ventures or legal partnerships shall be viewed as one (1) Respondent. Authorization for signatures provided by a joint venture/legal partnership shall have authorizations attached thereto and must be submitted with the Reply submission.

C.20 Posting of Notice of Intent to Award:

Tabulation of Results, with the recommended contract award, will be posted and will be available for review by interested parties at the time and location specified in Section C.6, Solicitation Timeline, and will remain posted for a period of seventy-two (72) hours, not including weekends or state-observed holidays. Failure to file a protest within the time prescribed in subsection 120.57(3), Fla. Stat., or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Fla. Stat.

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ATTACHMENT D SCOPE OF SERVICES

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D.1 DEFINITIONS AND ACRONYMS

For the purposes of this solicitation attachment, the following words or terms shall have the indicated meaning:

Agent: Personnel operating agency sites/offices for or on behalf of the Department.

Associated system and application software: The equipment and software required for successful installation and operation of a complete Solution, which meets manufacturers' requirements and business requirements.

Awarded Contractor or Contractor: The party with whom the Department has entered into a formal contract document with to provide the services outlined herein.

Backup Personnel: Personnel possessing qualified knowledge and experience immediately available to stand-in should the Primary Personnel be unavailable.

Be Available: A phrase referring to the presence and availability of Contractor's staff. To "be available" means to be physically present in the state of Florida to assist with implementation and other Contract work. The response time will depend upon the individual's job tasks and duties under the Contract.

Best and Final Offer (BAFO): The Respondent's final offer, submitted at the conclusion of negotiations, addressing all items negotiated between the parties and representing the Respondent's best terms, conditions and pricing. The BAFO, in whole and in part, is subject to Department approval.

Business Day: Monday through Friday, excluding State Holidays. For remedial maintenance, Saturdays are included.

Close of Business Day: This term is relative to remedial maintenance and is 7:00 p.m. local time, Monday through Friday, and 1:00 p.m. local time, Saturday.

Complete Installation: An installation for which all equipment, peripherals, software, and consumables has been successfully installed, operational status has been assured, and that has received Department acceptance.

Complete Solution: A system consisting of the combination of equipment, software, consumables, and installation/maintenance services needed to successfully process title, registration, parking permit transactions and print the required credentials and process the issuance of a driver license/identification card.

Component: Individual parts that comprise a system, such as the workstation, printer, other equipment peripherals (e.g. keyboard, mouse), etc.

Configuration: The way a system is set up, connected, or arranged.

Contract: A written agreement memorializing the terms and conditions of the purchase that may result from this ITN.

Contractor: The party with whom the Department enters into a formal contract document with to provide the services outlined herein.

Contract Term: The longest period of time that the Contract could remain in effect, including the optional renewal term and any required extension(s) authorized under the provisions of

Section 287.057(12) and (13), Florida Statutes. Whether the Contract remains in effect during this entire time frame depends upon satisfactory performance by the Contractor, continued appropriation by the Legislature, and other factors stated in the ITN and resulting Contract.

Day: Unless otherwise specified, all references to “day” or “days” shall be to consecutive calendar days.

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

Equipment: Physical equipment and all associated parts required for the equipment to operate as designed.

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

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

FRVIS: Florida Real-time Vehicle Information System, the computer system for motor vehicle titling and registration processing.

Field Technician: Contractor personnel that perform the installation and repair of equipment at the agency sites/offices throughout the state.

Full Operational Status for Printer: Term relative to every new printer installation. Full operational status means all operating systems, software applications, drivers and other associated or required software that have been loaded on the device. Also, it means the device can print a test decal through the FRVIS application. The Department will provide the test printing procedures after Contract execution. All operational status of printers must be verified and accepted by Department staff.

Full Operational Status for Server: A term relative to every new server installation and preventive maintenance. Full operational status means all operating systems, software applications, drivers and other associated or required software that have been loaded on the machine. Also, it means that all Departmental applications that reside on the server are accessible from computers in the office. All operational status of servers must be verified and accepted by Department staff.

Full Operational Status for Workstations: Term relative to every new workstation installation. Full operational status means all operating systems, software applications, software drivers and other associated or required software that have been loaded on the machine. Also, it means the machine can perform an inquiry through the FRVIS application and perform an inquiry through the FDLIS application, if the office offers FDLIS services. All operational status of workstations must be verified and accepted by Department staff.

Full Operational Status for all Other Equipment: Term relative to every new equipment installation. Full operational status means all necessary equipment is installed and configured to allow for workstations to perform an inquiry through the FRVIS application and perform an inquiry through the FDLIS application, if the office offers FDLIS services. The workstation must be able to print a decal or a driver’s license identification card. All operational status of workstations must be verified and accepted by Department staff.

Implementation: The installation and configuration of equipment and software.

Incident: This is a term relative to requests for remedial maintenance. This may be classified in the Service Manager System as an “Interaction” or “Incident”.

Installation Acceptance Testing: A test conducted at a site/office during the installation to determine if all installed equipment/software can be powered on and the machine can print a registration certificate, decal and title documents through the FRVIS application and process a driver license through the FDLIS application, if the office offers FDLIS services.

Installed System: All components (equipment, software, etc.) acquired through the Contract that have been installed and passed Installation Acceptance Testing.

ISA or Information Systems Administration: The Department’s information technology division.

ISA Service Coordinator: Individual from ISA who assists the Contractor and Tax Collector by coordinating ordering, receiving, and installing equipment and completing other necessary services.

ITN: This Invitation to Negotiate.

Machine(s): Equipment, equipment components and/or their features, model conversions, equipment elements and accessories supplied by the Contractor.

Maintenance Center(s): Regional centers established in various parts of Florida by the Contractor to store equipment and parts used by their Field Technicians for agency installations, maintenance, and other activities.

Online Registration and Identity Operating Network (ORION): ORION is the new web services platform that will contain the FDLIS and FRVIS replacement functionality.

Pilot Compliance Review: A review of all proposed features and functions conducted by the Department for a continuous period, not to exceed twenty (20) working days after installation, to verify whether the features and functions proposed by the Contractor have been delivered and operate as set forth in the ITN and the Contractor’s Reply and BAFO within a “live” environment.

Preventive Maintenance: Inspecting and servicing equipment on a regular basis per manufacturers’ guidelines to ensure that it continues to function as intended and remains in good working condition.

Primary Personnel: Key Contractor staff assigned to provide services under this Contract, as more fully described in Section D.19, Designated Personnel and Staffing Requirements, Subsection A., Primary Personnel.

Principal Period of Maintenance: The timeframe during which maintenance will be expected to be delivered by Contractor personnel. The principal period of remedial maintenance shall be twelve (12) working hours per day, and on Saturday, 8:00 a.m. to 1:00 p.m., local time, excluding State observed holidays.

Reply: All information and materials submitted by a Respondent in response to this solicitation, also referred to as a Response.

Remedial Maintenance: A repair service that is required because the product malfunctioned. Maintenance to be performed by the Contractor, which results from equipment failure and which is performed as required on an unscheduled basis.

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

Restore to Good Working Condition: A term relative to remedial maintenance. Repairs, refurbishing, replace or other fixes that are made to equipment that permit it to perform all functions as required by the manufacturer's published specifications and in accordance with this ITN and the resulting Contract. This includes resolving all issues recorded in the remedial maintenance Service Manager System. This also includes being able to print a decal through the FRVIS application and printing a driver license through the FDLIS application, if the office offers FDLIS services.

Roll-Out Period: The planned timeframe to push-out coordinated installation where all equipment is delivered to the appropriate end user site and all equipment and software is installed, peripheral devices connected, and testing of the final installed solution is successfully conducted and operational status of all devices assured prior to acceptance of the solution by the Department for each respective site.

Service Manager System: The Department's electronic system for tracking technology requests for service (e.g., installations, maintenance, relocations, etc.) related to the Contract resulting from this ITN. See Exhibit 4, Service Manager Data Elements.

Site/Office: All sites/offices utilizing equipment acquired through the resulting Contract from this ITN for the purposes of issuing Florida registrations and titles.

Software Driver: Software components that operate or control a particular device that is attached to a computer.

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

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

System: Required assemblage of components which interact together as a collective entity, such as switch, server, workstation, printer, etc.

TAC (Technical Assistance Center): The Department's Service Desk unit, which takes all initial reports of issues, generates service tickets, and distributes service tickets to the relevant support area(s).

TCP/IP: Transmission Control Protocol/Internet Protocol.

Technical Lead: The primary contractor personnel that coordinate implementation Roll-Out at each site.

User Acceptance Testing (UAT): Testing conducted by the Department in its training lab to verify that the required business functionality and proper operational functioning of the equipment proposed by the Contractor are met.

User Acceptance Testing (UAT) Compliance Review: A review of all proposed features and functions conducted by the Department to verify whether the features and functions proposed by the Contractor have been delivered and operate as set forth in the ITN and the Contractor's Reply and BAFO within a testing environment.

Vendor: The party with whom the Department has entered into a formal contract document with to provide the services outlined herein.

Workstation: A computer, including a wireless keyboard and mouse, used for business purposes to access applications and process data.

D.2 BACKGROUND

The Department of Highway Safety and Motor Vehicles (“Department” or “DHSMV”) issues driver licenses (DL), identification cards (ID), and motor vehicle and vessel titles and registrations for the state of Florida.¹ The Department collects more than \$2.5 billion, per year, processing over 5 million DL/IDs and 24.5 million motor vehicle and vessel titles and registrations. The majority of collected revenues fund General Revenue programs and agencies such as the Department of Transportation, DHSMV, and the Department of Education.

As Florida’s credentialing agency, the Department’s services are critically important to safeguarding businesses and the public. A state-issued DL has become the primary form of identification used to engage in commerce and to establish identity, age, and residency. In addition to issuing DLs and registering and titling motor vehicles, the Department serves as the information technology backbone that supports roadside law enforcement, dispatch for other state law enforcement agencies, and registration for organ donation, voting, and selective service.

The Department, through a transaction per vehicle registration fee, provides computer hardware, software, services, and data circuits to each of the offices maintained by Florida Tax Collectors for issuance of DL/IDs, motor vehicle titles and registrations. As authorized by Florida Statutes, Tax Collectors serve as Agents for the Department in issuing DL/IDs, titles and registrations in all sixty-seven (67) counties. The Department maintains systems to issue DL/IDs, titles and registrations at headquarters in Tallahassee, Florida and in field offices throughout the state, but the bulk of motor vehicle transactions are processed in Tax Collector offices. In addition, some Tax Collectors have authorized private License Plate Agents to process titles and registrations in their counties. For purposes of this ITN, these offices are considered Tax Collector offices.

Beginning in Fiscal Year 2012/13, the Department implemented a statewide replacement of the Tax Collector computer equipment to include servers, workstations, notebooks, docking stations, monitors, printers, switches, keyboards/mice, and Uninterrupted Power Supplies (UPS). This equipment is now at the end of its useful life and needs replacing.

D.3 PURPOSE

The Department is seeking responses from qualified firms for a state-wide technology replacement and upgrade to include new equipment, software, maintenance, and installation services. The replacement equipment will support over-the-counter issuance of decals for vehicle, vessel and mobile home registrations, titles, driver licenses, identification cards and other motorist services provided by the Department.

The Awarded Contractor must have experience in maintenance and support of all equipment identified and shall provide statewide maintenance services for all equipment acquired through this ITN, and all current equipment purchased under the Department’s current contract. See

¹ Reference to titling and registration for motor vehicles or “vehicles” also includes vessels and mobile homes.

attached Exhibit 1, Equipment Inventory by Site/Office Location. For this ITN, "equipment" shall include all related software.

D.4 CURRENT PROCESS

Currently, there are over three-hundred (300) State and Tax Collector offices statewide (See Exhibit 1, Equipment Inventory by Site/Office Location). Most of the Tax Collector offices perform a wide variety of motor vehicle-related transactions as well as process DL/ID cards for customers. There are five (5) counties (Broward, Gilchrist, Glades, Miami-Dade and Volusia) in which the Tax Collectors do not offer DL/ID services. State offices provide only motor vehicle and DL/ID services.

To perform these duties, offices utilize the following three (3) Department-owned systems:

- Online Registration and Identity Operating Network (ORION);
- Florida Driver License Information System (FDLIS); and
- Florida Real-time Vehicle Information System (FRVIS).

ORION is the new web services platform that will contain the FDLIS and FRVIS replacement functionality. FDLIS and FRVIS are client/server-based applications. FDLIS has a projected replacement date of September 2019. Development for the replacement of FRVIS will be starting in FY 2019-2020 with projected completion in FY 2023-2024.

FRVIS and FDLIS are written in Uniface and utilize a SOLID database on the local server to store code tables and transaction data. Both currently operate on or interface with the following:

- 2008 R2 Windows servers;
- Windows 7 and Windows 10 workstations; and
- Laser printers and a local area network connected via a TCP/IP wide-area network to a centralized Oracle database.

Many of the Tax Collectors maintain their own networks and have commercial applications such as cashiering systems that access FRVIS and FDLIS data that is stored on a local server. The workstations operate other commercial software purchased by the Tax Collectors, including word processing and email applications, customer queuing systems, systems processing property tax information and applications for hunting and fishing licenses.

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D.5 CURRENT EQUIPMENT

Table 1, Current Equipment, below, is a description of the current equipment and quantity purchased by the Department and Tax Collectors.

| TABLE 1 CURRENT EQUIPMENT | | |
|--------------------------------------|---|--------------|
| TYPE | EQUIPMENT DESCRIPTION | TOTAL |
| Switch – 24 Port | Cisco 2960S-24 Port Switch Cisco 2960X-24 Port Switch | 194 |
| Switch – 48 Port | Cisco 2960S-48 Port Switch Cisco 2960X-48 Port Switch | 221 |
| Server | Dell PowerEdge T620 Server Dell PowerEdge T630 Server Include external HD | 254 |
| Server Monitor | Dell 17-inch Flat Panel LCD Monitor-P2217H (210-AIIF) Dell E Series E1713S 17-inch Monitor | 242 |
| Workstation Monitor | Dell 22-inch Flat Panel LCD Monitor-P2217H (210-AIIF) Dell E Series E2213H Dell E Series E2214H | 5,920 |
| Workstation | Dell OptiPlex 7010 Desktop Dell OptiPlex 5040 Small Form Factor XCTO (210-AFIF) Dell OptiPlex 5050 Small Form Factor SSF XCTO | 5,802 |
| Docking Station | E-Port Replicator for Latitude E5530 | 153 |
| Switch UPS | TrippLite OMNI VS 1000VA 120V LINE-INT 8 OUTLETS | 296 |
| Server UPS | TrippLite OMNI VS 1500VA 120V LINE 3 OUTLETS | 248 |
| Standard Laptop | Dell Latitude E5530 Laptop, Intel i5, 4GB RAM, 320GB Hard Drive, 15.6" HD Screen, 8XDVD, Wireless | 153 |
| Laser Printer | Lexmark T652dtn Lexmark MS711dn | 5,594 |
| Stacking Cables/Modules | Cisco Flex Stack Module | 88 |
| Surge Protector | Belkin 7-Outlet Commercial Surge Protector with 6ft cord | 4,608 |
| Server UPS – External Battery | Server UPS-24V External Battery Pack | 245 |

D.6 CURRENT INSTALLATION SERVICES

The Department's current contractor provides installation services outside of the hardware replacement to support additional hardware requests, office changes, and the establishment of new offices. The work is performed in coordination with Department staff, Tax Collector staff and other associated vendors.

D.7 CURRENT EQUIPMENT MAINTENANCE SERVICES

The equipment listed above in Table 1, Current Equipment, is maintained by the current contractor, who performs routine maintenance and is also dispatched for remedial maintenance service calls after an office contacts the Department's Technical Assistance Center (TAC). TAC creates an incident ticket in the Department's HP Service Manager System that is assigned to the contractor for dispatching and resolution. Where necessary, the contractor works in coordination with Department and Tax Collector staff.

A. REMEDIAL MAINTENANCE REQUESTS

Table 1, Remedial Maintenance Requests, below, outlines the average monthly number of Remedial Maintenance Requests by hardware type for the period of August 1, 2014 through July 31, 2017. The historical data provided in this table is for informational purposes only.

| TABLE 1 REMEDIAL MAINTENANCE REQUESTS² | | | | | | | | | |
|--|----------------|----------------------------|---------------|--------------------------|----------------|----------------------------|---------------|---------------|------------|
| MONTH | DESKTOP | DOCKING STATION | LAPTOP | LOCAL PRINTER | MONITOR | NETWORK PRINTER | SERVER | SWITCH | UPS |
| JANUARY | 72 | | 1 | | 5 | 273 | 21 | 1 | 3 |
| FEBRUARY | 88 | | 11 | 2 | 7 | 220 | 15 | | 2 |
| MARCH | 79 | 1 | 3 | 1 | 8 | 342 | 22 | 1 | |
| APRIL | 111 | | 3 | 3 | 5 | 399 | 15 | 1 | 3 |
| MAY | 79 | | 6 | 2 | 8 | 428 | 14 | 1 | 5 |
| JUNE | 155 | 1 | 1 | | 9 | 479 | 17 | | 3 |
| JULY | 108 | 1 | 6 | 5 | 16 | 466 | 35 | | 4 |
| AUGUST | 75 | 1 | 3 | 3 | 11 | 287 | 18 | | 3 |
| SEPTEMBER | 58 | 2 | 5 | | 11 | 297 | 14 | | 2 |
| OCTOBER | 80 | 1 | 5 | 2 | 5 | 239 | 25 | 2 | 2 |
| NOVEMBER | 40 | 1 | 4 | | 1 | 252 | 13 | | 2 |
| DECEMBER | 82 | | 6 | 1 | 6 | 309 | 16 | 2 | 3 |

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² Remedial Maintenance Requests represents the total number of requests by month, not total hours per month.

B. AVERAGE REMEDIAL MAINTENANCE REQUESTS

Table 2, Average Remedial Maintenance Requests, below, outlines the average number of monthly Remedial Maintenance Requests for the period of August 1, 2014 through July 31, 2017. The historical data provided in this table is for informational purposes only.

| TABLE 2 AVERAGE REMEDIAL MAINTENANCE REQUESTS | |
|--|-----------------------|
| MONTH | AVERAGE VOLUME |
| JANUARY | 172 |
| FEBRUARY | 161 |
| MARCH | 187 |
| APRIL | 186 |
| MAY | 187 |
| JUNE | 228 |
| JULY | 219 |
| AUGUST | 181 |
| SEPTEMBER | 178 |
| OCTOBER | 170 |
| NOVEMBER | 154 |
| DECEMBER | 187 |

D.8 MANDATORY SERVICE DELIVERY REQUIREMENTS

By executing a contract resulting from this ITN, the Contractor agrees to be held and shall be responsible for providing a complete Solution and ensuring successful installation, operation, updating and maintenance of all equipment and software associated with, and contemplated by, this ITN during the term of the resulting Contract, including any optional renewal or extension terms.

Additionally, the Contractor shall provide statewide maintenance services for all equipment purchased under the Department's current contract. The majority, but not all, of this equipment will be replaced under the contract resulting from this ITN.

The Department is seeking to contract with one (1) Contractor who can provide the equipment, peripherals, software, consumables, and installation and maintenance services as described in this ITN.

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D.9 ESTIMATED EQUIPMENT AND TONER CARTRIDGE QUANTITIES

The Department estimates the following Equipment and Toner Cartridge quantities by type that will be required for the complete Solution sought by this ITN during the original Contract term:

| TABLE 1 EQUIPMENT AND TONER CARTRIDGE ESTIMATED QUANTITIES | | | |
|---|---|---|---|
| TYPE | ESTIMATED INITIAL QUANTITY | ESTIMATED TOTAL³ QUANTITY | COMMENTS |
| Workstation (including wireless keyboard and mouse) | 5,042 | 5,442 | |
| Workstation monitor (22") | 5,195 | 5,597 | Some tax collectors purchase their own monitors |
| Laptop | 153 | 155 | |
| Docking Station | 153 | 155 | |
| Laser Printer | 5,669 | 5,969 | Includes high speed decal printers |
| Server (Must include External UPS Battery, keyboard, and mouse) | 305 | 333 | |
| Server monitor | 305 | 333 | |
| Switch 24 port | 194 | 200 | |
| Switch 48 port | 226 | 241 | |
| UPS for Switch or Server | 300 | 300 | |
| UPS for Switch and Server | 253 | 301 | |
| Stacking Cables/Modules | 88 | 90 | |
| Surge Protectors | 4,648 | 5,442 | |
| Handheld Barcode Scanner | 300 | 300 | |
| Toner Cartridge ⁴ | 2,831 | 11,890 | |
| Small Form Factor Laptop | 250 | 250 | |
| Tablet | 250 | 250 | |
| High Speed Laser Printer | 50 | 50 | |
| Mobile Office Server | 15 | 15 | |
| Serial Port Adaptor | 100 | 100 | |
| USB Card | 100 | 100 | |
| Extension Video Cable | 100 | 100 | |
| Switch 24 Port | 15 | 15 | |
| Switch 48 Port | 35 | 35 | |
| Stacking Cables/Modules | 100 | 100 | |

Exhibit 1, Equipment Inventory by Site/Office Location, identifies the equipment and applicable serial numbers currently present in each location.

³ Estimated Total Quantity includes the Estimated Initial Quantity.

⁴ The estimated toner cartridge quantities are based on a twelve thousand (12,000) cartridge yield.

Failure by the Department to purchase the equipment and toner cartridge quantities indicated above, shall not be considered a breach of any Contract that may result from this ITN. The above numbers are provided to Prospective Contractors as an estimate of the amount of equipment that will likely be purchased during the Contract term, not numbers that will be purchased.

Note: Many Tax Collectors purchase additional toner cartridges on an as needed basis above the allotment provided by the Department; therefore, the Tax Collectors shall have the ability to purchase the additional toner cartridges at the same price listed in the resulting Contract.

D.10 SOLUTION REQUIREMENTS

The Contractor shall provide a complete Solution consisting of all equipment, software, and installation and maintenance services, as described below, required to ensure service delivery as contemplated in this ITN.

A. EQUIPMENT

The Contractor shall provide all necessary equipment which includes, but is not limited to, the following servers, workstations, printers, switches and related software, cabling and any other equipment required for a complete Solution:

1. Servers:

- a) The Contractor shall provide Servers that meet the required specifications outlined in Table 1-A, Servers, and Table 1-B, Mobile Office Servers, below:

| TABLE 1-A SERVERS | |
|----------------------|--|
| ITEM | SPECIFICATIONS |
| Make | Dell, Hewlett Packard |
| Processor | Intel Xeon 6130 |
| Memory | 16GB minimum |
| Disk Storage | Seven (7) SSD disks, minimum 6Gbps, 200 GB minimum, two (2) 200GB (raid1), three (3) 400GB (raid 5), One (1) 400GB Internal backup and one (1) 400GB global hot spare drives. Raid implementation is through hardware. The Department will work with the Contractor in determining how the partitions will be sized. |
| NIC and Power Supply | Redundant |
| CD/DVD RW | Minimum 16x DVD + RW |

| | |
|--|--|
| USB 2.0 or 3.0 with backward compatibility | At least four (4) ports, two (2) in the front |
| Enclosure | Desktop Style Enclosure with rack mount kit |
| Extension cables | Extension cables for video, keyboard, and mouse to permit desk side placement of server with display, keyboard, and mouse on tabletop. |
| Keyboard | Standard Windows Keyboard USB |
| Mouse | USB Optical scroll mouse |
| Monitor | Color Active matrix - TFT flat panel LCD type, 17" minimum diagonal screen, 1280 x 1024 or better screen resolution, 15 Pin Analog or 24 pin DVI Interface to match server video connector, to include monitor support stand. 800:1 or better contrast ratio, 120 VAC / 60 Hz / 2.5A (Max.) power requirement. |
| Backup External Hard Drive | One (1) 1 TB external drive, per server |
| UPS | External auto switching Uninterruptible Power Supply (UPS) with batteries to provide at least twenty (20) minutes of operation if main power fails for one (1) server, one (1) monitor, one (1) router and two (2) switches. Routers deployed are either a Cisco 4331 or a Cisco 2921. Audible power fail alarm to sound when main power fails and system switches to UPS battery power. Alarm silenced by operator activated push button. Ability to send email alerts. Ability to be remotely managed. |
| Operating System Software | Windows 2016 Server with latest Service pack and "hot fixes" installed. Supports Windows 2012R2. |

| TABLE 1-B MOBILE OFFICE SERVERS | |
|--|--|
| ITEM | SPECIFICATIONS |
| Make | Dell, Hewlett Packard |
| Processor | Intel Xeon 6130 |
| Memory | 16GB minimum |
| Disk Storage | Three (3) SSD disks, minimum 6Gbps, 1TB minimum, two (2) 1TB (raid1), and one (1) 1TB Internal backup. Raid implementation is through hardware. The Department will work with the Awarded Contractor in determining how the partitions will be sized. |
| NIC and Power Supply | Redundant |
| UPS | External auto switching Uninterruptible Power Supply (UPS) with batteries to provide at least twenty (20) minutes of 1 server, 1 monitor, 1 router and 2 switches operation if main power fails. Audible power fail alarm to sound when main power fails and system switches to UPS battery power. Alarm silenced by operator activated push button. Ability to send email alerts. Ability to be remotely managed. |
| Extension cables | Extension cables for video, keyboard, and mouse to permit desk side placement of server with display, keyboard, and mouse on tabletop. |
| Monitor | Color Active matrix - TFT flat panel LCD type, 17" minimum diagonal screen, 1280 x 1024 or better screen resolution, 15 Pin Analog or 24 pin DVI Interface to match server video connector, to include monitor support stand. 800:1 or better contrast ratio, 120 VAC / 60 Hz / 2.5A (Max.) power requirement. |
| Keyboard | USB Mini keyboard |
| Mouse | USB Optical scroll mouse |

| | |
|--|--|
| USB 2.0 or 3.0 with backward compatibility | At least four (4) ports, two (2) in the front |
| Enclosure | Rackmount 1U |
| CD/DVD RW | Minimum 16x DVD + RW |
| Operating System Software | Windows 2016 Server with latest Service pack and "hot fixes" installed. Supports Windows 2012R2. |
| Backup External Hard Drive | One (1) 1 TB external drive per server |

b) Server Image Requirements:

- 1) The Contractor shall build server images that includes all Contractor-provided software and Department-supplied software to bring equipment to full operational status (including FRVIS, FDLIS, and ORION) for the initial installation and subsequent restoration of workstations and servers. Image software must be compatible with Microsoft System Center Configuration Manager (SCCM). Workstations located at the Department's Headquarters are different than those located in Agency Site/ Offices. The Contractor shall build images for the Headquarter-based workstations that include all Department-owned software.
- 2) The Department will provide the list of base image components for workstations located at Department Headquarters. Table 2, Server Image Software, below, outlines the software that will be included as part of the Server Image:

| TABLE 2 SERVER IMAGE SOFTWARE | |
|--|--|
| SOFTWARE | DESCRIPTION/VERSION |
| Virus and Spyware Protection Software | Department-licensed Symantec EndPoint Protection |
| Internet Explorer | Version to be specified by the Department |
| SQL Service Database | Version to be specified by the Department |
| Solid Database | Version to be specified by the Department |
| Oracle Database | Version to be specified by the Department |

- 3) The Contractor shall provide remote console management with server power on/off, including client server licensing as necessary.
- 4) The Department utilizes Windows Backup. The Contractor shall encrypt the backup set and demonstrate the recovery/restore of a file from the encrypted backup as part of the initial server build.

- 5) The Contractor shall provide all firmware and equipment-related software and is responsible for keeping current the bios and all firmware and software drivers throughout the term of the resulting contract, including renewal and extension periods. In addition, the Contractor shall work with the Department to create a mechanism to update bios, firmware, and software drivers for the workstations. This mechanism shall include all security patches to bios and firmware related components to ensure security of Department systems.

2. Workstations:

1. The Contractor shall provide Workstations that meet the required specifications outlined in Table 3, Workstations, below:

| TABLE 3 WORKSTATIONS | |
|--|--|
| ITEM | SPECIFICATIONS |
| Make | Dell, Hewlett Packard |
| Processor | Intel i5-7500 |
| Memory | Sixteen (16) GB minimum |
| Disk Storage | 250 GB minimum. |
| Serial ports | With at least one (1) available port. |
| USB 2.0 or 3.0 with backward compatibility | With at least four (4) available ports. |
| Enclosure | The workstation chassis must be able to be converted from a desktop to a tower as specified for each office. Ultra Small Form Factor (USFF) is acceptable. |
| Network Connection | Ethernet network interface connection using TCP/IP protocol over UTP for 100BASE-T/1000BASE-T with RJ-45 connector |
| Monitor | 22 inch (21.5 inch) flat panel (thin) LCD monitor that supports 1680 x 1050 screen resolution; Backlight Tech: LED; Stand Adjustable |
| Keyboard | Wireless Standard Windows Keyboard |
| Mouse | Wireless Optical scroll mouse |

| | |
|---------------------------|----------------------------------|
| Operating System Software | Windows 10 Professional, 64 bit. |
|---------------------------|----------------------------------|

- 1) Workstation configuration must allow comfortable operation of all peripherals needed by office employees. Monitors must include reflection/glare reduction features, brightness and contrast controls, and low-level radiation protection features. Non-portable equipment keyboards must be detachable, angle adjustable and have palm/wrist support.
- 2) Serial port adaptors and USB cards may be needed in some Tax Collector Offices. This will be determined in the site survey.

2. Workstation Image Requirements:

- 1) The Contractor shall build workstation images that include all Contractor-provided software and Department-supplied software to bring equipment to full operational status (including FRVIS, FDLIS, and ORION) for the initial installation and subsequent restoration of workstations and servers. Image software must be compatible with Microsoft System Center Configuration Manager (SCCM). Workstations located at the Department's Headquarters are different than those located in Agency Sites/Offices, therefore different images/task sequences will need to be developed.

The Contractor shall build images for the Headquarter-based workstations that include all Department-owned software. The Department's preferred method of OS deployment is SCCM Operating System Deployment (OSD).

- 2) The Department will provide the list of base image components for workstations located at Department Headquarters. Table 4, Workstation Software, outlines the software that will be included as part of the Workstation Image:

| TABLE 4 WORKSTATION IMAGE SOFTWARE | |
|---|--|
| SOFTWARE | DESCRIPTION |
| Virus and Spyware Protection Software | Department-licensed Symantec EndPoint Protection |
| Browser | All Microsoft mainstream supported browser |

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3. Mobile Devices:

a) Standard Laptop

- 1) The Contractor shall provide Standard Laptops that meet the required specifications outlined in Table 5, Standard Laptop, below:

| TABLE 5 STANDARD LAPTOP | |
|------------------------------------|---|
| ITEM | SPECIFICATIONS |
| Make | Dell, Hewlett Packard |
| Processor | Intel Core i5-7300U |
| Memory | 16 GB minimum |
| Disk Storage | 500 GB minimum solid state, configured with bitlocker. |
| Battery | Minimum six (6) hours of usage |
| Docking Station | Minimum Dual monitor support for 1 VGA and 2 DVI; 2 Display Ports or HDMI; minimum of 4 USB |
| NIC | Biometric enabled |
| Network Connection | Ethernet network interface connection using TCP/IP protocol over UTP for 100BASE-T/1000BASE-T with RJ-45 connector or docking station |
| Keyboard | Wireless Standard Windows Keyboard |
| Mouse | Wireless Optical scroll mouse |
| Operating System Software | Windows 10 Enterprise. |

- 2) Table 6, Standard Laptop Software, below, outlines the software to be loaded by the Contractor:

| TABLE 6 STANDARD LAPTOP SOFTWARE | |
|---|--|
| SOFTWARE | DESCRIPTION |
| Virus and Spyware Protection Software | Department-licensed Symantec EndPoint Protection |
| Internet Explorer | Version will be specified by the Department. |

b) Small Form Factor Laptop

- 1) If requested by the Department, the Contractor shall provide Small Form Factor Laptops that meet the required specifications outlined in Table 7, Small Form Factor Laptop, below:

| TABLE 7 SMALL FORM FACTOR LAPTOP | |
|---|---|
| ITEM | SPECIFICATIONS |
| Make | Dell, Hewlett Packard |
| Processor | Intel Core i5-7300U |
| Memory | 16 GB minimum |
| Disk Storage | 500 GB minimum solid state, configured with bitlocker. |
| Battery | Minimum six (6) hours of usage |
| Docking Station | Minimum Dual monitor support for 1 VGA and 2 DVI; 2 Display Ports or HDMI; minimum of 4 USB |
| NIC | Biometric enabled |
| Network Connection | Ethernet network interface connection using TCP/IP protocol over UTP for 100BASE-T/1000BASE-T with RJ-45 connector or docking station |
| Keyboard | Wireless Standard Windows Keyboard |
| Mouse | Wireless Optical scroll mouse |
| Operating System Software | Windows 10 Enterprise. |

Note: This equipment is not planned for the initial replacement; however, the Department may determine that some of its business processes would be better supported with a Small Form Factor Laptop rather than a Workstation or Standard Laptop.

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- 2) Table 8, Small Form Factor Software, below, outlines the software to be loaded by the Contractor:

| TABLE 8 SMALL FORM FACTOR SOFTWARE | |
|---|--|
| SOFTWARE | DESCRIPTION |
| Virus and Spyware Protection Software | Department-licensed Symantec EndPoint Protection |
| Internet Explorer | Version will be specified by the Department. |

c) Tablet

- 1) If requested by the Department, the Contractor shall provide Tablets meeting the specifications outlined in the Contractor's Reply and BAFO. Table 9, Tablet, outlines the minimum required Tablet specifications, below.

| TABLE 9 TABLET | |
|--|---|
| ITEM | SPECIFICATIONS |
| Processor | Intel Core i5-7300U |
| Memory | 16 GB minimum |
| Disk Storage | 500 GB minimum solid state, configured with bitlocker. |
| Battery | Minimum 6 hours of usage |
| NIC | Biometric enabled |
| Network Connection (on device or docking station?) | Ethernet network interface connection using TCP/IP protocol over UTP for 100BASE-T/1000BASE-T with RJ-45 connector or docking station |
| Operating System Software | Windows 10 Enterprise. |

Note: This equipment is not planned for the initial replacement; however, the Department may determine that some of its business processes would be better supported with a tablet rather than a workstation or laptop. In addition to the minimum required specifications outlined above, prospective contractors shall propose detailed specifications, including supporting peripherals and software, in their Reply submission.

- 2) Table 10, Tablet Supporting Peripherals, outlines the minimum required specifications, below:

| TABLE 10 TABLET SUPPORTING PERIPHERALS | |
|---|---|
| ITEM | SPECIFICATIONS |
| Docking Station | Minimum Dual monitor support for 1 VGA and 2 DVI; 2 Display Ports or HDMI; minimum of 4 USB |
| Keyboard | Wireless Standard Windows Keyboard |
| Mouse | Wireless Optical scroll mouse |

- 3) Table 11, Tablet Software, below, outlines the minimum required software to be loaded by the Contractor:

| TABLE 11 TABLET SOFTWARE | |
|---------------------------------------|--|
| SOFTWARE | DESCRIPTION |
| Virus and Spyware Protection Software | Department-licensed Symantec EndPoint Protection |
| Internet Explorer | Version will be specified by the Department. |

4. Printers:

Laser printers are utilized by the Site/Offices to print registration decals⁵ and titles through the FRVIS System. The FRVIS application reads a flat file of multiple transaction IDs and prints the registrations using a “print farm” set up at several Agency Sites/Offices. The capability for multiple printers operating as a print farm is required for this type of processing. The Department’s custom decal print application does not have to be modified to make the print farm work or if the decal program has to be modified, the Contractor shall make the modifications and support the modified software for the term of the resulting Contract and any renewal or extension periods.

⁵ Florida Registrations consists of a vinyl sticker (decal) and a carrier sheet. See Exhibit 2, Registration Decal and Carrier Sheet Specifications. The decal is used on vehicle license plates, vessels and mobile homes, to designate the month and year of registration expiration. Additionally, a license plate number is designated for vehicle registrations, and an identification number for vessel and mobile home registrations. The carrier sheet is stock paper upon which a decal is attached and Florida vehicle, vessel or mobile home registration information is printed.

a) Laser Printer

The Contractor shall provide sturdy business/office-oriented workhorse laser printers with a strong duty cycle that prints relatively fast, with high-print quality, a compact footprint, and reasonable toner costs. Table 12, Laser Printer, below, outlines the required Laser Printer specifications:

| TABLE 12 LASER PRINTER | |
|-----------------------------------|--|
| ITEM | SPECIFICATIONS |
| Printer Type | Monochrome Laser |
| Monthly Rated Duty Cycle | 200,000 sheets minimum |
| Energy Star Compliant | Yes |
| Speed | Minimum 45 ppm Must print a minimum of fifteen (15) registration decals per minute. |
| Resolution | Minimum of 600 X 600 dpi |
| Noise Level | Must not exceed seventy-five (75) decibels. |
| Network | Must be networkable but also must be able to be connected parallel or USB |
| Operating Systems Support | Microsoft Windows 10, 64-bit |
| Print Drivers | Must be standard printer drivers. No custom drivers. |
| Paper size | Letter and smaller |
| Paper trays | Must provide two (2) trays that hold a minimum of five-hundred (500) documents each plus a manual feed. |
| Automatic Duplexer | Duplexer must be capable of handling a stack of sequence numbered title documents (lowest number on top, face up) such that the printer prints page 1 on the face up sequence numbered page and page 2 on the back side of the document. |
| Manual feed | Must provide a means to validate a payment check. |
| Paper Feed | Must pull titles sequentially from the top of stack. The title certificate has an audit number pre-printed on the paper stock. This audit number must match with the audit |

| | |
|--|---|
| | number supplied by the title print application. The paper stock is placed into the printer tray face up with the audit numbers in order from the top down. The printer then pulls from the top of the paper feeder. |
|--|---|

b) High-Speed Laser Printer

If requested by the Department, the Contractor shall provide High-Speed Laser printers to accommodate high-speed decal printing. In addition to the specifications outlined above in Table 12, Laser Printer, with the exception of the “speed” specification, the High-Speed Laser printer shall also include the speed specification outlined in Table 13, High-Speed Laser Printer, below:

| TABLE 13 HIGH-SPEED LASER PRINTER | |
|--------------------------------------|---|
| ITEM | SPECIFICATION |
| Speed | Minimum 60 ppm Must print a minimum of thirty (30) registration decals per minute. |

5. **Handheld Barcode Scanners:**

The Contractor shall provide USB Handheld Barcode Scanners that are programmable to use with the FRVIS application in some offices. The Contractor shall work with the Department to program the scanners to work with the FRVIS application.

6. **Switches:**

- a) The Contractor shall provide Cisco Catalyst intelligent, Ethernet 100/1000 Base T autosensing switches, sized for all networkable devices in each Site/Office. The Contractor must include three (3) ports for each server, one (1) port for all remaining devices including the router. Five (5) additional ports for growth must be available at each Site/Office.

The switch must meet the following minimum requirements:

- 1) Must include:
 - (a) IOS XE current stable release;
 - (b) DNA Essentials or above;
 - (c) LAN Base license;
 - (d) Cisco FlexStack or StackWise capability;
 - (e) DNA Center Management Appliance and appropriate licensing; and
 - (f) PoE (Power over Ethernet) Plus switches (required for approximately forty (40) sites).

- 2) Must fit in a nineteen (19) inch rack (may use racks that are currently installed in each office).
- 3) Must be stackable, managed as a single device and come fully equipped with all of the necessary hardware, or software, including FlexStack modules and FlexStack cables, required to be stackable.
- 4) Must support full RMON standard.
- 5) Must automatically detect newly connected devices.
- 6) All devices including print servers must be connected to the switch.
- 7) Must include a UPS with the same requirements described for the server.
- 8) Contractor shall have sufficient parts on hand to ensure that parts can be delivered to the Site/Office within four (4) hours.
- 9) Must include Cisco Smartnet Maintenance level 8x5x4 during a standard work week (8 hours per day, 5 days per week, 4-hour response). Smartnet must remain updated as to device type, serial number and physical location.

7. General Equipment Requirements:

- a) Mandatory equipment consists of all items included in this subsection A., Equipment. For continuous or subsequent installations, all equipment must comply with the requirements of Section D.25, Technology Upgrade. All equipment provided pursuant to a contract issued as a result of this ITN, whether installed at the start of the Contract term or subsequently installed, including during upgrade, will become the property of the Department.
- b) All equipment shall be new, not reconditioned or refurbished. If new parts are unavailable, the Contractor must request and receive Department approval in writing for the use of manufacturer-certified refurbished parts.
- c) All equipment shall be at the latest engineering change level as offered by the original manufacturer and must have been manufactured within the last six (6) months immediately preceding the posting/release date of this ITN.
- d) All electrical equipment must operate on a regular one-hundred and ten (110) voltage, sixty (60) cycle AC, be equipped with a grounded plug, and must meet Underwriter's Laboratory Standards or equivalent.
- e) All electrical equipment must include surge suppressers that meet the latest version of UL Standard. The number of surge protectors should be equal to the number of workstations, plus the number of printers, plus one (1) surge protector for every two (2) high-speed printers.
- f) All computer equipment and peripherals must be certified for Federal Communications Commission (FCC), Class A operations.
- g) All computer equipment and peripherals must operate within 2011 American Society of Heating, Refrigerating and Air Conditioning Engineers (ASHRAE) A2 class standards. ASHRAE Class A2 standards allow temperatures between 50 to 95 degrees Fahrenheit.

- h) All equipment and “off-the shelf” software technology must be available at the time of the required demonstration referenced in Attachment F, Section F.5, Demonstrations.
- i) Equipment shall meet the quantities specified for each office location as indicated in Exhibit 1, Equipment Inventory by Site/Office Location. Some Tax Collector offices that issue DL/IDs may have FDLIS servers and other equipment that was provided under the Department’s current Digitized Driver License contract, as well as FRVIS workstations and other equipment. Some FDLIS Servers will be replaced in this acquisition. The Contractor must work with the Department’s current Digitized Driver License contractor and the Department, regarding installations in Agency Sites/Offices to make any changes required on the server for the new workstations and other equipment.

B. PRINTER TONER CARTRIDGES/CONSUMABLES

1. The Contractor shall provide all consumables, except paper, required for the provision of service in this ITN. Consumables include drums, toner cartridges, oil wipers, and all other items to be used and replaced in the routine operation and maintenance of the printers.
2. The Contractor shall provide Original Equipment Manufacturer (OEM) standard off-the-shelf OEM toner cartridges with a 12,000 yield. All OEM toner cartridges shall be new and shall not be reconditioned or refurbished. If new OEM toner cartridges and related parts are unavailable, the Contractor must request and receive Department approval, in writing, for the use of manufacturer-certified refurbished toner cartridges and related parts.
3. This ITN does not require the Contractor to provide registration decals or carrier sheets; however, Contractor-provided toner ink must strongly adhere to the Department-purchased registration decals and carrier sheets. See Exhibit 2, Registration Decal and Carrier Sheet Specifications. If the Department alters its registration decal or carrier sheet specifications at any time during the term of the Contract, the Department will notify the Contractor, in writing, at least ninety (90) days prior to the utilization of the new or altered specification at its Sites/Offices. Changes to Exhibit 2 shall not require a formal contract amendment to be executed.
4. The Department provides each Site/Office with the estimated toner cartridges required to print registration decals, titles, and other forms based on the previous fiscal year’s office production.
5. The Contractor must provide an on-line web service for Tax Collectors to purchase additional toner directly from the Contractor or manufacturer.

C. SOFTWARE

The Contractor shall provide all necessary software and maintenance that meets the requirements outlined below, and in addition, shall grant or obtain in the name of the Department a perpetual, non-revocable, non-transferable, and non-exclusive license to use the software and the documentation thereto for the complete Solution provided hereunder. The license shall not be limited as to number of users or numbers and types of hardware devices or software operating systems used or authorized by the Department. All software must meet the following requirements:

1. All software must be commercially available and must be the latest Production Version at the time of execution of the Contract resulting from this ITN.
2. All software provided by the Contractor must support all levels and versions of the equipment supplied by the Contractor.
3. All software must contain the latest security patches at the time of installation, unless otherwise agreed to by the Department in writing.
4. The Contractor shall provide central monitoring and systems management software for all servers, UPS, and printers.
5. All software shall be continuously maintained using qualified personnel to ensure that it minimally operates in a manner as described in and contemplated by this ITN.
6. The Contractor shall have staff with sufficient expertise to make recommendations for purchased software configurations.
7. At a minimum, all software must be capable of running on Microsoft Windows 10 (64 bit) and Windows Server 2016 and continue to function as Service Packs, Security Patches, Hot Fixes, and major/minor releases of the Microsoft Operating System are made available and deployed as part of the Department's software management lifecycle.
8. During the Contract term, renewal or extension periods, if updates to Contractor-supplied software and equipment are required as a result of operating system patches, Hot Fixes or major/minor releases, the Contractor-supplied software and equipment must be updated at no cost to the Department.
9. Software updates must be provided to the Department whenever they become available, and must meet the following:
 - a) Software documentation shall be provided upon delivery of updated software releases.
 - b) Updated software will be compatible with all application software and equipment installed at any time during the Contract term.
 - c) The Contractor shall provide a process for acceptance and non-acceptance of any software updates by the Department.
10. Periodically (at least once a year), technical bulletins and updated user guides shall be provided.
11. The Contractor shall correct and/or remedy any programming error that is attributable to the Contractor, including Contractor provided software, in a time frame to be approved by the Department.
12. The Contractor shall furnish all documentation including operator and user manuals, training materials, programmer reference manuals, system administration guides, listings, specifications, and other materials for the proper and successful use of the software. The Contractor shall provide all documentation electronically to the Department after the first month of Roll-Out and provide quarterly updates thereafter. The Department shall have the right, as part of the license granted hereunder, to make as many additional copies of the custom documentation specifically developed by the

Contractor for the Solution which will be delivered under the resulting Contract as the Department deems necessary. The Department may make one (1) backup or archive copy of the software for the installation site.

13. Any copies of the software and documentation which the Department acquires pursuant to the resulting Contract shall bear the copyright, trademark, and other proprietary notices included therein by the Contractor, and except as provided by law or authorized in the resulting Contract, the Department shall not distribute the same to third parties, including other agencies within the Department, without the Contractor's prior written consent unless such distribution is related to the successful installation, performance, or operation of the complete Solution described in this ITN.
14. If custom software is required to meet the technical requirements of this ITN, it shall become the property of the Department, including software, system design, source code, scripts, documents, and materials prepared and created by the Contractor for or in connection with the resulting Contract with the Department. The Department may modify the programs for its own purposes, with the understanding that the Contractor shall not warrant performance when such modifications are in place.
15. The Department understands that the Contractor will not transfer ownership to portions of the custom software that embody the Contractor's core technology or third-party software or which consist of enhancements to, or modifications of, such core technology or third-party software which the Contractor has included in the custom software under a license from the third party. The Contractor will, however, grant the Department a non-exclusive, royalty-free license to use such core technology, enhancements, modifications, and third-party software in said custom software.
16. Subject to the security requirements of the Department and prior written approval by the Department, the Contractor and its subcontractors shall be free to use any ideas, concepts, and techniques the Contractor or its subcontractors develop arising out of their performance under the resulting Contract, and, subject to the security requirements of the Department and prior written approval by the Department, the Contractor shall be free to provide the custom software developed under the resulting Contract and owned by the Department to other customers requiring this same software using a licensing agreement with similar restrictions to the licensing agreement described in the resulting Contract. No ideas, concepts, techniques or custom software developed for a complete Solution and resulting Contract shall be provided to others without the prior written consent of the Department. The Department prefers that the Contractor complete and finalize all design/technical specifications, development, and testing on-site at the Department's Headquarters (Kirkman Building) located at 2900 Apalachee Parkway, Tallahassee, Florida. However, the Department understands that it may not be practical to perform all development activities on-site. Any off-site development must be documented in the Development Plan, for approval by the Department.

The Respondent shall include in its Preliminary Implementation Plan, which will be submitted with the Respondent's Reply, a Development Plan that includes some off-site development (if needed), proposed design documents and screen layouts of all custom software provided to meet the requirements of this ITN. The Final Development Plan shall be submitted with the Final Implementation Plan and is subject to final approval by the Department prior to implementation.

D. EXISTING WORKSTATION UPGRADE AND MAINTENANCE

The Contractor shall provide a memory upgrade, reimaging and maintenance services during the Contract term for approximately 1,000 recently purchased workstations (Dell OptiPlex 5040 Small Form Factor XCTO (210-AFIF) and Dell OptiPlex 5050 Small Form Factor SSF XCTO). These services will begin in accordance with the Final Implementation Plan, and the requirements are as follows:

1. Maintenance services.
2. Upgrade current memory from 4 Gb to 16 Gb.
3. Workstation Image Requirements:
 - a) The Contractor shall build workstation images that includes all Contractor-provided software and Department-supplied software to bring equipment to full operational status (including FRVIS, FDLIS, and ORION) for the initial installation and subsequent restoration of workstations and servers. Image software must be compatible with Microsoft System Center Configuration Manager (SCCM). Workstations located at the Department's Headquarters are different than those located in Site/Offices; therefore, different images/task sequences will need to be developed.

The Contractor shall build images for the Headquarter-based workstations that include all Department-owned software. The Department's preferred method of OS deployment is SCCM Operating System Deployment (OSD).

- b) The Department will provide the list of base image components for workstations located at Department Headquarters. Table 4, Workstation Software, below, outlines the software that will be included as part of the Workstation Image:

| TABLE 1 WORKSTATION IMAGE SOFTWARE | |
|---|--|
| SOFTWARE | DESCRIPTION |
| Virus and Spyware Protection Software | Department-licensed Symantec EndPoint Protection |
| Browser | All Microsoft mainstream supported browser |

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D.11 IMPLEMENTATION PLANS

A. PRELIMINARY IMPLEMENTATION PLAN

All prospective contractors shall develop and submit with their Reply a comprehensive project Preliminary Implementation Plan outlining the steps necessary to meet the requirements of the ITN. The Preliminary Implementation Plan shall be comprised of a Preliminary Installation Schedule in Microsoft Project, and a Development Plan. The Department will discuss with the selected Contractors that are invited to participate in negotiations, their proposed Preliminary Implementation Plan and, at a minimum, Preliminary Installation Schedule for complete Solution installation (Roll-Out), and to determine information and other resources needed to complete a Final Implementation Plan. A Revised Preliminary Implementation Plan will be provided electronically in Microsoft Project to the Department as part of the Respondent's Best and Final Offer (BAFO) based on contract negotiations.

B. KICK-OFF MEETING

The Department will meet with the Contractor within five (5) business days after Contract execution to discuss the Final Implementation Plan, which will be based on the Contractor's Revised Preliminary Implementation Plan submitted with the BAFO.

C. FINAL IMPLEMENTATION PLAN

The Final Implementation Plan shall detail the Final Installation Schedule, activities/tasks, responsibilities, and key milestones to ensure a successful implementation. The Final Implementation Plan shall describe any upgrades or additions and any mutually agreed upon changes to the Contractor's current processes and/or systems, if applicable, as determined necessary by the Department after the post-negotiation Revised Preliminary Implementation Plan discussion with the Department.

At a minimum, the Final Implementation Plan shall include:

1. An itemization of activities, including but not limited to, opening maintenance centers, that the Contractor will utilize during the period of the resulting Contract. These activities shall have established deadlines and timeframes;
2. Final Development Plan as specified in Section D.10, Solution Requirements;
3. Identification of critical activities in the Implementation Plan;
4. Provide job descriptions and number of personnel to be assigned to equipment installation, testing, and implementation of the project; and
5. Identification of Contractor expectations regarding participation by the Department and/or its agent(s) in the activities in the Final Implementation Plan and dependencies between these activities and implementation activities.

The Contractor shall submit the Final Implementation Plan for Department approval within thirty (30) business days after Contract execution.

The Contractor shall implement the Final Implementation Plan within fifteen (15) calendar days of obtaining Department approval of the plan in writing.

Implementation dates may be changed by mutual consent of the Contractor and the Department. Such mutual consent must be in writing, signed by the Contractor and the Department.

Any deviation by the Contractor from the Department-approved Final Implementation Plan may be deemed by the Department as a material breach, and all remedies provided for in Section D.31, Performance Standards and Liquidated Damages, shall become available to the Department.

The Contractor shall participate in both face-to-face meetings and conference calls with the Department and relevant parties prior to the start date of the resulting Contract for purposes of coordinating implementation activities.

D.12 LAB, DEVELOPMENT, AND USER ACCEPTANCE TESTING (UAT) SITES AND UAT COMPLIANCE REVIEW

- A. Within ten (10) business days after Contract execution, the Contractor must deliver and set up seven (7) servers (with monitors, keyboards and mice), twenty-seven (27) workstations (with monitors, keyboards and mice), six (6) switches, and fifteen (15) printers (including any unique cabling, accessories, etc., required for operation) to the following seven (7) sites at the Department's Headquarters: One (1) Lab site, two (2) Development sites, and four (4) UAT sites. These sites shall be maintained by the Contractor throughout the Contract term. The Department will determine the location of each site and will direct the Contractor as to placement of equipment therein.
- B. The UAT site will be subject to and must pass a UAT Compliance Review to be conducted by the Department following written notification by the Contractor that this site is ready for review and approval.
- C. The UAT Compliance Review must verify that the equipment has been successfully installed and integrated and that it operates and functions in accordance with all of the following: the specifications set forth in the ITN; all specifications and operational requirements established by the respective manufacturers; the Contractor's Reply and BAFO; and all requirements set forth or incorporated in the resulting Contract.
- D. At any time after the UAT site is set-up as indicated in subsection A., above, the Contractor may contact the Department's Contract Manager to request UAT Compliance Review. The Department will begin the review within five (5) business days of receiving this request. If all equipment at the UAT site meets all compliance review requirements and specifications, the Department's Contract Manager will notify the Contractor in writing that the UAT Compliance Review has been successfully passed.
- E. Results of the UAT Compliance Review will be provided to the Contractor in writing, stating a "pass" or "fail" result. If the Department determines that the equipment DOES NOT pass the UAT Compliance Review at this time, the Department's Contract Manager will notify the Contractor in writing of all deficiencies. Upon correction of all deficiencies, the Contractor will notify the Department's Contract Manager in writing that the deficiencies have been satisfactorily addressed and the UAT site is ready for re-evaluation.
- F. The Contractor must "pass" the UAT Compliance Review within sixty (60) calendar days after the UAT site is initially set-up. If the Contractor has not successfully passed the Compliance Review at the expiration of the sixty (60) calendar day period, the Department at its' discretion, may extend the UAT period in writing. This written notice will identify all deficiencies and all UAT requirements that must still be met. If the Contractor cannot thereafter "pass" the UAT Compliance Review, within the stated time frame, regardless of

whether due to fault of the Contractor and/or the Department, the Contract with the Contractor may be terminated at the sole discretion of the Department. The Department reserves the right to award a contract to the next highest ranking prospective vendor or issue a new solicitation.

D.13 SITE/OFFICE SURVEY AND READINESS

The Contractor shall conduct a site survey of each site included under the resulting Contract, which shall be performed at least forty-five (45) calendar days prior to the scheduled installation at that site.

- A. The purpose of the site survey is to permit the Contractor to review the readiness of each Site/Office (including pilot sites) in comparison with the site and/or environmental requirements identified in the Contractor's Reply submission and to provide the Contractor with the opportunity to identify all requirements that should be met in order for the site to be ready for installation of Contractor's equipment and software.
- B. After surveying a site, the Contractor must notify the Department's Project Manager, in writing, of any issues at the site that would cause it not to conform to the requirements for site installation set forth in the Contractor's Reply and BAFO, as incorporated in the resulting Contract. The Contractor shall clearly identify the site by Site/Office name and location (address), the date the site was surveyed, and all conditions (including equipment required to be de-installed) that would prevent successful installation and/or operation of the equipment and software. Modifications that would permit the equipment and/or software to be successfully installed/operated (e.g., enhancements/upgrades to the sites electrical power supply) shall also be identified. In addition, any unique cabling or software requirements related to Tax Collectors who maintain their own networks and prefer to connect peripheral equipment locally in unique ways must be identified.
- C. The Contractor shall identify the location at the site where de-installed equipment is to be placed. If there is insufficient space available to house the de-installed equipment, the Contractor shall contact the Department's Contract Manager to discuss other options.
- D. The Contractor shall also identify all modifications required to the electrical power supply of each Site/Office to properly accommodate the equipment identified in the Contractor's Reply and BAFO, as incorporated in the resulting Contract.
- E. The Contractor shall utilize Exhibit 3, Site Survey Report Form (or similar format containing the same information), to report the results of each site survey.
- F. The Department may waive the 45-day minimum requirement in writing as to any site, if deemed by the Department to be in its best interests.
- G. The written results for each site surveyed shall be submitted by the Contractor to the Department's Contract Manager at least thirty (30) calendar days prior to the scheduled installation at that site. The Department may waive the 30-day requirement in writing, if deemed by the Department to be in its best interests.
- H. The Department will be responsible for ensuring that each site is prepared in accordance with the items identified in the written site survey results (Exhibit 3, Site Survey Report Form or similar form) prior to the date established in the Final Implementation Schedule for delivery of equipment. The Department will make every effort to ensure each respective site is prepared no less than five (5) business days prior to the scheduled delivery date for the site, as defined in the agreed-upon Final Installation Schedule. The Department's Project Manager will be responsible for communicating with the Contractor that a site is

ready for installation. If the Contractor arrives at a site that has been indicated as ready for installation and the site has not been made-ready in compliance with the written site survey results, the Contractor must notify the Department within five (5) business days in writing of all deficiencies found. The Department will make every effort to correct the listed deficiencies in order to facilitate installation in accordance with the Final Installation Schedule. If the Department is not able to correct all deficiencies to permit for timely installation, the Department's Project Manager will immediately contact Contractor's Project Manager and the date for installation at that site will be re-established based upon the time required to correct the deficiencies.

D.14 PILOT TO BE CONDUCTED

Within thirty (30) calendar days of passing the UAT Compliance Review (as noted in Section D.12, Lab, Development, and User Acceptance Testing (UAT) Sites and UAT Compliance Review), the Contractor must successfully install and test equipment to be provided under the resulting Contract at Department-determined pilot sites for a maximum of ninety (90) calendar days. These sites will be representative of the sites to be serviced under the Contract.

- A. Five (5) to eight (8) pilot sites will be selected by the Department for the testing of the replacement equipment. Final number of sites and site locations to be determined by the Department and sent to Contractor within thirty (30) business days after Contract execution.
- B. Equipment will be installed at all pilot sites in accordance with a schedule established by the Department. The pilot (operational) period for all sites shall commence upon installation at the last-included pilot site.
- C. During the pilot, the Contractor's Primary Personnel identified in Section D.19, Designated Personnel and Staffing Requirements, must be available to the Department electronically, via phone and in person, as required by the Department to ensure that all components are operating within established specifications.
- D. All equipment and Contractor-supplied software to be provided under the resulting Contract and which will make-up the complete operational solution shall be installed at each pilot site. The complete operational Solution installation shall include: servers, workstations, laptops, docking stations, monitors, printers, switches, keyboards/mice, UPS, other related equipment, and Contractor-supplied software.
- E. Each pilot site will be subject to and must pass a Pilot Compliance Review to be conducted by the Department following written notification to the Contract Manager by the Contractor that all pilot sites are ready for review and approval.
- F. The Pilot Compliance Review must verify that the equipment has been successfully installed and integrated, and operates and functions in accordance with all of the following: the specifications set forth in the ITN; all specifications and operational requirements established by the respective manufacturers; the Contractor's Reply and BAFO; and all requirements set forth or incorporated in the resulting Contract, for a continuous period, not to exceed twenty (20) working days after installation.
- G. At any time after equipment for all pilot sites has been installed as indicated in subsection B., above, the Contractor may contact the Department's Contract Manager to request Pilot Compliance Review. The Department will begin the review within five (5) business days of receiving this request. If all equipment at all pilot sites meet these requirements and specifications, the Department's Contract Manager will notify the Contractor in writing that the Pilot Compliance Review has been successfully passed.

- H. Results of the Pilot Compliance Review will be provided to the Contractor in writing, stating a “pass” or “fail” result. If the Department determines that the equipment **DOES NOT** pass the Pilot Compliance Review at this time, the Contract Manager will notify the Contractor in writing of all deficiencies within five (5) business days. The Contractor must then correct all deficiencies noted within ten (10) business days of receipt of the Department’s notice. Upon correction of all deficiencies, the Contractor will notify the Department’s Contract Manager in writing that the deficiencies have been satisfactorily addressed and the site(s) is/are ready for re-evaluation.
- I. The Contractor must “pass” the Pilot Compliance Review within forty-five (45) calendar days after the pilot begins (i.e., all pilot sites have been installed). If the Contractor has not successfully passed the Compliance Review at the end of the forty-five (45) calendar day period, the Department, at its sole discretion, may extend the pilot period for an additional forty-five calendar days in writing. This written notice will identify all deficiencies and all requirements that must still be met. If the Contractor cannot thereafter “pass” the Pilot Compliance Review, within the stated time frame, regardless of whether due to fault of the Contractor and/or the Department, the Contract with the Contractor may be terminated at the sole discretion of the Department. The Department reserves the right to award a contract to the next highest ranking prospective vendor or issue a new solicitation.
- J. Equipment will not be installed in any additional sites (i.e., those not included in the pilot) until the Contractor has been notified in writing that the Pilot Compliance Review has been successfully passed.
- K. Beginning with the installations at the pilot sites, all maintenance requests shall be logged in the Department’s Service Manager System and updated from original notification through resolution. See Exhibit 4, Service Manager Data Elements.

(PLEASE NOTE: As further described in Section D.24, Maintenance of Equipment, Systems and Software, subsection H., Operations and Maintenance Manuals, the Contractor is required to provide a draft operations and maintenance manual to the Department’s Contract Manager before commencement of installation at any Pilot Site. A production copy must then be provided within thirty (30) calendar days of the conclusion of the Pilot.)

D.15 INSTALLATION REQUIREMENTS AND SCHEDULE

The Contractor shall install all equipment and software in all locations throughout the state in accordance with the agreed-upon Final Installation Schedule. The Roll-Out Period will begin within thirty (30) calendar days of a successful pilot (i.e., Compliance Review passed) and must be completed in eighteen (18) months or less. Installation shall proceed in accordance with this schedule and shall meet the following requirements:

- A. The installation configuration image will be created in collaboration with Department resources. The Contractor must furnish and deliver all necessary equipment, to include all applicable peripherals/accessories, required for the successful operation of the complete Solution for the life of the resulting contract. Such equipment and accessories must be delivered to each agency office, mobile unit and Department Headquarters (Neil Kirkman Building, 2900 Apalachee Parkway, Tallahassee, FL). Any defective accessories and/or equipment will be rejected and returned to the Contractor at the Contractor’s expense.

Prior to installation, the Contractor must provide the Tax Collectors with the image components of the new workstation and the ability to purchase a new workstation (plus monitor/keyboard/mouse) ahead of time so that they can develop and test their own workstation image prior to their installation date, if they choose to do so.

- B. All required system and application software to be installed pursuant to the Contract is to be pre-staged at the Contractor's location and tested for each Agency's office site prior to shipment. Other equipment (e.g., cables, connectors and other non-configurable pieces, etc.) must be brought to the site at the time of installation. (NOTE: Some Tax Collectors who maintain their own networks prefer to connect peripheral equipment locally in unique ways. If a county chooses to do so, they must provide any special/additional cables, software, etc.). If the printers reside on the Department's network, the printers will be connected via the network.
- C. All equipment shall be delivered to the appropriate end user Site/Office and all equipment and software shall be installed, peripheral equipment connected, and testing of the final installed Solution shall be successfully conducted and the operational status of all equipment shall be assured prior to acceptance of the complete Solution by the Department for each respective site. All servers and associated system and application software are to be pre-staged at Contractor's location and tested for each Tax Collector's office prior to shipment. Other equipment must be brought to the site at the time of installation.
- D. The Contractor shall perform installation in accordance with the following work-schedule:
 - 1. Friday - Day One: Begin installation of new equipment, run new installation hardware diagnostics, etc. To begin at 5:00 p.m. or when the Tax Collector has closed the office (as agreed upon with the Tax Collector and the Department). Work will continue until all equipment is installed and successfully tested by the Department (see subsection I., below), or by no later than 10:00 p.m. local time unless another time is mutually agreed upon. Contractor personnel may leave the site once installation is completed.
 - 2. Saturday and Sunday - Day Two and Three: If installation is not completed on Friday, Contractor personnel will return to the site and complete installation of new equipment, run new installation hardware diagnostics, etc. Contractor personnel may leave the site when all equipment is installed and successfully tested by the Department (see subsection I., below), or by no later than 7:00 p.m. local time unless another time is mutually agreed upon. Contractor personnel must be available via phone to answer questions and resolve issues. If personnel are unable to resolve issues via phone they must be available to return to site within two (2) hours to answer questions and resolve issues.
 - 3. Monday – Day Four: Turn equipment over to office personnel for normal operation. Contractor personnel must be on-site to ensure all components are operating within established specifications, answer questions and resolve issues. If no unresolved issues exist, Contractor personnel may leave the site at close-of-business for all pilot sites and at 2:00 p.m. local time for all other installation sites, but personnel must be available via phone to answer questions and resolve issues.
- E. Installation will not occur during regular office hours, unless otherwise agreed to by the Department and the Tax Collector. All agency offices' normal operations must continue following the installation process. Complete Solution installation must be completed by the time period noted in the Final Installation Schedule.

- F. As part of the equipment installation, all equipment that will be replaced as a result of this ITN, will be de-installed by the Contractor at all installation Sites/Offices. The Contractor will ensure that de-installed equipment is placed in the designated storage location at the installation Site/Office or removed from the Site/Office if indicated on the Site Survey Form. This storage location will be the same location identified in the written site survey results submitted by the Contractor to the Department's Contract Manager as referenced in Section D.13, Site/Office Survey and Readiness, above.
- G. Existing FRVIS equipment owned by the Department and currently installed, which will be replaced as a result of this ITN must be de-installed and removed from the site by the Contractor at the time of new equipment installation. De-installation is to include physical destruction of all hard drives via an approved hard disk shredding service. Certification of this must be provided to the Department's Contract Manager with the respective invoice. The Department reserves the right to retain any equipment, including switches that are being replaced through the resulting Contract. All other FRVIS equipment owned by the Department, which will be replaced by this ITN, must be taken in-trade by the Contractor.
- H. At the time of installation, the Contractor must complete a Site Inventory Form referenced in Section D.16, Site Inventory, below, for each Site/Office at which equipment is installed.
- I. Contractor-supplied cables should be installed in an organized manner to minimize space taken up by the cables and to ensure that cables are not twisted or knotted. Cables should be installed in a manner that is not intrusive to the user workspace.
- J. The Installation Acceptance Testing referenced above (see Section D.1, Definitions and Acronyms, for definition) will be conducted by the Department to determine if all installed equipment meets the operational statuses referenced in Section D.1, Definitions and Acronyms. This Installation Acceptance Testing will be considered successful if there are no unresolved Contractor-related issues and operational status is verified by the Department.
- K. The Contractor is responsible for complete installation of all hardware and software and training at each Site/Office. Complete installation includes, but is not necessarily limited to, site surveys, cables, computers, computer peripherals, system software, application software and end user training. It is the responsibility of the Contractor to ensure that data that is on the current server is migrated to the new server. This includes, but is not limited to, all Solid databases, the FDLIS and FRVIS applications, and the contents of the public share. The Department will assist the Contractor in identifying the specific data that is to be migrated. The Contractor is not responsible for building electrical changes associated with installation of devices provided through this ITN. It is the responsibility of the Tax Collector IT staff to install any non-Department owned software and/or hardware after the installation of the complete Solution at the Site/Office.
- L. Installation and service locations are outlined in Exhibit 1, Equipment Inventory by Site/Office Location. Exhibit 1 is current as of the issue date of this solicitation. As locations may change over time, an updated list of Site/Office Locations will be provided to the Contractor at the start of the project and as required during the statewide Roll-Out.
- M. Site/Office installations will be classified by size range of Complete Solution components as follows:
 - (1) Small Office Installation – Complete Solution comprised of up to forty (40) workstations (with monitors), laptops (with docking stations), printers, UPS, switch, and/or server (with monitor).

- (2) Medium Office Installation – Complete Solution comprised of forty-one (41) to sixty (60) workstations (with monitors), laptops (with docking stations), printers, UPS, switch, and/or server (with monitor).
- (3) Large Office Installation – Complete Solution comprised of sixty-one (61) to one hundred (100) workstations (with monitors), laptops (with docking stations), printers, UPS, switch, and/or server (with monitor).
- (4) Extra Large Office Installation – Complete Solution comprised of one hundred and one (101) or more workstations (with monitors), laptops (with docking stations), printers, UPS, switch, and/or server (with monitor).

D.16 SITE INVENTORY

The Contractor shall be responsible for the following in regard to Site Inventory:

- A. The Contractor must provide to the Department and Tax Collector an electronic Excel spreadsheet or other agreed upon format of all equipment installed in Tax Collector or DHSMV offices, including make, model and serial number. Spreadsheet must be kept up to date for the Contract period and provided to the Department on request. Make, model, and serial number must be identified on the equipment. Contractor will describe how it will be identified.
- B. The Contractor shall maintain an up-to-date inventory of all equipment present at each site installed by or on behalf of the Contractor (if installation is subcontracted), under the resulting Contract.
- C. Creation and maintenance of a detailed listing of each and every component installed and de-installed for each respective site that includes the number of equipment items at each location by model type and the associated equipment serial numbers. This listing shall identify each site by name and address, the date the inventory was conducted, and the respective owner of each piece of equipment (either the Department or the Tax Collector as Tax Collectors may purchase equipment as indicated in Section D.20, Additional Solutions, Equipment Moves and Other Changes, below). The list will also indicate the storage location of all de-installed equipment.
- D. The Contractor shall utilize the Department's Site Inventory Form (Exhibit 5) or a form with content and format substantially similar created by the Contractor that has been approved in writing by the Department. Exhibit 5, Site Inventory Form, will be provided to the Contractor by the Department's Contract Manager within thirty (30) business days of the first pilot installation. If Contractor creates its own form, it must be available for use for every installation and approved by the Department. All information shall be in an Excel format. Once the Site Inventory Form (either Department-provided or Contractor-created) is completed, it shall be signed by a Department or Tax Collector employee and provided to the Department's Project Manager either via e-mail or facsimile, within one (1) business day of completion. NOTE: A completed, approved Site Inventory Form will be required to be attached to Contractor invoices as indicated in Section D.35, Compensation.
- E. The Contractor must affix to each piece of equipment a visible, easily viewable, and legible property tag or label, identifying the equipment, the original installation date and serial number. The Contractor shall ensure the information on the property tag/label remains readable at all times.
- F. This tag/label must remain affixed to each piece of equipment throughout the use of the equipment including any relocations and/or service removals of the equipment.

- G. The Contractor shall ensure that the inventory list is immediately updated, and the updated list must be signed by a Department or Tax Collector representative. Throughout the term of the Contract, the Contractor shall continue to update the inventory lists whenever equipment or components are added or de-installed/removed for any reason (e.g., change-outs, replacements, upgrades, or moves). The Contractor shall inform the Department's Project Manager (or Contract Manager after initial Roll-Out completion) of any discrepancies in the inventory list in writing as soon as the discrepancy is discovered. The Contractor will not be responsible for lost or missing equipment or components after the Department or Tax Collector's representative (as applicable) has signed the Site Inventory Form accepting an installation. The Contractor shall be responsible for losses related to equipment or components that were removed from an installation site by Contractor's personnel and not subsequently installed at another agency site (as documented by a signed Site Inventory Form) or not replaced with an item listed on a signed Site Inventory Form for the same office location.

D.17 TRAINING

Training Services to be provided by the Contractor shall include the following:

- A. Training on the operation of the new equipment will be provided to Department personnel/Agents.
- B. The Department and the Contractor will establish a training schedule that will coincide with the accepted Final Installation Schedule.
- C. Training will be conducted on-site at each Site/Office location after the installation of all equipment and prior to the next business day.
- D. Training must include all information necessary in order for agency personnel to successfully operate and manage the equipment.
- E. Training will be delivered by qualified Contractor personnel who are thoroughly familiar with the operation and maintenance of the equipment.
- F. The Contractor must provide additional training when there is any change in equipment or operations (e.g., modifications, upgrade, etc.) at no additional cost to the state.
- G. The Department reserves the right to make audio and video recordings of any and all training sessions.
- H. Training on first-level troubleshooting and diagnostics will be provided to the Department's Technical Assistance Center (TAC) within fifteen (15) calendar days after installation of the first pilot site. Training will include on-site instruction and job aides or technical manuals.
- I. As part of the training requirement, the Contractor shall develop a complete operation and troubleshooting guide that will be provided to and approved by the Department thirty (30) calendar days prior to the installation at the first pilot site. This guide shall be provided in an electronic format and updated if operational or troubleshooting changes occur. The guide should be written in terms understandable by general office staff.
- J. The Contractor shall provide Cisco training credits for the Department to use at its discretion.

- K. The Contractor shall provide a minimum of 110 days of Microsoft training vouchers for the Department to use at their discretion.

D.18 SECURITY AND FRAUD PREVENTION

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

- A. The Contractor must identify and ensure information security controls comply with Department Information Security Policies that are congruent with Information Technology Security Rule 74-2, Florida Administrative Code (F.A.C.), for the equipment configured and installed as a result of this ITN.
- B. Contractor must ensure that operating systems are deployed and configured to meet the security requirements of DHSMV as set forth in Department Information Security Policies. As the Department utilizes a managed security service, endpoint software is utilized on each workstation and server to assist in ensuring the confidentiality, integrity, and availability of all DHSMV systems. The Contractor will coordinate the installation of all computing devices with the Department's Office of Enterprise Security Management to ensure the applicable software is installed and configured as required.
- C. The Contractor must identify and ensure each piece of equipment that has a data storage mechanism that is removed or provided and maintained under the resulting Contract, is properly sanitized via physical destruction to ensure data cannot be retrieved.

D.19 DESIGNATED PERSONNEL AND STAFFING REQUIREMENTS

The Contractor shall maintain staffing levels sufficient to fully complete the services and meet the requirements specified in this ITN and any resulting Contract. The Contractor shall be prepared at all times to recruit qualified staff, as required, to implement all aspects of required service delivery within the stated timeframes.

To ensure that the Contract is successful, the Contractor shall maintain to the greatest extent possible, continuity in the personnel assigned to the Contract, particularly in regard to Primary Personnel.

A. PRIMARY PERSONNEL

The following Primary Personnel levels/positions shall be provided by the Contractor during the Contract term, unless otherwise indicated:

1. **Technical Assistance Manager:** This individual will be responsible for coordination of all service requests between Department staff, the Contractor, and Tax Collector personnel. The Technical Assistance Manager must keep Department personnel adequately informed on the status of all service requests outstanding, including estimated time to repair, estimated arrival of parts, and any other information the Department may request about requests for maintenance. The Technical Assistance Manager will participate in telephone conferences with Department personnel, which will be held at the Department of Highway Safety and Motor Vehicles, Neil Kirkman Building, 2900 Apalachee Parkway, Tallahassee, Florida, to discuss and reconcile any problems or potential problems on an as-needed basis. The Technical Assistance Manager must be available during business hours by e-mail and phone. This individual must have a working knowledge of the equipment being provided, installed, and serviced through the resulting Contract. This working knowledge must be sufficient for

the individual to fully understand the repairs being made at all included sites and to competently communicate between the Contractor's field service personnel and the Department's technical staff.

2. **Project Manager:** The Contractor shall appoint a Project Manager who is a certified Project Management Professional (PMP) and a full-time employee of the Contractor, who will remain assigned to the contract for no less than sixty (60) days following successful implementation of the complete Solution or until approval for release is agreed-to in writing by the Department, whichever occurs later. After this time, PMP certification is no longer required; however, Contractor shall continue to provide a qualified individual as its Project Manager during the remainder of the contract term.

The Project Manager shall be available to meet with the Department's Contract Manager and appropriate staff in person, by telephone, or by electronic means (e.g., web-ex meetings, internet meetings, etc.), at the request of the Department.

The Project Manager is responsible for successful implementation and operation of the complete Solution and is required to be present at weekly status meetings to be held at the Department of Highway Safety and Motor Vehicles, Neil Kirkman Building, 2900 Apalachee Parkway, Tallahassee, Florida, to discuss contract-related activities including, but not limited to the following: the status of the contract, deliverables, Contractor performance, equipment, Contractor-supplied software performance, reports, planning, etc. The Project Manager may be "present" in person, by telephone, or by electronic means (e.g., web-ex meetings, internet meetings, etc.), as determined by the Department.⁶ In addition, throughout the contract term, the Project Manager shall be available to meet with the Department's Contract Manager and appropriate staff, as-needed.

The Project Manager may also be required to be physically on-site more often (including at agency offices), if issues /problems need to be addressed. The Project Manager shall be present as deemed necessary by the Department, by any of the means indicated above, during all business hours and when installations are occurring. If the Project Manager will be unavailable for more than four (4) hours during the business day, a back-up contact person shall be designated by the Contractor. The identity of the back-up contact person shall be determined and provided to the Department's Contract Manager within five (5) calendar days of Contract execution. This person will only be contacted if the Project Manager fails to return a request or respond to an e-mail or other means of contact within four (4) hours.

The Project Manager will be responsible for inventory control, reports and statistics, updates to all required documentation, and field service reporting and repairs. The Project Manager shall have the authority to revise processes and procedures, and assign additional resources, as needed, to maximize the efficiency and effectiveness of services provided under the resulting Contract. The Project Manager shall have experience in managing projects similar in nature to the services described in this ITN and shall be adept in all aspects of the program, as described in this ITN, for effective oversight of all contracted activities.

The Project Manager shall also be available to meet with the Department's Contract Manager on an as-needed basis (minimum of once every month) to discuss all Contract-related activities including the status of the Contract, deliverables, Contractor

⁶ Following the first year of the contract, the Contractor may request in writing that the weekly status meetings be less-frequently scheduled. Granting of the request shall be at the Department's sole discretion.

performance, equipment and Contractor-supplied software performance issues, reports, planning, etc.

If the Project Manager resigns or otherwise ceases to work during the time frame expected under the resulting Contract, the Contractor shall notify the Department in writing immediately upon being notified or aware of the impending vacancy, but in no event more than two (2) business days of the position becoming vacant. The Contractor will endeavor to fill this position as quickly as possible with another individual having the same or similar qualifications and experience as the resigning Project Manager in order to ensure continuous and seamless project oversight. In no event may this position be and remain vacant for more than ten (10) business days. Failure to fill this position timely will subject the Contractor to liquidated damages.

3. **Engineering Team:** These individuals shall have the qualifications and experience necessary to ensure high-level knowledge and understanding of all mechanisms and functions of the system and all components, including those related to installation, troubleshooting, and repair of equipment and software. These individuals shall be available within ten (10) calendar days of Contract execution and shall remain assigned and working under the Contract until the Department accepts successful installation at all sites. An Engineering Team approach is required in order to ensure that at least one member of the Team is available during all office hours, nights, and weekends. The Department will provide forty-eight (48) hours advanced written notice if night and/or weekend availability is required. Night and weekend availability can be via phone or electronic means (e.g., web-ex meetings, internet meetings, etc.), if deemed acceptable by the Department. At least one Engineering Team member is required to be on site for all pilot site installations. After successful completion of the pilot, the participation of Team members may transition to other means of availability and participation, such as by phone or electronic means (e.g., web-ex meetings, internet meetings, etc.), if deemed appropriate by the Department. The Contractor shall determine the number of Engineering Team members to be provided; however, the number must be sufficient to ensure continuous availability to meet all requirements of the ITN and resulting Contract. Should the number of Team members initially assigned by the Contractor prove to be insufficient to meet the Department's needs, the Department's Contract Manager and the Contractor shall meet to discuss increasing Team membership. All additional members shall be similarly qualified.
4. **Technical Leads:** These individuals shall be provided during the Contract term and shall be responsible for coordination and implementation of Roll-Out at each site. Due to the importance of this project, all Technical Leads must be able to communicate clearly and concisely in the English language to ensure that directives/directions are understood. The Contractor shall determine the number of Technical Leads to be provided; however, the number must be sufficient to ensure continuous operation and appropriate functioning of all equipment and software, provided under the Contract.

The Contractor's Primary Personnel assigned to the project may not be reassigned by the Contractor to other projects without obtaining the prior written approval of the Department and notifying the Department at least fifteen (15) calendar days in advance of the reassignment.

B. GENERAL STAFFING REQUIREMENTS

1. Upon request, the Contractor shall provide the Department with credentials of any new staff hired to replace any of the persons occupying a Primary Personnel position.
2. The Contractor shall maintain staffing levels sufficient to complete the services and meet the requirements specified in this ITN. If the Contractor becomes aware at any time during the Contract term, that staffing levels, whether in regard to Primary Personnel or support or other personnel, is not sufficient to ensure timely, complete, and satisfactory service delivery under the Contract, it shall notify the Department's Contract Manager in writing (e-mail sufficient):
 - a) In regard to assigned Primary Personnel positions, the Contractor shall notify the Department within two (2) business days of any changes in these staffing levels and shall remedy the staffing deficiencies within ten (10) business days.
 - b) For all other staff, the Contractor shall notify the Department within fifteen (15) business days of any changes in staffing levels and shall remedy the deficiencies within thirty (30) business days.
 - c) In the event the Department determines that the Contractor's staff or staffing levels are not sufficient to fully and timely complete the services specified in the Contract, it will advise the Contractor in writing and the Contractor shall address the Department-identified deficiencies in accordance with the time frames noted above. All staffing deficiencies shall be resolved to the satisfaction of the Department.
3. The Contractor will ensure that backup personnel are kept up-to-date on all facets of the project to ensure that they can effectively fill-in for Primary Personnel who are not available. All personnel assigned by the Contractor to perform any services or tasks under the resulting Contract will be highly skilled and have previous experience in the area of expertise to which they are assigned and expected to perform work.
4. If, in the Department's sole opinion, any Contractor personnel assigned to the project do not exhibit the knowledge, skills, abilities and other qualities necessary to ensure timely and successful completion of installations and other work related to the project, the Department will provide written notice, identifying the personnel to be replaced and a justification for replacement. The Contractor will have ten (10) business days from the receipt of such notice to resolve the issue to the Department's satisfaction. This may include reassigning the person or persons to a more suitable task area on the project and replacing the reassigned person with a more qualified, experienced individual, or removing the person from the project entirely and replacing them with a qualified replacement. If the issue is not resolved within ten (10) business days, the Contractor shall replace the individual(s) with a more qualified individual(s) within thirty (30) business days of receipt of the Department's notice. The Contractor shall reassign any personnel whose continued presence would be detrimental to the completion of the required services.
5. Should the Contractor desire to change any employees identified in their Reply or BAFO (other than the Primary Personnel addressed above), the Department and the Contractor shall mutually agree on the change and the Department will approve the proposed replacement in writing. The Contractor shall provide a minimum of fifteen (15) business days' notice to the Department of the intended change. Any replacement personnel must have equal or greater qualifications, knowledge, and experience as the person being replaced.

6. All computer equipment, office supplies, salaries, insurance, expenses, benefits, taxes, and other monetary or non-monetary remuneration of Contractor personnel assigned to the Contract shall be provided by the Contractor and are its sole responsibility.
7. Vacation time to be taken by the Contractor's Primary Personnel assigned to the project must be coordinated with the Department's Contract Manager. The Contractor must work with the Department regarding scheduling of vacation time for Primary Personnel to ensure that the Department's requirements for the project are met, particularly in regard to timeliness of installations.
8. Contractor personnel must abide by the state's Code of Ethics and maintain a professional appearance and demeanor at all times while conducting business with the Department or Agency offices. All contractor personnel shall wear an identification card with photograph and full-name, to be worn at all times. Contractor staff shall produce additional identification if deemed necessary by the Department or by Tax Collector personnel.
9. All Contractor personnel will be required to complete Exhibit 6, Non-Disclosure Agreement within fourteen (14) days of being assigned to the Contract and annually thereafter, on the anniversary of the contract execution date.
10. The Contractor shall provide both a criminal record check and a driver's license records check for all Contractor and subcontractor personnel (if applicable) assigned to work under the resulting Contract. In addition, any personnel working on any phase of the design, maintenance, or operation of the equipment shall be subject to Department security clearance or other security requirements contained in Section 282.318, Florida Statutes, and Rule 74-2, Florida Administrative Code. The background investigation on all Contractor and subcontractor personnel assigned to the project must be conducted by the Florida Department of Law Enforcement and/or the Federal Bureau of Investigation, prior to any person being permitted to work in any Department or Agency office. The Contractor must provide a sworn statement to the Department verifying that all personnel have satisfactorily passed the background investigation. The Department reserves the right to reject for use on this project at any time, any employee of the Contractor, or any employee of any subcontractor, who has been convicted of or found guilty, regardless of adjudication, of any of the following: a crime involving drugs or a DUI-related offense in the past five (5) years; any felony; the commission of fraud; or a crime directly related to the personal safety of the public committed at any time. Each employee of the contractor and/or all subcontractors must pass a background check which meets requirements specified in the Federal RealID program and all applicable Florida Statutes and Florida Administrative Code rules as stated above. These background checks will be at no cost to the Department.
11. Within twenty (20) business days of Contract execution, the Contractor shall identify all personnel who will be providing services and must provide the following to the Department's Project Manager prior to such personnel starting work under the resulting Contract:
 - a) A contact list identifying all personnel by full name, title and area of responsibility, and including their telephone number(s). This list shall be and remain current and updated during the Contract term.
 - b) A means of identifying Contractor personnel. At a minimum, all Contractor personnel will be expected to be wearing an ID badge and a uniform/shirt with the Contractor's company name or logo readily visible at all times; and

NOTE: Subcontracted personnel will be expected to comply with all the above requirements.

C. MAINTENANCE STAFF/PERSONNEL

1. The Contractor must provide sufficient staff to provide maintenance per the requirements and conditions of this ITN and resulting Contract.
2. Contractor must have mechanisms in place in order to make certain there is knowledge transfer from deployment team to maintenance staff. This will ensure a smooth transition during the Contract period. This includes transitioning all images, including county workstation images.
3. All personnel performing maintenance must be trained to service the equipment covered by the resulting Contract. Training must be completed before an individual may be assigned to service the equipment. Training must be provided to whatever level is necessary to ensure the individual has the requisite qualifications to perform maintenance services at a level that will assure full functionality of the Complete System as contemplated by this ITN.
4. Contractor personnel must have knowledge and experience with all equipment proposed by the Contractor that is maintained under the resulting Contract. This knowledge and experience must be sufficient for the individual to fully understand and repair the equipment and communicate with Department personnel/Agents.
5. Contractor personnel assigned to the Contract for any maintenance services must be available Monday through Friday, excluding state holidays, between the hours of 7:00 a.m. to 7:00 p.m., local time.

D.20 ADDITIONAL SOLUTIONS, EQUIPMENT MOVES AND OTHER CHANGES

A. ADDING COMPLETE SOLUTIONS OR COMPONENTS

The Department or its Agents may request to purchase and install additional Complete Solutions or components at any time during the Contract term in addition to the estimated quantities identified in Section D.9, Estimated Equipment and Toner Cartridge Quantities. The Contractor must acknowledge and agree to the request in writing, and identify scheduling conflicts, if any, within thirty (30) calendar days of the Department's request. The Department and Contractor will work together to resolve any conflicts. Equipment and software, if requested, must be offered at the original BAFO price or current state government pricing, or at a negotiated price, whichever is lowest. The Contractor shall be responsible for ensuring that added systems and components are entered on a Site Inventory Form and that ownership of the equipment is correctly attributed to the Department.

The Department at its discretion may choose installation costs based on the site/office size as described in Section D.15, Installation Requirements and Schedule or the Equipment Moves/Changes hourly rate outlined in Section D.35, Compensation, subsection B., Contract Payment, Table 1, Payment Schedule, whichever is in the best interest of the Department.

The Department reserves the right to implement additional roll-outs of the awarded Contractor's Complete Solution to Sites/Offices after the initial Roll-Out period is completed. If this occurs and is a significant quantity of equipment, the Department may choose to pre-

stage the equipment at the Contractor's warehouse. The Contractor shall include pricing for this option in Attachment H, Cost Proposal.

B. MOVES AND CHANGES

Occasionally, Agency Sites/Offices open, relocate, or close; therefore, the Contractor must provide sufficient qualified staff to install, de-install, and reinstall equipment to ensure that operations remain as uninterrupted as possible during the Contract term. These activities (i.e., opening, closing, and relocating) will be coordinated by the Department.

Tax Collectors sometimes transfer equipment between offices without the Department's knowledge and if the Contractor becomes aware of discrepancies while at the site, the Contractor will modify its site records accordingly. When aware of the transfer, the Department will notify the Contractor by email of equipment transferred between sites. This notification will require the Contractor to modify its site records to indicate the correct equipment at each site.

Whenever additional offices are added, or existing offices close, the following shall apply:

1. The Contractor will be notified by the Department in advance and in writing at least thirty (30) calendar days prior to any changes required in regard to equipment re-location. The Contractor must acknowledge and agree to the request in writing, and identify scheduling conflicts, if any, within ten (10) calendar days of the Department's request. The Department and Contractor will work together to resolve any such conflicts.
2. Equipment may not be transferred between locations without prior approval from the Department's Contract Manager.
3. The Department reserves the right to move any and all equipment from one location to another in order to meet its operational requirements. Such movement shall not void, invalidate, lessen, alter, or otherwise negatively impact any applicable warranties in any way.
4. For relocations or new installations, the ISA Service Coordinator will notify the Contractor who will then contact the Tax Collector to determine what services are needed and prepare a quote.
5. Tax Collectors may choose to pay the Contractor directly for services or ask the Department to pay for services, which will be reimbursed by the Tax Collector. After services are provided both the Tax Collector representative and the Contractor will sign a document that states that the hardware has been installed and contains the serial numbers of the installed equipment. Invoices that are billed to the Department will be reimbursed by the Tax Collector.
6. For new offices, a site survey must be completed using Exhibit 3, Site Survey Report Form (or similar format containing the same information).
7. Installation services will be billed at the hourly rate(s) outlined in Section D.35, Compensation, subsection B., Contract Payment, Table 1, Payment Schedule. The hourly rate(s) will include associated travel expense and travel time. The hourly rate will begin when the Contractor arrives at the Site/Office and ends when the Contractor leaves the Site/Office. The Contractor will use a form provided by the Department to document the installation services, including arrival time and departure time for verification of hours performed and billed. Hours will be pro-rated to the nearest quarter

hour. See Section D.24, Maintenance of Equipment, Systems and Software, subsection B., Principal Period of Maintenance.

8. Depending on the Tax Collector's preference work may be performed during business hours, after business hours or on the weekends.
9. Occasionally, Tax Collectors need to cancel or reschedule service requests. There will be no charges for cancellation or rescheduling of services unless the Contractor arrives at the Agency Site/Office and did not receive prior notice of the cancellation.

C. SEPARATE EQUIPMENT PURCHASES BY TAX COLLECTORS

1. Whenever possible, requests for additional equipment are provisioned from spare equipment that has been returned to the Department as a result of Site/Office closures. Tax Collectors shall be permitted to purchase additional equipment (and maintenance) in order to supplement equipment provided by the Department, at the same pricing as proposed by the Contractor and referenced in the resulting Contract.
2. Purchases for additional equipment will be coordinated through the Department's Service Manager System. The Contractor will provide the Tax Collector (or Department) a quote for any approved equipment and associated maintenance.
3. For new Agency Sites/Offices and relocations, the Contractor may need to contact the Tax Collector's coordinator for additional information needed to prepare a quote. Equipment is purchased by the Department or Tax Collector and shipped to the appropriate Agency Site/Office. The ISA Service Coordinator schedules an installation date acceptable to both the Tax Collector and the Contractor and notifies Department resources who may be involved in the project. The Contractor shall provide services within thirty (30) calendar days from notification, if requested.
4. Once quotes are approved by the Department, the Tax Collector may proceed with the order. It is the responsibility of the Awarded Vendor to work with the Tax Collector on payment for hardware, installation services and continuing maintenance costs. The Department will not be responsible for payment of any hardware, services or maintenance for additional equipment purchases requested by Tax Collectors.
5. The Contractor shall ensure that equipment purchased by Tax Collectors is added to a Site Inventory Form and the overall inventory list and that ownership of the equipment is attributed to the Tax Collector.

D. CHANGES IN EQUIPMENT MODELS AND SOFTWARE

If, during the Contract term, the Contractor desires to change any equipment or software provided under the resulting Contract, the Contractor shall provide to the Department sixty (60) calendar days advanced written notice of such change and the following shall apply:

1. Any changes in functionality that reduce efficiency shall result in negotiation of current Contract pricing downward.
2. Any equipment and/or software proposed for change must undergo Department-conducted UAT and pass a Compliance Review.
3. The Department has the sole discretion to accept or reject any equipment and/or software changes.

D.21 ENGINEERING CHANGES

Maintenance must include installation of all announced engineering changes recommended by the manufacturer that are applicable to any piece of equipment covered by the resulting Contract. All engineering changes, which are considered mandatory or engineering changes, which are considered necessary for safety reasons, must be installed as soon as possible. The Contractor must notify the Department in writing of all mandatory and safety related engineering changes. The notification must include a detailed burden of proof for any mandatory or safety related engineering changes.

Any engineering changes requiring equipment downtime must be coordinated through the Department's designated office and scheduled with the local site's supervisor.

It is the Contractor's responsibility to determine what engineering changes are available, whether they are mandatory changes or safety changes. Furthermore, it is the Contractor's responsibility to initiate the installation of all such changes.

D.22 SERVICES PROVIDED BY THE DEPARTMENT

The Department will provide the following services in support of the resulting Contract:

- A. Assign and designate a Department Project Manager and Backup Project Manager who shall be assigned from the start of the installation period until all new systems are installed and fully operational. The Department's Project Manager will serve as the Department's liaison for technical and operational issues.
- B. Assign and designate a Department Contract Manager who will act on the Department's behalf for the on-going administration of contractual matters, and who will coordinate and serve as the liaison for all Contract-related activities between the Department and the Contractor, including notifications not otherwise required to be issued by or to the Department's Project Manager.
- C. The Department will work with the Contractor to establish a means for secured media file exchange between the Department and the Contractor whenever exchange of items, such as specifications, data, installation information, etc., occur.
- D. The Department will provide on-site personnel and will provide Contractor's personnel with access to sites and facilities for the following:
 - a) Pilot Sites – The Department will identify the pilot sites within thirty (30) calendar days after award of Contract.
 - b) Installation – Department personnel will be on site at each installation location and additional Department technical staff will be available via electronic means to assist with any issues involving the Department's equipment and software not acquired through this ITN.
 - c) Maintenance – The Department's TAC will collect all maintenance requests and route them to the Contractor's Technical Assistance Manager (or other personnel designated in writing) via the Department's electronic Service Manager System.

D.23 DELIVERY

All prices shall be free on board (F.O.B.) destination in accordance with Section 672.319(1)(b), Florida Statutes. The Department will not pay freight charges.

For the initial Roll-Out, delivery dates of equipment and services will be specified in the Final Installation Schedule. After the initial Roll-Out, delivery dates and locations of equipment and services will be identified in resulting purchase orders and may be changed by mutual consent of the Contractor and the Department. Such mutual consent must be in writing (email acceptable).

D.24 MAINTENANCE OF EQUIPMENT, SYSTEMS, AND SOFTWARE

A. WORKSTATION AND SERVER IMAGE MAINTENANCE

The Contractor must deliver workstation and server build documents that detail the image process and keep the documentation up-to-date during the resulting Contract term. If the server and workstation models change during the resulting Contract term, due to obsolescence of the proposed models, the Contractor shall build new configurations and develop new images within sixty (60) calendar days of email notification by the Department's Contract Manager. If the Department updates Operating System (OS) patches and other versions of Department software that require new images, the Contractor shall develop new images within sixty (60) calendar days after email notification. However, if the Department makes a specification change after sixteen (16) calendar days of the original email notification, the Contractor will have an additional forty-five (45) calendar days from the specification change date to complete the image. The Department will not request more than one (1) image update per quarter. The workstation image will be provided to the Contractor in a mutually agreed-upon format. The imaging software must be available to Tax Collectors who need to add their software to the image and create a unique image for their county. Some Tax Collectors will prefer to receive the image components and use these to create their own images.

B. PRINCIPAL PERIOD OF MAINTENANCE

The principal period of maintenance shall be twelve (12) working hours per day, Monday through Friday, from 7:00 a.m. to 7:00 p.m., local time, and on Saturday, 8:00 a.m. to 1:00 p.m., local time, excluding State observed holidays. At the discretion of the Department, the principal period of remedial maintenance may be changed for an installation site by written notice by the Department's Contract Manager stating the alternative hours of maintenance for that site.

C. REMEDIAL MAINTENANCE

1. The Contractor shall provide Remedial Maintenance during the Contract term. This maintenance shall be based on the Remedial Maintenance Plan submitted as part of the ITN Reply. The plan shall cover the remedial maintenance of all equipment, systems, and software included in the Contractor's Reply and BAFO and incorporated in the resulting Contract and must meet the requirements of the ITN. The Contractor will perform remedial maintenance to restore equipment to good working condition.

Remedial Maintenance, at a minimum, must meet each of the following:

- a) The Contractor shall establish a central dispatch office and maintenance centers within the geographic locations listed in the Remedial Maintenance Plan and in accordance with the coverage mapping for each center that the Contractor identified. The dispatch office and all maintenance centers shall remain in place and shall service their assigned area during the resulting Contract term;
 - b) Remedial maintenance personnel must be provided as identified in the Remedial Maintenance Plan and within the identified geographic locations. The same number of personnel shall be maintained throughout the term of the resulting Contract unless otherwise agreed to by the Department in writing;
 - c) The Contractor shall provide remedial maintenance in accordance with the handling procedures identified in their Remedial Maintenance Plan, from logging of a request for remedial maintenance through final resolution. All identified steps shall be complied with, including logging, initial diagnosis, initial resolution or escalation and final resolution, as applicable; and
 - d) Contractor shall cooperatively work with the Department in carrying out all expectations regarding participation by the Department and/or its agent(s) in the activities in the Remedial Maintenance Plan and dependencies between these activities.
2. The Contractor must maintain and stock necessary levels of “hot spares” and spare parts to provide maintenance per the requirements, terms, and conditions of the Contract. Parts required for maintenance may be shipped, at no additional cost to the Department, directly to the Department or Tax Collector office being serviced. If equipment is shipped, the Service Manager System incident must not be resolved by the technician until the item has been received by the Department or Agency.
 3. In some cases, “plug and use” of hot spares will be performed by Agents of the Site/Office being serviced. However, in all cases where Agents are unable to perform the replacement, the replacement must be completed by the Contractor, at no additional charge.
 4. Maintenance service must include unlimited replacement parts and unlimited service requests to all sites during the principal period of maintenance.
 5. Space for Contractor personnel and warehousing of spare parts, supplies, and equipment must be at the Contractor's expense and will not be provided by the Department.
 6. Only new parts approved by the Original Equipment Manufacturer for the specific equipment being serviced must be used when replacement parts are required. If new parts are unavailable, the Contractor must request and receive Department approval in writing, for the use of manufacturer-certified refurbished parts.
 7. Once a request for maintenance has been assigned, Contractor personnel must acknowledge receipt of the request in the Service Manager System within thirty (30) minutes and must then contact the Office Manager or their designee at the location requiring maintenance. The following resolution times apply:
 - a) Servers, Switches and Supporting UPS Equipment – Contractor must restore to good working condition within four (4) hours of assignment.

- b) All Other Equipment – Contractor must restore to good working condition by close of the second (2) business day from assignment.

All requests for maintenance that are not resolved within the above timeframes are subject to liquidated damages unless they meet one (1) of the Maintenance Support/Liquidated Damages Exceptions outlined below in subsection E. The 30-minute acknowledgement window is not included in the calculation of the resolution time.

- 8. The Contractor shall provide Operating System (OS) support within the scope of backup and recovery. The Department will maintain the day-to-day operation of the OS including MS patches and overall performance.
- 9. The Contractor is responsible for providing timely updates within agreed upon timeframes with the Department for firmware and hardware related software. This process will be completed in collaboration with ISA resources who will be actively involved.
- 10. All requests for remedial maintenance will be processed through the Department's Service Manager System. See Exhibit 4, Service Manager Data Elements. The Department will assign these requests to the Contractor. The Contractor must have a central dispatch office with a toll-free telephone number for use by the Department to communicate with Contractor on outstanding remedial maintenance requests, or in the event the Service Manager System is unavailable. The Contractor must ensure that sufficient personnel are in place to respond to requests for remedial maintenance during the principal period of maintenance.
- 11. The Contractor shall have an established high-priority escalation procedure for urgent or emergency requests, which the Department can utilize in order to bypass the normal process for requesting remedial maintenance.
- 12. Each request for remedial maintenance will use a reference number assigned by the Department's TAC. Requests may also be given a unique reference number by the Contractor's central dispatch office. The reference number assigned by TAC will be used by both Contractor and Department personnel when reporting required information or attempting to resolve associated problems.
- 13. Upon completing the required remedial maintenance, and before leaving the site, or before leaving the site if remedial maintenance is incomplete, the Contractor's maintenance personnel must notify the site's office manager and update the Service Manager System to report the site status and time of departure or may notify TAC as agreed upon between the Department and the Contractor. In the event of technical issues related to the Service Manager System, TAC may update the incident resolution time in the Service Manager System on the Contractor's behalf. All requests for remedial maintenance must be closed timely after resolution.
- 14. The Service Manager System is the system of record for reporting purposes and for calculation of liquidated damages. Incidents not resolved by the Contractor within the completion times required (as described in Item 7., above), are subject to liquidated damages as indicated in Section D.31, Performance Standards and Liquidated Damages.
- 15. The Contractor must update any incidents that are the result of accidental damages or misuse and report the incidents in the Service Manager System.

16. An escalation procedure shall be established whereby Contractor service personnel assigned to perform remedial maintenance (i.e., Field Technicians) may receive assistance in problem determination and/or resolution, if necessary, to ensure a timely repair of any equipment or equipment component or operating system. A copy of the Contractor's escalation procedure must be provided to the Department's Contract Manager prior to installation of equipment at the first designated site indicated in the Final Installation Schedule. Any issues with the escalation procedure will be discussed with the Contractor who shall make all changes requested.
17. During the Contract term, if any Contractor-supplied equipment is inoperative due to equipment failure, the Contractor shall replace the equipment/component using the timeframes listed in Table 1, Equipment/Component Replacement Schedule, below, within twenty-one (21) calendar days of written notification by the Department. The only time a component will not be required to be replaced is if remedial maintenance was required due to fault or negligence attributable to the Department. In case of replacement, the Contractor must follow the Department's procedures outlined in Section D.16, Site Inventory, regarding DHSMV's property tags, transfer documents, etc.

| TABLE 1 EQUIPMENT/COMPONENT REPLACEMENT SCHEDULE | | |
|---|--|------------------------------|
| EQUIPMENT | INOPERATIVE | REPLACEMENT TIMEFRAME |
| Server/Switch/Backup Hard Drive | Eight (8) hours or more | Two (2) Business Days |
| All Other Equipment/Components | More than three (3) times in a thirty (30) calendar day period | Five (5) Business Days |

18. In the event that any component of the Solution has required remedial maintenance more than three (3) times in any thirty (30) calendar day period due to no fault or negligence on the part of the Department, the Contractor must replace the component, upon the Department's request, within twenty-one (21) calendar days of notification, during the term of the resulting Contract. In case of replacement, the Contractor must follow the Department's procedures regarding DHSMV's property tags, transfer documents, etc.

D. INCIDENT REPORTING

Within seven (7) business days of Department request, the Contractor must provide the Department with a detailed report of all malfunction incident reports during the resulting Contract term. The report must be submitted in electronic format and emailed to the Department's Contract Manager or designee. The report must contain the following information:

1. Department Service Manager System ticket number and Contractor ticket number, if applicable;
2. Type and serial number(s) of equipment affected;
3. Description of malfunction;
4. Description of resolution;
5. Date and time Contractor notified;

6. Date and time of Contractor's arrival;
7. Time spent on repair or replacement of equipment;
8. Date and time of completion of repair or replacement of equipment;
9. List of all parts repaired;
10. List of all parts replaced;
11. Name of individual responsible for maintenance; and
12. Location of equipment serviced.

E. MAINTENANCE SUPPORT/LIQUIDATED DAMAGES EXCEPTIONS

All exceptions listed below must be properly documented and noted as such in the Service Manager System and are at the Department's sole determination. The Contractor shall enter detailed comments in the Department's Service Manager System ticket regarding details of the Maintenance Support/Liquidated Damages Exception. Failure to properly document this information may result in the assessment of liquidated damages.

1. The Contractor will not be held accountable for meeting the service level agreement (SLA), described in subsection C., Remedial Maintenance, Item 7., above, if the Site/Office is having remedial maintenance issues due to a problem outside of the Contractor's responsibilities as defined by the ITN. If the Contractor is not allowed to stay on-site after hours, the maintenance repair time will only be based on the time the Contractor is allowed to work on the problem. See subsection B., Principal Period of Maintenance, above.
2. The Department will maintain the day-to-day operation of the OS including MS patches and overall performance.
3. Maintenance support does not cover damage or failure that is not attributable to Contractor, and is caused by neglect, improper use, fire or water damage, abnormal electrical disturbances, transportation by the Department or its Agents, or work/modification by personnel other than Contractor's employees or subcontractors.
4. The Contractor shall not be assessed liquidated damages if the event giving rise to the damage is the result of an intentional act or omission of the State or its contractors that interferes with or otherwise negatively impacts the Contractor's performance, or due to events beyond the control of the Contractor, including an event of Force Majeure.
5. Accidental damage or misuse will be billed to the Department on a monthly basis and the Department will in turn bill the Tax Collector Office for the repair. Any requests for service relating to equipment that has been damaged through accident or misuse must be documented by completing Exhibit 7, Desktop Hardware Accidental Damage or Misuse Repair Form, and uploaded to the Department's Service Manager System, even if no repair is made. See Exhibit 8, Equipment Accident Damage or Misuse Procedure.
6. If remedial maintenance is required for a server that is still operational, remedial maintenance may be performed on a scheduled basis, as requested by the Department.

F. SERVICE REQUESTS

1. During the resulting Contract term, the Contractor shall follow its detailed Service Request Plan, submitted as part of the ITN Reply, in addressing remedial maintenance requests (unless otherwise indicated in subsection C., Remedial Maintenance, above), and requests related to equipment change-outs, additions, and moves. The Department will require the Service Request Plan to incorporate steps to ensure service requests related to additional or moved systems and equipment are handled in a manner that is

consistent with the Department's Change Management Policy (*See Exhibit 9, Change Management Policy) for submitting change requests for review and approval, communication plans, testing plans and back out plans. See Table 1, Change Service Requests, below, detailing service requests and the Change Management Policy that must be followed by Contractor.

| TABLE 1 CHANGE SERVICE REQUESTS | |
|--|--|
| TYPE OF CHANGE | CHANGE MANAGEMENT PROCESS REQUIRED |
| BIOS Server Changes | Will follow Change Management Policy* |
| Firmware Server Changes | Will follow Change Management Policy* |
| Hardware Model Changes | Will follow Change Management Policy* |
| Remedial Maintenance | Will <u>NOT</u> follow Change Management Policy |
| Other changes not listed | To be determined by Contract Manager |

2. The Department reserves the right to request the Contractor to make changes to its Service Request Plan processes if requests are not being timely and completely responded to.
3. The Department's Service Manager System will record all incidents, maintenance, and other service requests. All requests for services will be routed the Department's Service Manager System. The Contractor will provide updates related to maintenance, incidents, and service requests through the Department's Service Manager System (e.g., notification that request is acknowledged; resolved, and closed, etc.).
4. Requests for service of equipment covered by the Contract initiated from anywhere other than the Departments Service Manager System must not be responded to by the Contractor. Should contractor personnel perform services not authorized as indicated in this section, the Department will not be held responsible for, and will not pay for, work performed.
5. Priorities for service requests, while generally the responsibility of the Contractor's central dispatch office and/or the appropriate Contractor's supervisory personnel, may be altered by the Department from time-to-time, based on agency criticality as the Department deems necessary.
6. The Department will make every effort to confirm the need for remedial maintenance prior to placing a request for such service; however, there will be times when service personnel may arrive at the designated site and find no issue. The Contractor will not charge, and the Department will not pay for, "no-issue" service requests occurring during the principal period of maintenance.
7. When a problem is not originally identifiable as an equipment problem as opposed to a software, or communication/network problem, and remedial maintenance service is requested, the Contractor will not charge, and the Department will not pay, for work or assistance rendered in diagnosing or attempting to diagnose the problem, regardless

of the source, if such diagnostic service occurs during the principal period of maintenance.

G. PREVENTIVE MAINTENANCE

1. The Contractor shall provide to the Department for approval, a detailed Preventive Maintenance Plan within thirty (30) calendar days of Contract execution. The plan shall cover preventive maintenance activities, which shall be carried-out consistent with all applicable manufacturers' recommendations and include a means for reporting the maintenance activities to the Department in accordance with this ITN, the Contractor's Reply and BAFO (as incorporated in the resulting Contract), and as otherwise stated in the resulting Contract. The Department will review the plan within ten (10) calendar days and notify the Contractor of any issues that would result in the plan not meeting Department needs or requirements. The Contractor shall remedy all identified issues within (10) calendar days of receipt of notice.
2. The Contractor shall follow Exhibit 9, Change Management Policy, for firmware/driver upgrades and hardware upgrades. This does not include installs, unplanned outages, or remedial maintenance repairs. Changes cannot be approved until the Contractor passes UAT. The Contractor shall follow a process similar to the UAT Compliance Review described in Section D.12, Lab, Development, and User Acceptance Testing Sites.
3. Preventive maintenance must be scheduled on a regular basis as recommended by the original equipment manufacturer. The Contractor shall maintain a log indicating the equipment items to receive preventive maintenance and when preventive maintenance will be scheduled.
4. Unless the maintenance requires the equipment to be inoperable or will otherwise interrupt agency office service, preventive maintenance will be performed during normal operating hours at a time mutually agreed to by the site's office manager and the Contractor. Normal hours of operation for each office will be provided to the Contractor by the Department in a list within sixty (60) calendar days of Contract execution.
5. If the equipment is not included under a set preventive maintenance schedule, meaning its maintenance is on an "as needed" basis, the equipment must be cleaned whenever the equipment is being repaired.
6. Annually (beginning one year from contract execution date) and upon Department request, the Contractor shall provide a report on all preventive maintenance. The report must be in a mutually agreed format and contain the following information:
 - a) Type and serial number(s) of equipment affected;
 - b) Description of preventive maintenance performed;
 - c) Date of preventive maintenance;
 - d) Contractor name who performed preventive maintenance; and
 - e) Location of equipment serviced.
7. All servers must be cleaned after business hours, according to the procedures below, at least once per year. The annual date will be agreed to by the Contractor and Site/Office representative. This procedure requires a safe shutdown of the server and the Site/Office will be out of service. Estimated time for this procedure is one (1) hour.

The Contractor shall follow the outlined procedure for cleaning below:

- a) Coordinate with local office personnel concerning the server PM event.
- b) Before beginning, verify with office personnel that the server is fully operational.
- c) Shut down the server.
- d) Disconnect the power from the server.
- e) Open the server cover and inspect the server interior.
- f) Using compressed air and/or a vacuum device, make sure that any accumulated dust and/or dirt build up is removed from fans, interior ductwork, CPU heat sink cooling fins, motherboards, adapter boards, power supplies and interior surfaces.
- g) Verify that all cooling fans spin freely. Fans which are frozen or stuck should be replaced.
- h) Close the server cover and verify that all cables are properly attached to server including keyboard, mouse, monitor, network and peripherals.
- i) Place the server back into the proper operational location.
- j) Reconnect the power to the server.
- k) Start up the server.
- l) Have office personnel verify the system is fully operational before the engineer departs.

H. OPERATIONS AND MAINTENANCE MANUALS

1. The Contractor must provide detailed manuals describing all operations and routine maintenance related to the proposed equipment and systems. A draft copy of each manual (if more than one manual is utilized) must be provided to and approved in writing by the Department's Contract Manager before commencement of installation at any Pilot Site. A production copy must then be provided within thirty (30) calendar days of the conclusion of the Pilot.
2. Manuals shall be provided in an electronic format agreed to by the Department. The Contractor may submit a single electronic manual addressing both operations and maintenance, containing URL's. The manual must also allow for editing by the Department.
3. Manuals shall be kept up-to-date by the Contractor during the resulting Contract term. These manuals must be maintained and made available electronically at no cost to the Department.

D.25 TECHNOLOGY UPGRADE

If Contractor-supplied software needs to be updated to support new hardware or operating system, then that software must be able to support the new equipment and all previous equipment supplied under the resulting Contract and the Contractor will work with the Department to establish an implementation plan for that software in all Department and Tax Collector offices. The installation of the new software shall be at no cost to the Department.

D.26 TRANSITION PLAN (IN THE EVENT OF CONTRACT CANCELLATION, TERMINATION OR EXPIRATION)

An essential element to assuring success of this ITN project will be the transition from one contractor to another should the resulting Contract be canceled, terminated, or expire, and a new contract be subsequently executed with a firm other than the Contractor.

By executing a Contract resulting from this ITN, the Contractor agrees to fully cooperate and assist in such a transition, including with any other successor-contractor, and shall do so for a minimum of six (6) months following the term of the resulting Contract or any cancellation or termination thereof, at no additional cost to the Department. The Department expects the Contractor to have included the costs of transition in its ITN Reply and BAFO pricing and will not pay any additional, separate, or other costs related to this six-month or longer term.

Prior to the cessation of services due to cancellation, termination, or expiration of the resulting Contract, the Department will schedule and the Contractor shall attend, transition meetings, the number of which shall be agreed-upon in writing by all parties, that will include representatives from the successor-contractor and the Department, as required, in order to develop a jointly written plan and cooperative agreement setting forth all tasks and responsibilities to be carried out by each of the entities in order to ensure a seamless transition. (NOTE: The written plan may serve as the cooperative agreement if signed by each of the parties and if containing sufficient detail to clearly establish all duties/tasks/responsibilities and timeframes for completion required during the transition period.)

The plan and cooperative agreement, or plan if serving as both, shall include, but not be limited to:

- A. Designated point of contact for each entity;
- B. A calendar of regularly scheduled meetings;
- C. A detailed list of data that will be shared;
- D. Milestones/tasks to be met/completed by each entity during transition;
- E. A mechanism and timeframe for transmitting records and data; and
- F. A clear description of the mutual needs and expectations of all entities.

The timely transfer of records, data and related Contract information in the possession of the Contractor to the successor-contractor and the Department is an essential requirement of this ITN and resulting Contract. If the resulting Contract period ends due to expiration of the resulting Contract term, the Department will send a notice requesting submission of records/data/information, etc., to the Contractor sixty (60) calendar days prior to the expiration date. The Contractor shall deliver all documents, records, reports, lists, data, and any other information pertaining to the resulting Contract requested by the Department, to the Department and the successor-contractor, if required, in a format specified by the Department within thirty (30) calendar days of receipt of notice.

If the resulting Contract period ends due to mutual cancellation, the date for submission of all records, etc., shall be established in the mutual cancellation agreement (letter) signed by both parties.

If the resulting Contract period ends prior to the resulting Contract term expiration date due to some other reason (e.g., termination due to breach; unilateral cancellation by the Department due to lack of funding or failure by the Contractor to provide public records), the Department will send a notice of cancellation or termination thirty (30) calendar days prior to the date services are to cease. This notice will also request that the Contractor provide all records/data/information, etc., to the Department and/or successor-contractor in an approved format, within fifteen (15) calendar days of receipt of the notice. There shall be no separate costs, either assessed or paid, for the provision of such data, records, documentation, etc., to either the Department or the successor-contractor.

The Department reserves the right to commence services provided by a successor-contractor at least one (1) year prior to the expiration, termination, or cancellation of the resulting Contract without amending the resulting Contract.

To the extent possible, the Department will endeavor to commence services with a successor-contractor in a manner that is the least-disruptive to the Contractor and that does not result in costs to the Contractor. Should this commencement of services result in disruption that causes the Contractor unanticipated or unavoidable costs, the Department will have the sole discretion to determine: a) whether such costs were unanticipated and unavoidable, and therefore not already included in the resulting Contract pricing, and b) were reasonably undertaken as a result of the commencement of services by the successor-contractor. If the Department finds that both conditions are present, the Department may pay the costs. The Contractor agrees to negotiate these costs based upon pricing established in the resulting Contract or pricing established in any then-current State Term Contract regarding similar service delivery, whichever is lower.

D.27 WEEKLY STATUS REPORTS

During the initial Roll-Out, Weekly Status Reports shall be provided by the Contractor and shall include summaries of all current and completed activities of the project and must be submitted in writing to the Department's Project Manager by 3:00 PM, EST, on a mutually agreed upon day each week and in an agreed-upon format. Email delivery of the Weekly Status Report is acceptable with a read receipt. Each Weekly Status Report shall include, at a minimum, the following information:

- A. Activities/tasks worked on or completed during the week;
- B. Upcoming major activities/tasks;
- C. Apparent, current and future risks; and
- D. Important issues and project barriers.

D.28 PROJECT STATUS MEETINGS

The Contractor's Project Manager and other appropriate personnel shall be available for weekly, at a minimum, Project Status Meetings, by phone, electronic means (e.g., web-ex meetings, internet meetings, etc.) or in person during normal business hours. The Project Status Meetings will be held in person with the Department's Contract Manager and/or Project Manager and other Department staff at the Department of Highway Safety and Motor Vehicles, Neil Kirkman Building, 2900 Apalachee Parkway, Tallahassee, Florida, unless the Department elects to hold the meeting via other means identified herein. The Project Manager should be available to meet more frequently than once a week during any period in which issues occur that warrant more frequent meetings.

The weekly meetings may be reduced (i.e., occur less often than weekly) after the initial Roll-Out is completed, at the discretion of the Contract Manager. All meetings/conferences will be held on an agreed-upon day and time. The Contractor's Project Manager shall work closely and collaboratively with the Department's Contract and Project Managers in scheduling of status meetings and presenting issues for discussion at these meetings.

The Contractor shall meet monthly with the Department to review remedial maintenance requests. The Department will prepare and email a monthly incident report for the previous month using the Department's Service Manager System. The Department will make every attempt to provide the report to the Contractor by the last day of the following month; however, the Department can extend this deadline at their discretion. The report will contain the Department's Service Manager System ticket number, the Contractor's ticket number, date and time the Contractor was notified, date and time the incident was resolved, description of the malfunction, description of the resolution (if provided), whether the Service Level Agreement (SLA) was met and any associated liquidated damages.

D.29 MONITORING

During the Contract term, the Department's Contract Manager will monitor the Contractor's performance in accordance with the terms and conditions set forth in the ITN, and the Contractor's Reply and BAFO, to the extent incorporated in the resulting Contract.

Monitoring will be accomplished through any or all of the following:

- A. Performance Review Meetings to be held monthly with Contractor personnel both in-person and by telephone, including, but not limited to Primary Personnel described in Section D.19, Designated Personnel and Staffing Requirements, above, to review the previous month's performance. The Department may, at its discretion, adjust the monthly meetings to another meeting frequency. However, the performance review meeting shall be conducted at least quarterly;
- B. Review of the Department's Service Manager System Logs;
- C. Review of the Contractor's maintenance logs;
- D. Review of deliverables;
- E. Review of SLA and any associated liquidated damages;
- F. Maintain open communication; and
- G. Annual satisfaction surveys completed by the Department.

D.30 DELIVERABLES

The Contractor shall provide the deliverables described in Table 1, Deliverables, to the Department's Contract Manager by the dates⁷ indicated below.

Deliverable due dates may be modified, if approved in writing, in advance by the Department.

| TABLE 1 DELIVERABLES | | |
|---------------------------------|---|--|
| NO. | DESCRIPTION | ANTICIPATED DUE DATE |
| 1. | Existing Equipment Maintenance Services | Monthly |
| 2. | Equipment | Per Final Installation Schedule and Department request. |
| 3. | Equipment Installation Services | Per Final Installation Schedule and requested additions. |
| 4. | Equipment Maintenance Services | Per Final Installation Schedule and monthly thereafter. |

⁷ Specific dates will be established in the Final Installation Schedule.

D.31 PERFORMANCE STANDARDS AND LIQUIDATED DAMAGES

A. TABLE 1 - PERFORMANCE STANDARDS/LIQUIDATED DAMAGES

The Department has developed the following Performance Standards which shall be met by the Contractor in performance and delivery of services. The Department reserves the right to impose Liquidated Damages upon the Contractor for failure to comply with the performance standard requirements as set forth in the Table 1, Performance Standards and Liquidated Damages, below, or as otherwise stated in the resulting Contract.

At the discretion of the Department, Liquidated Damages may be assessed and prorated to the nearest quarter hour for assessments established on an hourly basis. For all assessments established on a daily basis, the Liquidated Damages will be calculated in full day increments for the first minute past each due date.

Any assessed Liquidated Damages will be deducted from the monies owed to the Contractor for satisfactory performance. The Department will deduct the total liquidated damages from the invoice(s) following the written Liquidated Damages notice sent to the Contractor.

| TABLE 1 PERFORMANCE STANDARDS AND LIQUIDATED DAMAGES | | |
|---|--|---|
| Performance Standard Requirement | | Liquidated Damages To Be Imposed |
| 1. | The Contractor shall submit and implement the Final Implementation Plan as described in Section D.11, Implementation Plans. | \$500.00, per day, for each day past the due date until provided to the Department or implemented by the Contractor. |
| 2. | The Contractor shall deliver and setup equipment and pass UAT Compliance Review as described in Section D.12, Lab, Development and User Acceptance Testing (UAT) Sites. | \$100.00, per day, for each day past the due date(s) until the Contractor passes the UAT Compliance Review, as described in Section D.12. |
| 3. | The Contractor shall conduct a site survey, submit the survey results and notify the Department of all site deficiencies as described in Section D.13, Site/Office Survey and Readiness. | \$100.00, per day, for each day past the due date until provided to the Department, unless waived by the Department. |
| 4. | The Contractor shall install and test equipment, and pass UAT Compliance Review as described in Section D.14, Pilot to be Conducted. | \$500.00, per day, for each day past the due date until the Contractor passes the UAT Compliance Review, as described in Section D.14. |

**TABLE 1
PERFORMANCE STANDARDS AND LIQUIDATED DAMAGES**

| Performance Standard Requirement | | Liquidated Damages To Be Imposed |
|---|---|--|
| 5. | The Contractor shall install all equipment and software and de-install equipment in accordance with the agreed upon Final Installation Schedule and as described in Section D.15, Installation Requirements and Schedule. | \$250.00, per site, for each day past the due date until provided to the Department. |
| 6. | The Contractor shall implement and complete the Roll-Out as described in Section D.15, Installation Requirements and Schedule. | \$250.00, per day, for each day past the due date(s) until provided to the Department. |
| 7. | The Contractor shall meet the installation work-schedule requirements as described in Section D.15, Installation Requirements and Schedule. | \$100.00, per hour, until successful Installation Acceptance Testing. |
| 8. | The Contractor shall provide Certificates of Destruction for each hard drive as described in Section D.15, Installation Requirements and Schedule. | \$250.00 per failure to provide documentation. |
| 9. | The Contractor shall submit inventory information as described in Section D.16, Site Inventory. | \$200.00, per day, for each day past the due date until provided to the Department. |
| 10. | The Contractor shall conduct on-site training for Department personnel/Agents as described in Section D.17, Training. | \$50.00, per incident, per day, for each day past the due date for failure to provide on-site training, until training is provided to the Department. |
| 11. | The Contractor shall provide training to the Department's TAC as described in Section D.17, Training. | \$100.00, per incident, per day, for each day past the due date for failure to provide on-site training, until training is provided to the Department. |
| 12. | The Contractor shall provide a troubleshooting guide to the Department as described in Section D.17, Training. | \$50.00, per day, for each day past the due date until provided to the Department. |
| 13. | The Contractor shall ensure proper sanitization of equipment as described in Section D.18, Security and Fraud Prevention. | \$500.00, per incident, for failure to properly sanitize the equipment. |

**TABLE 1
PERFORMANCE STANDARDS AND LIQUIDATED DAMAGES**

| Performance Standard Requirement | | Liquidated Damages To Be Imposed |
|---|---|--|
| 14. | The Contractor shall provide sufficient, qualified and experienced personnel/staff to provide services outlined in this ITN and shall meet all other staffing requirement deadlines as described in Section D.19, Designated Personnel and Staffing Requirements. | \$200.00, per incident, for failure of the Contractor to provide sufficient, qualified and experienced staff. \$50.00, per day, for each day past the due date(s) until other staffing requirement deadlines are met by the Contractor, as specified in Section D.19. |
| 15. | The Contractor shall ensure that all personnel complete a Non-Disclosure Agreement as described in Section D.19, Designated Personnel and Staffing Requirements. | \$100.00, per day, for each day past the due date until provided to the Department. |
| 16. | The Contractor shall meet the requirements as described in Section D.20, Additional Solutions, Equipment Moves and Other Changes. | \$100.00, per day, for each day past the due date(s) until provided to the Department or Tax Collector. |
| 17. | The Contractor shall build new configurations and develop new images if server and workstation models change, as described in Section D.24, Maintenance of Equipment Systems and Software. | \$50.00, per day, for each day past the due date until provided to the Department. |
| 18. | The Contractor shall develop new images if the Department updates OS patches and other versions of Department software that require new images, as described in Section D.24, Maintenance of Equipment Systems and Software. | \$50.00, per day, for each day past the due date until provided to the Department. |
| 19. | The Contractor shall provide only new replacement parts as described in Section D.24, Maintenance of Equipment Systems and Software. | \$50.00, per incident, for failure to provide new replacement parts. |
| 20. | The Contractor shall acknowledge receipt of a request for maintenance as described in Section D.24, Maintenance of Equipment Systems and Software, subsection C., Remedial Maintenance. | \$50.00, per incident, for failure to acknowledge receipt of a request or for failure to contact site. |

**TABLE 1
PERFORMANCE STANDARDS AND LIQUIDATED DAMAGES**

| Performance Standard Requirement | | Liquidated Damages To Be Imposed |
|---|--|--|
| 21. | The Contractor shall repair and resolve Server issues as described in Section D.24, Maintenance of Equipment Systems and Software, subsection C., Remedial Maintenance. | \$100.00, per hour, for failure to resolve the issue. Maximum of \$500 per day, \$10,000 per month. |
| 22. | The Contractor shall repair and resolve Switch issues as described in Section D.24, Maintenance of Equipment Systems and Software, subsection C., Remedial Maintenance. | \$100.00, per hour, for failure to resolve the issue. Maximum of \$500 per day, \$10,000 per month. |
| 23. | The Contractor shall repair and resolve "All Other Equipment" issues as described in Section D.24, Maintenance of Equipment Systems and Software, subsection C., Remedial Maintenance. | \$100.00, per hour for each hour after the second business day for failure to resolve the issue. Maximum of \$500 per day, \$10,000 per month. |
| 24. | The Contractor shall provide an escalation procedure as described in Section D.24, Maintenance of Equipment Systems and Software, subsection C., Remedial Maintenance. | \$50.00, per day, for each day past the due date until provided to the Department. |
| 25. | The Contractor shall replace inoperative equipment/components due to equipment failure as described in Section D.24, Maintenance of Equipment Systems and Software, subsection C., Remedial Maintenance. | \$50.00, per day, for each day past the due date(s) until provided to the Department. |
| 26. | The Contractor shall replace any system component as described in Section D.24, Maintenance of Equipment Systems and Software, Item 18. | \$100.00, per day, for each day past the due date until provided to the Department. |
| 27. | The Contractor shall provide Incident Reports as described in Section D.24, Maintenance of Equipment Systems and Software, subsection D., Incident Reporting. | \$100.00, per day, for each day past the due date until provided to the Department. |

**TABLE 1
PERFORMANCE STANDARDS AND LIQUIDATED DAMAGES**

| Performance Standard Requirement | | Liquidated Damages To Be Imposed |
|---|--|---|
| 28. | The Contractor shall provide the Preventive Maintenance Plan and remedy deficiencies as described in Section D.24, Maintenance of Equipment Systems and Software, subsection G., Preventive Maintenance. | \$50.00, per day, for each day past the due date(s) until provided to the Department. |
| 29. | The Contractor shall provide a Preventive Maintenance Report as described in Section D.24, Maintenance of Equipment Systems and Software, subsection G., Preventive Maintenance. | \$100.00, per server, per day, for each day past the due date until provided to the Department. |
| 30. | The Contractor shall clean servers on an annual basis as described in Section D.24, Maintenance of Equipment Systems and Software, subsection G., Preventive Maintenance. | \$100.00, per day, for each day past the due date until provided to the Department. |
| 31. | The Contractor shall provide both a draft and a production copy of an Operations and Maintenance Manual (or manuals, if using two) as described in Section D.24, Maintenance of Equipment Systems and Software, subsection H., Operations and Maintenance Manuals. | \$100.00, per day, for each day past the due date until provided to the Department. |
| 32. | The Contractor shall ensure updated software supports new equipment and all previous equipment as described in Section D.25, Technology Upgrade. | \$100.00, per incident, in which the updated software does not support the equipment. |
| 33. | The Contractor shall provide Weekly Status Reports as described in Section D.27, Reporting. | \$100.00, per day, for each day past the due date until provided to the Department. |
| 34. | The Contractor shall meet the project status meeting requirements as described in Section D.28, Project State Meetings. | \$25.00, per incident, for failure to meet the project status meeting requirements. |

B. GENERAL LIQUIDATED DAMAGES

1. Except as otherwise stated in Item 1., above, the Department may impose up to \$500 per day for each incident in which the Contractor has failed to perform as specified in this scope document and the Contract, not to exceed \$5,000 per month.
2. If applicable, the Department may impose up to \$500 per day for each incident, depending upon the severity, in which the Contractor inappropriately releases Driver Privacy Protection Act (DPPA) information, not to exceed \$5,000, per month.

D.32 MONITORING

The Department's Contract Manager or designated Department staff will perform monitoring during the term of the Contract to determine if the Contractor has met each Performance Standard identified in Section D.31, Performance Standards and Liquidated Damages. Monitoring shall include review of compliance with Contract service delivery and review of all Contract requirements. The Contractor shall permit persons duly authorized by the Department to inspect any records, papers, documents, facilities, goods and services of the Contractor which are relevant to this Contract.

If the Department determines that the Contractor has failed to meet a Performance Standard, the Contractor will be sent a formal contract communication in accordance with Section D.34, Communications. When issues of non-compliance are identified, the Contractor shall, if requested by the Department, submit a written Corrective Action Plan (CAP) as indicated in Section D.33, Corrective Action Plan (CAP), below. NOTE: The Department is not required to request a CAP prior to assessing Liquidated Damages for failure to meet any Performance Standard.

D.33 CORRECTIVE ACTION PLAN (CAP)

- A. If the Department determines that the Contractor is out-of-compliance (i.e., has failed to perform or satisfactorily perform) with any of the provisions of the resulting Contract, the Department shall notify the Contractor of the compliance issue(s) in writing.
- B. Depending upon the nature of the deficiency(ies) noted, the Department will either indicate that the Contractor is out-of-compliance and the Department is assessing liquidated damages, or the Department may require the Contractor to respond by submitting a Corrective Action Plan (CAP) within a specified time frame.
- C. A CAP is an opportunity for the Contractor to address and resolve deficiencies without the Department immediately invoking more serious remedies, up to and including Contract termination. In determining whether to permit the Contractor to submit a CAP, the Department will consider the nature of the deficiency(ies), whether the Department would or could be adversely affected in any way by allowing additional time for correction, and the likelihood for successful correction by the Contractor.
- D. The CAP shall be timely submitted to the Department's Contract Manager who will review the CAP and:
 1. determine whether the steps to be taken and timeline for each step will likely resolve the deficiency(ies) to the Department's satisfaction and approve the CAP, in writing, for implementation by the Contractor; or
 2. determine that the steps to be taken and/or timelines indicated will not likely resolve the deficiency(ies) to the Department's satisfaction and reject the CAP.

- E. If the Contract Manager rejects the Contractor's CAP, the reasons for rejection shall be provided in writing to the Contractor who shall have five (5) business days from receipt of the Department's rejection notice to correct/change the CAP and resubmit it. If the resubmitted CAP is similarly rejected, the Contractor shall be deemed in breach of the contract and liquidated damages of \$100.00 per day shall be imposed for each day a satisfactory CAP is not submitted to the Department.
- F. The Contractor shall implement the CAP only after receiving written approval from the Department's Contract Manager or other designated Department personnel.
- G. If the Contractor does not meet the plan for resolving deficiencies established in the CAP to the Department's satisfaction, either by not resolving all deficiencies identified or by not resolving all deficiencies within the stated time frame(s), the Contractor shall be in breach of the contract and shall be subject to liquidated damages.
- H. Except where otherwise specified, liquidated damages of \$100.00 per day will be imposed on the Contractor for each day that the approved CAP is not implemented to the satisfaction of the Department.

D.34 COMMUNICATIONS

A. COMMUNICATIONS

Contract communications will be in three (3) forms: routine, informal and formal. For the purposes of the Contract, the following definitions shall apply:

Routine: All normal written communications generated by either party relating to service delivery. Routine communications must be acknowledged or answered within fifteen (15) calendar days of receipt. Routine communication may be via e-mail.

Informal: Special written communications deemed necessary based upon either contract compliance or quality of service issues. Must be acknowledged or responded to within ten (10) calendar days of receipt. Informal communication may be via e-mail.

Formal: Same as informal but more limited in nature and usually reserved for significant issues such as Breach of Contract, failure to provide satisfactory performance, or contract termination. Formal communications shall also include requests for changes in the scope of the Contract and billing adjustments. Must be acknowledged upon receipt and responded to within seven (7) calendar days of receipt.

The only personnel authorized to use formal contract communications are the Department's Contract Manager, Contract Administrator, and the Contractor's CEO, Contract Manager, and Project Manager, if different. Designees or other persons authorized to utilize formal contract communications must be agreed upon by both parties and identified in writing within ten (10) days of execution of the Contract. Notification of any subsequent changes must be provided in writing prior to issuance of any formal communication from the changed designee or authorized representative.

In addition to the personnel identified above, personnel authorized to use informal contract communications include any other persons so designated in writing by the parties.

If there is an urgent administrative issue, the Department shall make contact with the Contractor and the Contractor shall verbally respond to the Contract Manager within two

(2) hours. If a non-urgent administrative issue occurs, the Department will make contact with the Contractor and the Contractor shall verbally respond to the Contract Manager within forty-eight (48) hours.

The Contractor shall respond to all communications by email, or hard copy mail, as indicated in this subsection.

A date/numbering system shall be utilized for tracking of formal communications. Each party shall have its own method for tracking formal communications with each formal communication being sequentially numbered/identified in the reference line of the communication (e.g., Formal Communication 1: Request to Add Services; Formal Communication 2: Liquidated Damages; Formal Communication 3: Invoice Issues; etc.).

All written communication between the Contractor and the Department is subject to release as a public record under Chapter 119, Fla. Stat.

D.35 COMPENSATION

A. CONTRACT AMOUNT

The Contract resulting from this ITN will be a fixed price (unit cost) contract not to exceed **\$ *Insert five (5) year "Total Contract Amount" based on Contractor's Cost Proposal.***

B. CONTRACT PAYMENT

1. The Department will pay the Contractor, monthly in arrears, upon the completion and acceptance of the deliverable(s) outlined in Section D.30, Deliverables, and in accordance with Table 1, Payment Schedule. ***(Table 1, Payment Schedule, will include the Awarded Contractor's BAFO pricing and will be provided as an exhibit to the resulting contract.)***
2. Contract payments will be made in accordance with section 215.422, Fla. Stat., which provides in part, that agencies have five (5) working days to inspect and approve goods and services, unless bid specifications or the Contract or purchase order specifies otherwise. With the exception of payments to health care providers for hospital, medical, or other health care services, if payment is not available within forty (40) days, measured from the latter of the date the invoice is received or the goods or services are received, inspected and approved, a separate interest penalty set by the Chief Financial Officer pursuant to section 55.03, Fla. Stat., will be due and payable in addition to the invoice amount. (The applicable interest rate may be obtained by contacting the Department's Fiscal Section at (850) 617-3300, or from the Department of Financial Services' website at www.myfloridacfo.com/aadir/interest.htm.)

C. INVOICING

1. The Contractor shall submit properly completed invoices, on a monthly basis, to the Department's Contract Manager no later than thirty (30) days following the month during which services were rendered and for which payment is requested for new and upgraded equipment, equipment installation services, and equipment maintenance services. Equipment maintenance services shall be invoiced separately from equipment and equipment installation services.
2. The Contractor must submit the final invoice for payment to the Department no more than forty-five (45) days after acceptance of the final deliverable by the Department or the end date of this Contract, whichever occurs last. Any payment due under the terms

of this Contract may be withheld until all applicable deliverables and invoices due from the Contractor and necessary adjustments thereto have been approved by the Department.

3. Each invoice shall include at a minimum:
 - a) Documentation detailing deliverables completed during the preceding month and a unit cost for each;
 - b) The time period in which deliverables were completed;
 - c) Total invoice amount;
 - d) The Contractor's invoice number and invoice date;
 - e) Contractor's name, address, and phone number; and
 - f) The Department's Contract or Purchase Order number.
4. All invoices for contractual services shall contain the following statement with the Vendor's signature and a signature line for the Department's Contract Manager:

"All costs are true and valid costs incurred in accordance with the contract and deliverables were received and accepted".
5. Installation Services shall be invoiced per Site/Office, based on a "Small", "Medium", "Large" or "Extra Large" Site/Office as defined in Section D.15, Installation Requirements and Schedule.
6. Invoices for Services shall include a completed Site-Acceptance Form (Exhibit 10) as well as a completed Site Inventory Form (see Section D.16, Site Inventory), for each Site/Office for which installation services were provided during the period for which payment is requested in the invoice. The invoice will not be considered for payment if either form is not included or not properly completed.
7. Invoices returned to a Contractor due to preparation errors will result in a payment delay. Invoice payment requirements do not start until a properly completed invoice is provided to the Department. A Vendor Ombudsman, whose duties include acting as an advocate for vendors who may be experiencing problems in obtaining timely payment(s) from a State agency, may be contacted at (850) 413-5516.

D. ADDITIONAL PAYMENT TERMS

1. In accordance with section 287.0582, Fla. Stat., the state of Florida's performance and obligation to pay under this Contract is contingent upon an annual appropriation by the Legislature.
2. The state of Florida, by virtue of its sovereignty, is not required to pay any taxes on the services or goods purchased under the terms of this Contract.
3. Contractors are encouraged to accept payments for work performed under this contract by receiving Direct Deposit. To enroll in the State of Florida's Direct Deposit System, the Contractor must complete a direct deposit form by contacting the Florida Department of Financial Services, Bureau of Accounting, Direct Deposit Section at http://www.myfloridacfo.com/aadir/direct_deposit_web/index.htm or by phone at (850) 413-5517.
4. The Contractor shall return to the Department any overpayments due to unearned funds or funds disallowed pursuant to the terms of this Contract that were disbursed to the Contractor by the Department. The Contractor shall return any overpayment to the

Department within forty (40) calendar days after either discovery by the Contractor or its independent auditor, or notification by the Department, of the overpayment.

E. MYFLORIDAMARKETPLACE

1. Vendor Registration

Each vendor doing business with the state of Florida for the sale of commodities or contractual services as defined in section 287.012, Fla. Stat., shall register in MyFloridaMarketPlace, in compliance with Rule 60A-1.030, F.A.C., unless exempt under Rule 60A-1.030(3), F.A.C.

Also, an agency must not enter into an agreement for the sale of commodities or contractual services, as defined in section 287.012, Fla. Stat., with any prospective vendor not registered in the MyFloridaMarketPlace system, unless exempted by rule. A vendor not currently registered in the MyFloridaMarketPlace system must do so within five (5) days after posting of intent to award. Information regarding the registration process is available, and registration may be completed, at the MyFloridaMarketPlace website (link available under BUSINESS at www.myflorida.com). Prospective Contractors who do not have internet access may request assistance from the MyFloridaMarketPlace Customer Service at 866-352-3776 or from the Division of State Purchasing, 4050 Esplanade Way, Suite 300, Tallahassee, Florida 32399.

2. Transaction Fee

The Florida Department of Management Services (DMS) has instituted MyFloridaMarketPlace, a statewide eProcurement System. Pursuant to subsection 287.057(22), Fla. Stat., all payments shall be assessed a Transaction Fee (see, statutory section for fee amount), which the Contractor shall pay to the State, unless exempt pursuant to Rule 60A-1.031, F.A.C.

For payments within the State accounting system (FLAIR or its successor), the Transaction Fee shall, when possible, be automatically deducted from payments to the Contractor. If automatic deduction is not possible, the Vendor shall pay the Transaction Fee pursuant to Rule 60A-1.031(2), F.A.C. By submission of these reports and corresponding payments, Vendor certifies their correctness. All such reports and payments shall be subject to audit by the State or its designee.

The Contractor shall receive a credit for any Transaction Fee paid by the Vendor for the purchase of any item(s) if such item(s) are returned to the Contractor through no fault, act, or omission of the Vendor. Notwithstanding the foregoing, a Transaction Fee is non-refundable when an item is rejected or returned, or declined, due to the Contractor's failure to perform or comply with specifications or requirements of the agreement.

Failure to comply with these requirements shall constitute grounds for declaring the Contractor in default and recovering reprocurement costs from the Contractor in addition to all outstanding fees. CONTRACTORS DELINQUENT IN PAYING TRANSACTION FEES MAY BE EXCLUDED FROM CONDUCTING FUTURE BUSINESS WITH THE STATE.

D.36 SPECIAL PROVISION(S)

A. ADDITIONS/DELETIONS/SUBSTITUTIONS

The Department reserves the right to add, delete, or substitute services procured as a result of this ITN. Additions of services shall be at BAFO price or the current price, whichever is lower. Deletions shall be at BAFO prices, meaning any reduction in service, term, or hours shall remain at the proposed price. Substitutions or additions of services not offered within the BAFO but requested by the Department during the resulting contract term, shall be at mutually agreed prices, terms and conditions accepted in writing by both parties. If the awarded Contractor is unable or unwilling to process/perform the requested changes as written, they shall immediately notify the Department’s Contract Manager in writing.

B. SUBCONTRACTING

The Contractor shall not subcontract, assign, or transfer any work identified under this ITN or the resulting Contract without prior written consent of the Department.

The Contractor is responsible for all work performed under the Contract resulting from this ITN. No subcontract that the Contractor enters into with respect to performance under the Contract shall in any way relieve the Contractor of any responsibility for performance of its duties. The Contractor shall assure that all tasks related to the subcontract are performed in accordance with the terms of the Contract and will provide the Department with a mechanism that verifies that this is taking place.

The Department supports diversity in its Procurement Program and requests that all subcontracting opportunities afforded by this Contract enthusiastically embrace diversity. The award of subcontracts should reflect the full diversity of the citizens of the State of Florida. Prospective Contractors can contact the Office of Supplier Diversity at (850) 487-0915 for information on minority vendors who may be considered for subcontracting opportunities.

C. SECTION 287.058, F.S.

The Contractor shall comply with the requirements of Section 287.058, F.S. and as outlined in Attachment K, Standard Contract.

D. PERFORMANCE BOND

The Contractor is required to guarantee its performance under the resulting Contract by submitting an original copy of a performance bond as specified in Table 1, Performance Bond Requirements, below, to the Department each year of the Contract for all years of the Contract term.

| TABLE 1 PERFORMANCE BOND | |
|-------------------------------------|-----------------------|
| EFFECTIVE DATE | AMOUNT |
| Years 1-2 of Original Contract Term | \$10,000,000 per year |
| Years 3-5 of Original Contract Term | \$5,000,000 per year |
| Renewal Contract Term | \$2,000,000 per year |

The initial performance bond (original copy) shall be furnished to the Department's Bureau of Purchasing and Contracts, 2900 Apalachee Parkway, MS#31, Tallahassee, FL 32399-0500, within five (5) days after execution of the Contract. In addition, unless otherwise indicated in this solicitation document, the bond must also be submitted prior to commencement of any work under the resulting Contract.

The performance bonds for Year 2 and all remaining years (as applicable), shall be submitted no later than thirty (30) days prior to the start of the year for which the bond is being submitted, and shall be submitted to the Department's Bureau of Purchasing and Contracts at the aforementioned address. Additionally, copies of the performance bonds shall be submitted by the Contractor to the Department's Contract Manager.

The performance bond shall be issued by an insurance company licensed by the State of Florida, Department of Financial Services. Surety bond insurers must comply with section 287.0935, Fla. Stat.

The bond shall reflect on its face, language guaranteeing the Contractor's performance of the Contract as to all terms and conditions thereof throughout the full Contract term and shall indemnify and save harmless the Department from any and all costs and damages whatsoever that could be claimed or assessed by reason of the Contractor's default or for breach of any term of the resulting contract.

The performance bond shall remain in effect for the full term of the resulting Contract, including any renewal period and extension, if applicable. The Department shall be named as the beneficiary of the Contractor's bond. The bond shall provide that the insurer or bonding company(s) pay losses suffered by the Department directly to the Department.

The cost of the performance bond will be borne by the Contractor. Failure to maintain the bond is considered a breach of the resulting contract. No payments will be made to the Contractor until the performance bond is in place and an original copy thereof has been received by the Department. This shall apply to all payments made under the resulting Contract during all years of the Contract term.

If Contractor terminates the Contract prior to the end of the Contract period, an assessment against the bond will be made by the Department to cover the costs of issuing a new solicitation, if applicable, and selecting a new Contractor, as well as any and all damages whatsoever that could be claimed or assessed by reason of the Contract termination.

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**EXHIBIT 1
EQUIPMENT INVENTORY BY SITE/OFFICE LOCATION**

| Agency ID | Tag Agency | Address | City | PC | Monitor (22") | Laptop | Docking Station | Printer | Server | Server Monitor (17") | External Back Up Drive | External UPS Battery | 48 Port Switch | 24 Port Switch | Stacking Module | UPS 1500VA | UPS 1000VA | Belkin Power Strip | PCs to be Upgraded | Monitors to Remain |
|-----------|---|--|-------------------|----|---------------|--------|-----------------|---------|--------|----------------------|------------------------|----------------------|----------------|----------------|-----------------|------------|------------|--------------------|--------------------|--------------------|
| 101 | Miami-Dade Public Service (Miami Metro Tag) | 200 NW 2nd ave | MIAMI | 30 | 30 | 0 | 0 | 34 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 32 | 0 | 0 |
| 102 | Miami Auto Tag | 2621 NW 54th Street | MIAMI | 5 | 5 | 0 | 0 | 6 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 5 | 0 | 0 |
| 103 | Coral Gables Tag Agency | 1418 PONCE DE LEON BOULEVARD | CORAL GABLES | 12 | 12 | 0 | 0 | 10 | 1 | 1 | 1 | 1 | 0 | 2 | 2 | 1 | 1 | 12 | 0 | 0 |
| 104 | South Dade Auto Tag | 30708 S. DIXIE HIGHWAY | HOMESTEAD | 11 | 11 | 0 | 0 | 11 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 11 | 0 | 0 |
| 105 | Suniland Tag Agency | 11287 S. DIXIE HIGHWAY | MIAMI | 10 | 10 | 0 | 0 | 11 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 10 | 0 | 0 |
| 106 | Baumgardner Auto Tag | 1375 NW 36TH STREET | MIAMI | 13 | 13 | 0 | 0 | 13 | 1 | 1 | 1 | 1 | 0 | 2 | 2 | 1 | 1 | 13 | 0 | 0 |
| 107 | Bird Road Auto Tag | 8530 BIRD ROAD (40TH STREET) | MIAMI | 12 | 12 | 0 | 0 | 12 | 1 | 1 | 1 | 1 | 0 | 2 | 2 | 1 | 1 | 12 | 0 | 0 |
| 108 | MAH Tag Agency | 13710 SW 56TH STREET- SUITE K | MIAMI | 5 | 5 | 0 | 0 | 6 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 6 | 0 | 0 |
| 109 | Cowart Tag Agency | 20 W. 49TH STREET, SUITE B | HIALEAH | 10 | 10 | 0 | 0 | 11 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 10 | 0 | 0 |
| 110 | Aventura Auto Tag Agency | 1834 NE MIAMI GARDENS DRIVE | NORTH MIAMI | 13 | 13 | 0 | 0 | 13 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 12 | 0 | 0 |
| 111 | 183rd Street Tag Agency | 804 NW 183RD STREET | MIAMI GARDENS | 10 | 10 | 0 | 0 | 11 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 10 | 0 | 0 |
| 112 | West Flagler Tag Agency | 5747 NW 7TH STREET | MIAMI | 8 | 8 | 0 | 0 | 9 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 10 | 0 | 0 |
| 113 | Hialeah Auto Tag Agency, Inc | 1550 W. 84TH STREET- SUITE 75-76 | HIALEAH | 9 | 9 | 0 | 0 | 10 | 1 | 1 | 1 | 1 | 0 | 2 | 2 | 1 | 1 | 10 | 0 | 0 |
| 114 | JAV Tag Agency | 18655 S. DIXIE HIGHWAY | MIAMI | 19 | 19 | 0 | 0 | 20 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 19 | 0 | 0 |
| 115 | Miami Dade Fast Payment Processing | 200NW 2ND AVENUE, SUITE 266, IT ROOM 302 | MIAMI | 16 | 17 | 0 | 0 | 24 | 1 | 0 | 1 | 1 | 2 | 1 | 0 | 1 | 1 | 16 | 0 | 0 |
| 116 | Beach Auto Tag | 800 71ST STREET | MIAMI BEACH | 8 | 8 | 0 | 0 | 8 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 8 | 0 | 0 |
| 117 | North Dade Auto Tag Agency | 313 NE 167th STREET | NORTH MIAMI BEACH | 8 | 8 | 0 | 0 | 8 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 8 | 0 | 0 |
| 118 | North Miami Auto Tag | 12935 W. DIXIE HIGHWAY | NORTH MIAMI | 12 | 12 | 0 | 0 | 13 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 11 | 0 | 0 |
| 119 | Hialeah Gardens Auto Tag | 8404 NW 103RD STREET- SUITE 1 | HIALEAH GARDENS | 21 | 21 | 0 | 0 | 23 | 1 | 1 | 1 | 1 | 5 | 0 | 2 | 1 | 1 | 21 | 0 | 0 |
| 120 | Lakes Auto Tag | 6402 NW 186TH STREET | MIAMI LAKES | 9 | 9 | 0 | 0 | 9 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 9 | 0 | 0 |
| 121 | Hammocks Tag Agency | 10201 HAMMOCKS BLVD.- SUITE H108 | MIAMI | 10 | 10 | 0 | 0 | 11 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 10 | 0 | 0 |
| 122 | Central Auto Tag Agency, Inc. | 11035 NW 27TH AVE | MIAMI | 19 | 19 | 0 | 0 | 19 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 19 | 0 | 0 |
| 123 | Trail Tag Agency | 2517 SW 8TH STREET | MIAMI | 19 | 19 | 0 | 0 | 20 | 1 | 1 | 1 | 1 | 0 | 2 | 2 | 1 | 1 | 19 | 0 | 0 |
| 124 | Tropical Tag Agency | 7356 SW 117th Ave | MIAMI | 15 | 15 | 0 | 0 | 11 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 13 | 0 | 0 |
| 127 | South Florida Auto Dealers | 625 NE 124TH STREET | NORTH MIAMI | 12 | 12 | 0 | 0 | 11 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 12 | 0 | 0 |
| 128 | Airways Auto Tag | 3636 NW 36TH STREET | MIAMI | 11 | 11 | 0 | 0 | 12 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 11 | 0 | 0 |
| 129 | Sweetwater Tag Agency | 10930 W. FLAGLER STREET- SUITE 308 | MIAMI | 10 | 10 | 0 | 0 | 11 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 10 | 0 | 0 |
| 130 | Miami Customer Relations Unit | 200 NW 2ND AVENUE, SUITE 235, IT ROOM 301 | MIAMI | 13 | 14 | 0 | 0 | 20 | 1 | 1 | 1 | 1 | 2 | 0 | 0 | 1 | 0 | 12 | 0 | 0 |
| 154 | Miami Branch Agency | (SHARES SERVER WITH 01/25) 200 NW 2ND AVENUE, SUITE 233, IT ROOM 302 | MIAMI | 12 | 12 | 0 | 0 | 7 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 12 | 0 | 0 |
| 201 | Forsyth Tag Agency | 231 E. FORSYTH STREET | JACKSONVILLE | 23 | 23 | 0 | 0 | 23 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 23 | 0 | 0 |
| 202 | Cedar Hills Branch | 3520-1 BLANDING BLVD | JACKSONVILLE | 22 | 20 | 0 | 0 | 20 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 20 | 0 | 0 |
| 203 | Regency/Kernan Tag Agency | 12220 ATLANTIC BLVD., SUITE 102 | JACKSONVILLE | 31 | 31 | 0 | 0 | 30 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 31 | 0 | 0 |
| 204 | Hogan @ Beach Branch | 7120-15 HOGAN ROAD | JACKSONVILLE | 29 | 29 | 0 | 0 | 25 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 29 | 0 | 0 |
| 205 | North Jax Branch | 12961 NORTH MAIN ST.- SUITE 210 | JACKSONVILLE | 17 | 17 | 0 | 0 | 17 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 17 | 0 | 0 |
| 206 | Commonwealth Branch | 6672 COMMONWEALTH BLVD | JACKSONVILLE | 22 | 23 | 0 | 0 | 24 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 23 | 0 | 0 |
| 207 | Gateway Branch | 910 W. 44TH STREET | JACKSONVILLE | 37 | 37 | 0 | 0 | 39 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 37 | 0 | 0 |
| 208 | Beaches Branch | 1505 ATLANTIC BOULEVARD | NEPTUNE BEACH | 18 | 18 | 0 | 0 | 17 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 15 | 0 | 0 |
| 209 | Mandrin Tag Branch | 10035 SAN JOSE BLVD | JACKSONVILLE | 21 | 21 | 0 | 0 | 21 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 21 | 0 | 0 |

| Agency ID | Tag Agency | Address | City | PC | Monitor (22") | Laptop | Docking Station | Printer | Server | Server Monitor (17") | External Back Up Drive | External UPS Battery | 48 Port Switch | 24 Port Switch | Stacking Module | UPS 1500VA | UPS 1000VA | Belkin Power Strip | PCs to be Upgraded | Monitors to Remain |
|-----------|---------------------------------------|---|-----------------|----|---------------|--------|-----------------|---------|--------|----------------------|------------------------|----------------------|----------------|----------------|-----------------|------------|------------|--------------------|--------------------|--------------------|
| 210 | Training Site | 12220 ATLANTIC BLVD- SUITE 102 | JACKSONVILLE | 12 | 12 | 0 | 0 | 6 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 12 | 0 | 0 |
| 211 | Yates Branch | (SHARES SERVER WITH 02/12) 231 E. FORSYTH STREET, SUITE 130 | JACKSONVILLE | 31 | 31 | 0 | 0 | 27 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 31 | 0 | 0 |
| 301 | Hillsborough County Center | 601 E. KENNEDY BLVD - 14TH FLOOR | TAMPA | 0 | 0 | 0 | 0 | 20 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 0 |
| 302 | Plant City Tag Agency | 1834 JIM REDMAN PARKWAY | PLANT CITY | 0 | 0 | 0 | 0 | 27 | 1 | 1 | 1 | 1 | 0 | 4 | 0 | 1 | 1 | 0 | 0 | 0 |
| 304 | North Tampa Tag Agency | 3011 UNIVERSITY CENTER DRIVE- SUITE 150 | TAMPA | 0 | 0 | 0 | 0 | 30 | 1 | 1 | 1 | 1 | 1 | 7 | 0 | 1 | 1 | 0 | 0 | 0 |
| 305 | Tampa AAA Tag Agency | 1515 N. WESTSHORE BLVD | TAMPA | 0 | 0 | 0 | 0 | 7 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 |
| 306 | Processing Operations - Mail Center | 2506 FALKENBURG ROAD | TAMPA | 0 | 0 | 0 | 0 | 52 | 1 | 1 | 1 | 1 | 1 | 8 | 0 | 1 | 1 | 0 | 0 | 0 |
| 307 | Processing Operations - Dealer Agency | 2506 FALKENBURG ROAD | TAMPA | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 308 | Drew Park Tag | 4100 W. DR MLK BLVD | TAMPA | 0 | 0 | 0 | 0 | 48 | 0 | 0 | 0 | 0 | 1 | 8 | 0 | 0 | 1 | 0 | 0 | 0 |
| 309 | South County Tag Agency | 3002 E. COLLEGE AVENUE | RUSKIN | 0 | 0 | 0 | 0 | 21 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 1 | 0 | 0 | 0 |
| 310 | North Tampa Training | 3011 UNIVERSITY CENTER DRIVE- SUITE 150 | TAMPA | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| 311 | Dealer Tag Agency, Inc. | 2250 E. BUSCH BOULEVARD | TAMPA | 44 | 46 | 0 | 0 | 47 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 47 | 0 | 0 |
| 312 | Brandon Branch | 3030 N. FALKENBURG ROAD | TAMPA | 0 | 0 | 0 | 0 | 45 | 0 | 0 | 0 | 0 | 1 | 4 | 0 | 0 | 1 | 0 | 0 | 0 |
| 313 | East Hillsborough Branch | 2814 E. HILLSBOROUGH AVENUE | TAMPA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| 401 | Gulf to Bay Tag Agency | 1663 GULF TO BAY BLVD. | CLEARWATER | 43 | 43 | 0 | 0 | 38 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 43 | 0 | 0 |
| 402 | South County Tag Agency | 1800 - 66TH STREET- NORTH | ST. PETERSBURG | 42 | 42 | 0 | 0 | 37 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 42 | 0 | 0 |
| 404 | Mid-County Service Center | 13025 STARKEY ROAD | LARGO | 51 | 51 | 0 | 0 | 52 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 51 | 0 | 0 |
| 405 | North County Tag Agency | 29399 US HWY 19 NORTH, SUITE 100 | CLEARWATER | 40 | 40 | 0 | 0 | 40 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 41 | 0 | 0 |
| 406 | Skyway Tag Agency | 1067 - 62ND AVENUE- SOUTH | ST. PETERSBURG | 17 | 17 | 0 | 0 | 14 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 17 | 0 | 0 |
| 407 | Processing Operations | (SHARES SERVER WITH 04/13) 29399 US HWY 19 N, SUITE #200 | CLEARWATER | 71 | 130 | 0 | 0 | 71 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 43 | 0 | 0 |
| 408 | Tarpon Springs Tag | 743 S. PINELLAS AVEUE | TARPON SPRINGS | 16 | 16 | 0 | 0 | 14 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 16 | 0 | 0 |
| 409 | Main Office Tag Agency | 315 COURT STREET- 3RD FLOOR | CLEARWATER | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 |
| 410 | Clearwater Training Center | 13025 STARKEY ROAD | LARGO | 24 | 22 | 0 | 0 | 5 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 24 | 0 | 0 |
| 411 | Sunshine Fast Title Tag | 2820 54TH AVENUE- SOUTH | ST. PETERSBURG | 9 | 18 | 0 | 0 | 7 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 10 | 0 | 0 |
| 412 | Sunshine Fleet Tag | 6015 31ST STREET EAST | BRADENTON | 50 | 42 | 0 | 0 | 36 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 50 | 0 | 0 |
| 413 | Processing Operations | (SHARES SERVER WITH 04/07) 29399 US HWY 19 N, SUITE #200 | CLEARWATER | 5 | 5 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 |
| 414 | Tag Agency of Pinellas, Inc. | 3050 SCHERER DRIVE., N., SUITE B | ST. PETERSBURG | 18 | 18 | 0 | 0 | 19 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 7 | 0 | 0 |
| 501 | Bartow Tag Agency | 430 E. MAIN STREET | BARTOW | 66 | 78 | 0 | 0 | 63 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 55 | 0 | 0 |
| 502 | Lakeland Tag agency | 916 N. MASSACHUSETTS AVENUE | LAKELAND | 63 | 63 | 0 | 0 | 49 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 31 | 0 | 0 |
| 503 | Winter Haven Tag Agency | 300 AVENUE "M" NW, SUITE A | WINTER HAVEN | 12 | 15 | 0 | 0 | 14 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 12 | 0 | 0 |
| 504 | North Ridge Service Center | 2000 DEER CREEK COMMERCE LANE | DAVENPORT | 56 | 56 | 0 | 0 | 39 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 17 | 0 | 0 |
| 505 | Lake Wales Tag Agency | 658 STATE ROAD 60 WEST | LAKE WALES | 33 | 33 | 0 | 0 | 34 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| 506 | Morningstar Fleet Services | 445 PEOPLES LANE | LAKELAND | 3 | 3 | 0 | 0 | 4 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 3 | 0 | 0 |
| 601 | Governmental Center | 301 N. OLIVE AVENUE (1ST FLOOR) | WEST PALM BEACH | 30 | 30 | 0 | 0 | 25 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 30 | 0 | 0 |
| 602 | Belle Glade Branch | 2976 STATE ROAD #15 | BELLE GLADE | 1 | 1 | 0 | 0 | 9 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 2 | 0 | 0 |
| 603 | North County Branch | 3188 P.G.A. BLVD. | PALM BCH GRDNS | 11 | 11 | 0 | 0 | 19 | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 1 | 1 | 11 | 0 | 0 |
| 604 | Batch processing Center | (SHARES SERVER WITH AGENCY 06/09) 301 N. OLIVE AVENUE - 3RD FLOOR | WEST PALM BEACH | 5 | 5 | 0 | 0 | 36 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 |
| 605 | South County Branch | 501 S. CONGRESS AVE. | DELRAY BEACH | 23 | 23 | 0 | 0 | 28 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 23 | 0 | 0 |
| 606 | Palm Beach Call Center | 4215 S. MILIATARY TRAIL, 2ND FLOOR | LAKE WORTH | 13 | 13 | 0 | 0 | 15 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 13 | 0 | 0 |
| 608 | Royal Palm Beach | 200 CIVIC CENTER WAY | ROYAL PALM BCH | 15 | 15 | 0 | 0 | 18 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 15 | 0 | 0 |

| Agency ID | Tag Agency | Address | City | PC | Monitor (22") | Laptop | Docking Station | Printer | Server | Server Monitor (17") | External Back Up Drive | External UPS Battery | 48 Port Switch | 24 Port Switch | Stacking Module | UPS 1500VA | UPS 1000VA | Belkin Power Strip | PCs to be Upgraded | Monitors to Remain |
|-----------|---|--|--------------------|----|---------------|--------|-----------------|---------|--------|----------------------|------------------------|----------------------|----------------|----------------|-----------------|------------|------------|--------------------|--------------------|--------------------|
| 610 | Dealer Service of Palm Beach, LLC | 2001 PALM BEACH LAKES BLVD., SUITE 205 | WEST PALM BEACH | 10 | 6 | 0 | 0 | 11 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 4 | 0 | 0 |
| 611 | Palm Beach Gardens Tag | 3185 PGA BOULEVARD | PALM BEACH GARDENS | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 |
| 612 | Central Palm Beach Service Center | 4215 S. MILITARY TRAIL, 1ST FLOOR | LAKE WORTH | 0 | 0 | 0 | 0 | 12 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 0 | 0 | 0 |
| 701 | Downtown Tag Agency #1 | 301 S. ROSALIND AVENUE | ORLANDO | 22 | 22 | 0 | 0 | 23 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 20 | 0 | 0 |
| 702 | West Colonial Tag Agency | 2110 W. COLONIAL DRIVE | ORLANDO | 56 | 76 | 0 | 0 | 56 | 0 | 0 | 0 | 0 | 3 | 0 | 3 | 0 | 1 | 48 | 0 | 0 |
| 703 | Clarcona Ocoee Tag | 4101 CLARCONA OCOEE ROAD | ORLANDO | 21 | 21 | 0 | 0 | 18 | 1 | 1 | 1 | 1 | 2 | 0 | 0 | 1 | 1 | 21 | 0 | 0 |
| 704 | West Orange Tag Agency | 14035 WEST COLONIAL DRIVE | WINTER GARDEN | 19 | 19 | 0 | 0 | 19 | 1 | 1 | 1 | 1 | 0 | 2 | 2 | 1 | 1 | 19 | 0 | 0 |
| 705 | Apopka Tag Agency | 1578 W. ORANGE BLOSSOM TRAIL | APOPKA | 20 | 20 | 0 | 0 | 22 | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 0 | 1 | 20 | 0 | 0 |
| 706 | West Colonial Dealer/Mail | 2110 W. COLONIAL DRIVE | ORLANDO | 10 | 10 | 0 | 0 | 8 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 10 | 0 | 0 |
| 707 | South Orlando Tag Agency | 730 SANDLAKE ROAD, SUITE #106b | ORLANDO | 29 | 29 | 0 | 0 | 31 | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 0 | 1 | 20 | 0 | 0 |
| 708 | Lee Vista Tag Agency | 8185 LEE VISTA BLVD. | ORLANDO | 24 | 39 | 0 | 0 | 24 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 21 | 0 | 0 |
| 709 | Florida Auto Auction Agency | 11801 W. COLONIAL DRIVE | OCOEE | 2 | 2 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 2 | 0 | 0 |
| 710 | East Orange Co. Tag Agency | 10051 UNIVERSITY BLVD | ORLANDO | 30 | 30 | 0 | 0 | 18 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 18 | 0 | 0 |
| 711 | Operations Center | 2110 W. COLONIAL DRIVE | ORLANDO | 19 | 19 | 0 | 0 | 21 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 15 | 0 | 0 |
| 801 | Deland Tag Agency | 123 W. INDIANA AVENUE | DELAND | 13 | 13 | 0 | 0 | 13 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 13 | 0 | 0 |
| 802 | Daytona Beach Tag Agency | 250 N. BEACH STREET- ROOM 101 | DAYTONA BEACH | 37 | 37 | 0 | 0 | 39 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 37 | 0 | 0 |
| 803 | New Smyrna Beach Tag Agency | 111 CANAL STREET | NEW SMYRNA BCH | 10 | 10 | 0 | 0 | 10 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 10 | 0 | 0 |
| 805 | Orange City Tag Agency | 2744 ENTERPRISE ROAD | ORANGE CITY | 12 | 12 | 0 | 0 | 12 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 12 | 0 | 0 |
| 806 | First Daytona Auto Tag, Inc. | 927 BEVILLE ROAD-UNIT #12 | S. DAYTONA BEACH | 15 | 15 | 0 | 0 | 16 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 15 | 0 | 0 |
| 807 | First Deltona Tag Agency | 2772 ELKCAM BOULEVARD- SUITE A | DELTONA | 11 | 11 | 0 | 0 | 12 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 11 | 0 | 0 |
| 901 | Pensacola Tag Agency | 213 PALAFAX PLACE | PENSACOLA | 43 | 1 | 0 | 0 | 46 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 43 | 0 | 0 |
| 902 | Molino Tag Agency | 6440 HIGHWAY 95-A NORTH | MOLINO | 14 | 3 | 0 | 0 | 15 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 14 | 0 | 0 |
| 903 | Marcus Pointe Tag Agency | 6451 NORTH W STREET | PENSACOLA | 42 | 0 | 0 | 0 | 57 | 1 | 1 | 1 | 1 | 0 | 2 | 0 | 1 | 1 | 42 | 0 | 0 |
| 905 | Warrington Tag Agency | 4051 Barrancas Ave. Ste A | PENSACOLA | 24 | 0 | 0 | 0 | 25 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 24 | 0 | 0 |
| 1001 | Compliance Office | 1800 NW 66TH AVENUE- SUITE 100 | PLANTATION | 18 | 18 | 0 | 0 | 19 | 1 | 0 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 18 | 0 | 0 |
| 1002 | Mail Order Agency | 1800 NW 66TH AVENUE- SUITE 100 | PLANTATION | 25 | 25 | 0 | 0 | 26 | 1 | 0 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 25 | 0 | 0 |
| 1003 | First Broward of Lauderdale | 1299-A NW 40TH AVENUE | LAUDERHILL | 17 | 17 | 0 | 0 | 19 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 17 | 0 | 0 |
| 1004 | SFADA (Pembroke Pines Agency) | 294 S. FLAMINGO ROAD | PERMBROKE PINES | 14 | 14 | 0 | 0 | 11 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 14 | 0 | 0 |
| 1006 | County Walk-In Office | 1800 NW 66TH AVENUE- SUITE 101 | PLANTATION | 25 | 25 | 0 | 0 | 25 | 1 | 0 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 25 | 0 | 0 |
| 1007 | First Broward Auto Tag | 1113 N. FEDERAL HIGHWAY | FT. LAUDERDALE | 10 | 10 | 0 | 0 | 12 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 10 | 0 | 0 |
| 1008 | Deerfield Auto Tag | 2265-A W. HILLSBORO BLVD | DEERFIELD BEACH | 12 | 12 | 0 | 0 | 12 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 12 | 0 | 0 |
| 1009 | Broward Tag Agency | 1160 N. UNIVERSITY DRIVE | CORAL SPRINGS | 17 | 17 | 0 | 0 | 17 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 17 | 0 | 0 |
| 1010 | Dealer Agency | 1800 NW 66TH AVENUE- SUITE 101 | PLANTATION | 11 | 11 | 0 | 0 | 11 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 19 | 0 | 0 |
| 1011 | Information Center | 1800 NW 66TH AVENUE- SUITE 100 | PLANTATION | 13 | 13 | 0 | 0 | 14 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 13 | 0 | 0 |
| 1012 | South Broward Tag Agency LLC of Hollywood | 3387 SHERIDAN STREET | HOLLYWOOD | 10 | 10 | 0 | 0 | 12 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 11 | 0 | 0 |
| 1013 | South Broward Tag Agency LLC of Weston | 16660 SADDLE CLUB ROAD | WESTON | 3 | 3 | 0 | 0 | 5 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 3 | 0 | 0 |
| 1101 | Gainesville Auto Tag Agency | 5801 NW 34TH STREET | GAINESVILLE | 21 | 21 | 0 | 0 | 23 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 21 | 0 | 0 |
| 1102 | High Springs Tag Agency | 110 NW 1ST AVENUE (SHARES SERVER WITH AGENCY 6), | HIGH SPRINGS | 5 | 5 | 0 | 0 | 6 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 5 | 0 | 0 |
| 1103 | Gainesville Dealer Mail Agency | 5830 NW 34TH STREET | GAINESVILLE | 7 | 7 | 0 | 0 | 8 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 7 | 0 | 0 |
| 1104 | Gainesville Downtown Tag | 12 SE 1ST STREET | GAINESVILLE | 16 | 16 | 0 | 0 | 18 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 16 | 0 | 0 |

| Agency ID | Tag Agency | Address | City | PC | Monitor (22") | Laptop | Docking Station | Printer | Server | Server Monitor (17") | External Back Up Drive | External UPS Battery | 48 Port Switch | 24 Port Switch | Stacking Module | UPS 1500VA | UPS 1000VA | Belkin Power Strip | PCs to be Upgraded | Monitors to Remain |
|-----------|---|--|----------------|----|---------------|--------|-----------------|---------|--------|----------------------|------------------------|----------------------|----------------|----------------|-----------------|------------|------------|--------------------|--------------------|--------------------|
| 1105 | Butler Plaza Tag Agency | 3837 WINDMEADOWS BLVD | GAINESVILLE | 26 | 26 | 0 | 0 | 24 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 26 | 0 | 0 |
| 1106 | Alachua County High Speed/Mail Agency | (SHARES SERVER WITH AGENCY #3), 5830 NW 34TH STREET | GAINESVILLE | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1202 | Northwest Regional Service Center | 1720 N. CITRUS BOULEVARD | LEESBURG | 33 | 46 | 0 | 0 | 11 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 11 | 0 | 0 |
| 1204 | Southlake Regional Service Center | 1505 HOOKS STREET | CLERMONT | 29 | 51 | 0 | 0 | 40 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 9 | 0 | 0 |
| 1205 | Lady Lake Tag Agency | 918 Avenida Central Lady Lake, FL 32159 | LADY LAKE | 7 | 7 | 0 | 0 | 8 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 7 | 0 | 0 |
| 1206 | Northeast Regional Service Center | 1800 DAVID WALKER DRIVE | TAVARES | 35 | 71 | 0 | 0 | 55 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 35 | 0 | 0 |
| 1301 | Lake Jackson Town Center | 3840 N. MONROE STREET, SUITE 102 | TALLAHASSEE | 9 | 9 | 0 | 0 | 11 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 3 | 9 | 0 | 0 |
| 1302 | Kirkman Service Center | 2900 APALACHEE PARKWAY ROOM B133 | TALLAHASSEE | 14 | 14 | 0 | 0 | 14 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 0 | 14 | 0 | 0 |
| 1303 | Metropolitan Center | 1276 METROPOLITAN BLVD, SUITE #102 | TALLAHASSEE | 45 | 45 | 0 | 0 | 40 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 45 | 0 | 0 |
| 1305 | Westside Tag Agency | 870-1 BLOUNTSTOWN HIGHWAY | TALLAHASSEE | 17 | 17 | 0 | 0 | 19 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 17 | 0 | 0 |
| 1310 | Southside Service Center | 3477 S. MONROE ST- SUITES 2&3 | TALLAHASSEE | 20 | 20 | 0 | 0 | 16 | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 1 | 1 | 20 | 0 | 0 |
| 1311 | Cross Creek Annex | 2900 APALACHEE PARKWAY- ROOM B133 | TALLAHASSEE | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1401 | Ocala Tag Agency | 503 SE 25TH AVENUE | OCALA | 92 | 93 | 0 | 0 | 78 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 90 | 0 | 0 |
| 1402 | Dunnellon Tag Agency | 19995 SW 86 STREET- UNIT 2 | DUNNELLON | 10 | 9 | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 10 | 0 | 0 |
| 1403 | Bellevue Tag | BELLEVUE REGIONAL SHOPPING CENTER 10445 SE US HIGHWAY 441 | BELLEVUE | 17 | 17 | 0 | 0 | 11 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 17 | 0 | 0 |
| 1404 | Forest Center Tag Agency | 15956 E. SR 40 | SILVER SPRINGS | 5 | 5 | 0 | 0 | 6 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 5 | 0 | 0 |
| 1405 | State Road 200 Tag Agency | 6154 SW STATE ROAD 200 | OCALA | 15 | 15 | 0 | 0 | 15 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 15 | 0 | 0 |
| 1406 | Highway 326 Office | 7135 N. US HIGHWAY 441 | OCALA | 14 | 14 | 0 | 0 | 14 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 14 | 0 | 0 |
| 1407 | Tax Collector Owned DL Office FRVIS Inquiry Only | 110 SE 25TH AVENUE | OCALA | 12 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 2 | 0 | 0 |
| 1408 | South Marion / Villages Branch | 17860 SE 109TH AVENUE, SUITE 602 | SUMMERFIELD | 12 | 12 | 0 | 0 | 7 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 12 | 0 | 0 |
| 1501 | Operations Department | 819 301 BLVD. W. | BRADENTON | 0 | 0 | 0 | 0 | 8 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 1502 | North River Tax Collectors Office | 4333 US HIGHWAY 301 N | ELLENTON | 0 | 0 | 0 | 0 | 13 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| 1503 | Palma Sola | 7411 MANATEE AVE WEST- SUITE 200 | BRADENTON | 0 | 0 | 0 | 0 | 11 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| 1504 | Lakewood Ranch | 6007 111TH STREET E | BRADENTON | 0 | 0 | 0 | 0 | 11 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| 1505 | Manatee Driver License | (SHARES SERVER WITH AGENCY 15/07) 904 301 BLVD. W. | BRADENTON | 0 | 0 | 0 | 0 | 29 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| 1506 | Desoto Branch | 819 301 BLVD. W. | BRADENTON | 0 | 0 | 0 | 0 | 39 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1507 | Field Services & Collections | (SHARES SERVER WITH AGENCY 15/05) 904 301 BLVD. W. | BRADENTON | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1601 | Sarasota Tag Agency | 101 S. WASHINGTON BOULEVARD | SARASOTA | 53 | 45 | 0 | 0 | 54 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| 1602 | Venice Tag Agency | 4000 S. TAMiami TRAIL- ROOM 132 | VENICE | 25 | 25 | 0 | 0 | 25 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 25 | 0 | 0 |
| 1603 | Sarasota Mid-County Tag Agency | 6100 SAWYER LOOP ROAD | SARASOTA | 19 | 19 | 0 | 0 | 19 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 16 | 0 | 0 |
| 1604 | Sarasota Mail Processing | 101 S. WASHINGTON BOULEVARD | SARASOTA | 16 | 16 | 0 | 0 | 20 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 16 | 0 | 0 |
| 1701 | Sanford Tag Agency | 1101 E. 1ST STREET, ROOM 1245 | SANFORD | 52 | 52 | 0 | 0 | 33 | 1 | 1 | 1 | 1 | 2 | 1 | 0 | 1 | 1 | 42 | 0 | 0 |
| 1702 | Casselberry Tag Agency | 104 WILSHIRE BLVD.- SUITE #1000 260 WEKIVA SPRINGS ROAD, SUITE 1050 | CASSELBERRY | 31 | 33 | 0 | 0 | 21 | 1 | 1 | 1 | 1 | 3 | 1 | 0 | 1 | 1 | 22 | 0 | 0 |
| 1703 | Longwood Tag Agency | 260 WEKIVA SPRINGS ROAD, SUITE 1050 | LONGWOOD | 16 | 16 | 0 | 0 | 17 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 14 | 0 | 0 |
| 1704 | Oviedo Branch Tag Agency | 1490 SWANSON DRIVE- SUITE 100 | OVIEDO | 10 | 10 | 0 | 0 | 9 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 10 | 0 | 0 |
| 1705 | Lake Mary Branch Office | 845 PRIMERA BOULEVARD | LAKE MARY | 29 | 29 | 0 | 0 | 14 | 1 | 1 | 1 | 1 | 3 | 1 | 0 | 1 | 1 | 29 | 0 | 0 |

| Agency ID | Tag Agency | Address | City | PC | Monitor (22") | Laptop | Docking Station | Printer | Server | Server Monitor (17") | External Back Up Drive | External UPS Battery | 48 Port Switch | 24 Port Switch | Stacking Module | UPS 1500VA | UPS 1000VA | Belkin Power Strip | PCs to be Upgraded | Monitors to Remain |
|-----------|---|---|-------------------|----|---------------|--------|-----------------|---------|--------|----------------------|------------------------|----------------------|----------------|----------------|-----------------|------------|------------|--------------------|--------------------|--------------------|
| 1801 | Processing Operations Center | 2480 THOMPSON STREET | FT. MYERS | 15 | 15 | 0 | 0 | 15 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 15 | 0 | 0 |
| 1802 | Cape Coral Branch Office | 1039 SE 9TH AVENUE- ROOM #102 | CAPE CORAL | 33 | 33 | 0 | 0 | 29 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 31 | 0 | 0 |
| 1803 | Ft. Myers Dealer Office | 2480 THOMPSON STREET | FT. MYERS | 9 | 9 | 0 | 0 | 12 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 9 | 0 | 0 |
| 1804 | N. Ft Myers Office | 15201 N. CLEVELAND AVENUE | N. FT. MYERS | 22 | 22 | 0 | 0 | 20 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 21 | 0 | 0 |
| 1805 | Ft Myers Customer Support | 2480 THOMPSON STREET | FT. MYERS | 60 | 60 | 0 | 0 | 32 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 57 | 0 | 0 |
| 1806 | Ft Myers Customer Service | 2480 THOMPSON STREET | FT. MYERS | 40 | 40 | 0 | 0 | 38 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 39 | 0 | 0 |
| 1807 | Bonita Springs Office | 25987 S. Tamiami Trail, Suite 112 | BONITA SPRINGS | 20 | 20 | 0 | 0 | 20 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 16 | 0 | 0 |
| 1808 | S. Ft. Myers Office | 15680 PINE RIDGE ROAD | FT. MYERS | 24 | 24 | 0 | 0 | 22 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 24 | 0 | 0 |
| 1809 | Lehigh Acres Office | 3114 LEE BLVD.- BLDG B- UNIT 6 | LEHIGH ACRES | 22 | 26 | 0 | 0 | 28 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 21 | 0 | 0 |
| 1901 | Titusville Tag Agency | 800 SOUTH PARK AVENUE | TITUSVILLE | 32 | 32 | 0 | 0 | 32 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 22 | 0 | 0 |
| 1902 | Merritt Island Tag Agency | 1605 COURTENAY PARKWAY | MERRITT ISLAND | 46 | 46 | 0 | 0 | 40 | 1 | 1 | 1 | 1 | 3 | 0 | 3 | 1 | 1 | 46 | 0 | 0 |
| 1903 | Melbourne Tag Agency | 1515 SARNO BOULEVARD | MELBOURNE | 30 | 30 | 0 | 0 | 30 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 30 | 0 | 0 |
| 1905 | Indian Harbor Beach Tag Agency | 240 E. EAU GALLIE BOULEVARD | INDIAN HARBOR BCH | 16 | 16 | 0 | 0 | 16 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 16 | 0 | 0 |
| 1906 | Palm Bay Tag Agency | 450 COGAN DRIVE SE | PALM BAY | 27 | 27 | 0 | 0 | 30 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 27 | 0 | 0 |
| 1907 | Titusville Operations Center | 400 SOUTH STREET- 6TH FLOOR | TITUSVILLE | 14 | 14 | 0 | 0 | 14 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 14 | 0 | 0 |
| 2001 | St Augustine Tag Agency | 4030 LEWIS SPEEDWAY | ST. AUGUSTINE | 0 | 0 | 0 | 0 | 44 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| 2002 | Ponte Vedra Tag Agency | 5430 PALM VALLEY ROAD | PONTE VEDRA BEACH | 0 | 0 | 0 | 0 | 9 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| 2003 | Julington Creek Tag Agency | 725 FLORA BRANCH BOULEVARD | JACKSONVILLE | 0 | 0 | 0 | 0 | 11 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| 2004 | Hastings Tag Agency | 6195 S. MAIN STREET- SUITE E | HASTINGS | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| 2005 | Dupont Center Tag Agency | 6658 US 1 SOUTH | ST. AUGUSTINE | 1 | 1 | 0 | 0 | 11 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 1 | 0 | 0 |
| 2101 | Quincy Tag Agency | 16 S. CALHOUN STREET | QUINCY | 8 | 8 | 0 | 0 | 7 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 8 | 0 | 0 |
| 2201 | Palatka Tag Agency | 323 ST. JOHNS AVENUE | PALATKA | 6 | 6 | 0 | 0 | 20 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 6 | 0 | 0 |
| 2202 | Putnam Government Services/Interlachen Tag Agency | 1114 HWY. 20 WEST- SUITE 1 | INTERLACHEN | 0 | 0 | 0 | 0 | 7 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 |
| 2203 | Putnam Government Services/Crescent City Tag Agency | 115 NORTH SUMMIT STREET | CRESCENT CITY | 0 | 0 | 0 | 0 | 5 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 |
| 2301 | Panama City Tag Agency | 850 W. 11TH STREET | PANAMA CITY | 34 | 37 | 0 | 0 | 36 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 25 | 0 | 0 |
| 2302 | Callaway Branch Tag Agency | 805 South Tyndall Pwky | PANAMA CITY | 8 | 8 | 0 | 0 | 8 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 8 | 0 | 0 |
| 2303 | Panama City Beach Tag Agency | 10520 HUTCHINSON BLVD | PANAMA CITY BEACH | 9 | 9 | 0 | 0 | 11 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 9 | 0 | 0 |
| 2304 | Lynn Haven Tag Agency | 801 FLORIDA AVENUE | LYNN HAVEN | 15 | 8 | 0 | 0 | 16 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 8 | 0 | 0 |
| 2401 | Ft Pierce Tag Agency | 2300 VIRGINIA AVENUE | FT. PIERCE | 36 | 36 | 0 | 0 | 54 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 36 | 0 | 0 |
| 2402 | Port St Lucie Tag Agency | 1664 SE WALTON ROAD | PORT ST. LUCIE | 30 | 30 | 0 | 0 | 46 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 30 | 0 | 0 |
| 2501 | Marianna Tag Agency | 4445 LAFAYETTE ST. RM 107 | MARIANNA | 10 | 10 | 0 | 0 | 12 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 10 | 0 | 0 |
| 2502 | Graceville Tag Agency | 5386 CLIFF STREET | GRACEVILLE | 3 | 3 | 0 | 0 | 4 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 4 | 0 | 0 |
| 2503 | Sneads Tag Agency | 8085 HIGHWAY 90 (SHARES SERVER WITH 26/05) 2501 | SNEADS | 4 | 4 | 0 | 0 | 5 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 4 | 0 | 0 |
| 2601 | Osceola County Government Center Tag | E. IRLO BRONSON MEMORIAL HIGHWAY | KISSIMMEE | 45 | 46 | 0 | 0 | 48 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 46 | 0 | 0 |
| 2602 | St. Cloud Tag Agency | 1300 9TH STREET- SUITE 101 B | ST. CLOUD | 8 | 8 | 0 | 0 | 9 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 8 | 0 | 0 |
| 2603 | B.V.L. Tag Agency | 2538 Simpson Road | KISSIMMEE | 13 | 8 | 0 | 0 | 20 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 9 | 0 | 0 |
| 2604 | Poinciana Tag Agency | 2924 PLEASANT HILL ROAD (SHARES SERVER WITH 27/05) 540 | KISSIMMEE | 8 | 7 | 0 | 0 | 8 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 8 | 0 | 0 |
| 2701 | Sebring Tag Agency | S. COMMERCE AVENUE | SEBRING | 39 | 40 | 0 | 0 | 21 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 39 | 0 | 0 |
| 2702 | Avon Park Tag Agency | 116 E. MAIN STREET | AVON PARK | 8 | 9 | 0 | 0 | 8 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 9 | 0 | 0 |
| 2703 | Lake Placid Tag Agency | 11 N. PINE AVENUE | LAKE PLACID | 7 | 7 | 0 | 0 | 8 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 7 | 0 | 0 |
| 2801 | Dade City Tag Agency | 14236 6TH STREET, SUITE 100 | DADE CITY | 31 | 31 | 0 | 0 | 32 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 31 | 0 | 0 |
| 2802 | New Port Richey Tag Agency | 8731 CITIZENS DRIVE- ROOM #120 | NEW PORT RICHEY | 21 | 21 | 0 | 0 | 22 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 16 | 0 | 0 |
| 2803 | Dealer Agency | 4720 US HIGHWAY 19 | NEW PORT RICHEY | 5 | 5 | 0 | 0 | 5 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 5 | 0 | 0 |
| 2804 | Gulf Harbors Tag Agency | GULF HARBOR PLAZA 4720 U.S. HIGHWAY 19 | NEW PORT RICHEY | 44 | 44 | 0 | 0 | 44 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 44 | 0 | 0 |

| Agency ID | Tag Agency | Address | City | PC | Monitor (22") | Laptop | Docking Station | Printer | Server | Server Monitor (17") | External Back Up Drive | External UPS Battery | 48 Port Switch | 24 Port Switch | Stacking Module | UPS 1500VA | UPS 1000VA | Belkin Power Strip | PCs to be Upgraded | Monitors to Remain |
|-----------|------------------------------------|---|------------------|----|---------------|--------|-----------------|---------|--------|----------------------|------------------------|----------------------|----------------|----------------|-----------------|------------|------------|--------------------|--------------------|--------------------|
| 2805 | Land O'Lakes Tag | 4135 LAND O'LAKES BLVD. (HWY 41) | LAND O'LAKES | 28 | 28 | 0 | 0 | 27 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 21 | 0 | 0 |
| 2806 | Wesley Chapel | 4610 PET LANE, SUITE #C101 | LUTZ | 31 | 30 | 0 | 0 | 29 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 18 | 0 | 0 |
| 2807 | Pasco County High Speed Renewal | (SHARES SERVER WITH 28/08) 14236 6TH STREET, SUITE 100 | DADE CITY | 5 | 5 | 0 | 0 | 5 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 5 | 0 | 0 |
| 2901 | Lake City Tag Agency | 135 NE HERNANDO AVE.- SUITE 125 | LAKE CITY | 21 | 21 | 0 | 0 | 24 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 21 | 0 | 0 |
| 2902 | Ft White Tag Agency | 118 WILSON SPRINGS ROAD- SUITE #1 | FT. WHITE | 2 | 2 | 0 | 0 | 3 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 2 | 0 | 0 |
| 3001 | Wauchula Tag Agency | 110 W. OAK STREET- ROOM 102 | WAUCHULA | 11 | 10 | 0 | 0 | 11 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 11 | 0 | 0 |
| 3101 | Live Oak Tax Collector's Office | 215 PINE AVENUE SW- SUITE A | LIVE OAK | 21 | 21 | 0 | 0 | 14 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 21 | 0 | 0 |
| 3102 | Suwannee County Public Works Annex | 606 SUWANNEE AVENUE | BRANFORD | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 1 | 0 | 0 |
| 3201 | Main Office | 1800 27th STREET- BUILDING B | VERO BEACH | 6 | 1 | 0 | 0 | 25 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 1 | 0 | 0 |
| 3202 | West Office | 1860 82ND AVENUE- SUITES 101/102 | VERO BEACH | 5 | 5 | 0 | 0 | 13 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 |
| 3203 | Sebastian Tag Agency | 11610 US Highway 1 | Sebastian | 8 | 15 | 0 | 0 | 17 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 |
| 3301 | Milton Tag Agency | 6495 CAROLINE STREET- SUITE E | MILTON | 34 | 34 | 0 | 0 | 27 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 34 | 0 | 0 |
| 3302 | Jay Tag Agency | 5259 BOOKER LANE | JAY | 2 | 2 | 0 | 0 | 3 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 2 | 0 | 0 |
| 3304 | Midway Office | 5841 GULF BREEZE PARKWAY | GULF BREEZE | 14 | 14 | 0 | 0 | 13 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 14 | 0 | 0 |
| 3305 | Pace Tag Agency | 4487 CHUMUCKLA HIGHWAY | PACE | 11 | 11 | 0 | 0 | 10 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 11 | 0 | 0 |
| 3401 | Arcadia Tag Agency | 201 E. OAK STREET- SUITE 101 | ARCADIA | 13 | 13 | 0 | 0 | 15 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 13 | 0 | 0 |
| 3501 | Madison Tag Agency | 229 SW PINCKNEY STREET- RM 102 | MADISON | 6 | 6 | 0 | 0 | 7 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 6 | 0 | 0 |
| 3601 | Defuniak Springs Tag Agency | 571 US HIGHWAY 90 EAST | DEFUNIAK SPRINGS | 18 | 0 | 0 | 0 | 20 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 18 | 0 | 0 |
| 3602 | South Walton Annex | 31 COASTAL CENTER BOULEVARD- SUITE 700 | SANTA ROSA BEACH | 9 | 0 | 0 | 0 | 10 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 9 | 0 | 0 |
| 3701 | Perry Tag Agency | 108 N. JEFFERSON STREET | PERRY | 12 | 12 | 0 | 0 | 12 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 15 | 0 | 0 |
| 3702 | Perry Branch Tag Agency | 2275 US 19 NORTH | PERRY | 4 | 4 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 4 | 0 | 0 |
| 3801 | Key West Tag Agency | 1200 TRUMAN AVENUE- SUITE 101 | KEY WEST | 12 | 13 | 0 | 0 | 13 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 12 | 0 | 0 |
| 3802 | Marathon Tag Agency | 3101 OVERSEAS HIGHWAY | MARATHON | 6 | 6 | 0 | 0 | 10 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 6 | 0 | 0 |
| 3803 | Plantation Key Tag Agency | 88800 OVERSEAS HIGHWAY JERRY ELLIS BUILDING | TAVERNIER | 4 | 4 | 0 | 0 | 9 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 4 | 0 | 0 |
| 3804 | Big Pine Key | 201 KEY DEER BLVD., BIG PINE KEY SHOPPING CTR | BIG PINE KEY | 5 | 5 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 5 | 0 | 0 |
| 3805 | Key Largo Tag Agency | 101487 OVERSEAS HIGHWAY | KEY LARGO | 7 | 7 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 6 | 0 | 0 |
| 3806 | Key West DL Agency | 3439 S. ROOSEVELT BLVD | KEY WEST | 4 | 4 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 6 | 0 | 0 |
| 3901 | Bronson Tag Agency | 355 SOUTH COURT STREET- RM 202 | BRONSON | 7 | 7 | 0 | 0 | 9 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 1 | 10 | 0 | 0 |
| 3902 | Chiefland Tag Agency | 226 N. MAIN STREET | CHIEFLAND | 6 | 6 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 6 | 0 | 0 |
| 3903 | Williston Tag Agency | 506 SW 1ST AVENUE | WILLISTON | 4 | 4 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 3 | 0 | 0 |
| 4001 | Brooksville Tag Agency | 20 N. MAIN STREET- ROOM 112 | BROOKSVILLE | 15 | 15 | 0 | 0 | 17 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 15 | 0 | 0 |
| 4002 | Weeki Wachee Tag Agency | 7489 FOREST OAKS BOULEVARD | SPRING HILL | 22 | 22 | 0 | 0 | 23 | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 0 | 1 | 22 | 0 | 0 |
| 4101 | Main Office Tag Agency | 86130 LICENSE ROAD | FERNANDINA BEACH | 21 | 21 | 0 | 0 | 20 | 1 | 1 | 1 | 1 | 2 | 0 | 0 | 1 | 1 | 21 | 0 | 0 |
| 4102 | Callahan Tag Agency | 450077 STATE ROAD 200- SUITE 13 | CALLAHAN | 6 | 8 | 0 | 0 | 7 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 7 | 0 | 0 |
| 4104 | Fernandina Beach Branch Tag | 416 CENTER STREET | FERNANDINA BEACH | 6 | 6 | 0 | 0 | 4 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 6 | 0 | 0 |
| 4105 | Hilliard Branch Tag | 15885 COUNTY ROAD 108 | HILLIARD | 1 | 2 | 0 | 0 | 2 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 1 | 1 | 1 | 0 |
| 4201 | Stuart Tag Agency | 3485 SE WILLOUGHBY BLVD | STUART | 31 | 31 | 0 | 0 | 28 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 31 | 0 | 0 |
| 4202 | Indiantown Tag Agency | 16550 SW WARFIELD BLVD. | INDIANTOWN | 7 | 7 | 0 | 0 | 7 | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 1 | 1 | 7 | 0 | 0 |
| 4203 | Hobe Sound Tag Agency | 11734 SE FEDERAL HIGHWAY | HOBE SOUND | 20 | 20 | 0 | 0 | 19 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 20 | 0 | 0 |
| 4205 | Palm City Branch Office | 3001 SW MARTIN DOWNS BLVD. | PALM CITY | 7 | 7 | 0 | 0 | 8 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 7 | 0 | 0 |

| Agency ID | Tag Agency | Address | City | PC | Monitor (22") | Laptop | Docking Station | Printer | Server | Server Monitor (17") | External Back Up Drive | External UPS Battery | 48 Port Switch | 24 Port Switch | Stacking Module | UPS 1500VA | UPS 1000VA | Belkin Power Strip | PCs to be Upgraded | Monitors to Remain |
|-----------|------------------------------------|---|--------------------|----|---------------|--------|-----------------|---------|--------|----------------------|------------------------|----------------------|----------------|----------------|-----------------|------------|------------|--------------------|--------------------|--------------------|
| 4301 | Crestview Tag Agency | 302 N. WILSON STREET- SUITE 101 | CRESTVIEW | 13 | 13 | 0 | 0 | 13 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 13 | 0 | 0 |
| 4302 | Shalimar Tag Agency | 1250 EGLIN PARKWAY, ROOM #117 | SHALIMAR | 24 | 26 | 0 | 0 | 26 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 24 | 0 | 0 |
| 4303 | Eglin AFB Tag Agency | 310 W. VAN MATRE AVENUE- BUILDING 210- SUITE 177 | EGLIN AFB | 3 | 3 | 0 | 0 | 4 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 3 | 0 | 0 |
| 4304 | Niceville Tag Agency | 701 E. JOHN SIMS PARKWAY | NICEVILLE | 14 | 13 | 0 | 0 | 15 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 9 | 0 | 0 |
| 4305 | Destin Tag Agency | 4012 COMMONS DR WEST- SUITE 122 | DESTIN | 7 | 7 | 0 | 0 | 8 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 7 | 0 | 0 |
| 4306 | Customer Service Center | 701 E. JOHN SIMS PARKWAY | NICEVILLE | 14 | 14 | 0 | 0 | 17 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 14 | 0 | 0 |
| 4307 | Hurlburt Field AFB Tag #7 | 120 SIMPSON AVENUE- ROOM #111 | HURLBURT FIELD | 3 | 3 | 0 | 0 | 4 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 3 | 0 | 0 |
| 4401 | Bushnell Tag Agency | (SHARES SERVER WITH 44/04) 220 E. McCOLLUM AVENUE | BUSHNELL | 12 | 12 | 0 | 0 | 13 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 11 | 0 | 0 |
| 4402 | Wildwood Tag Agency | 7375 POWELL ROAD- SUITE 135 | WILDWOOD | 20 | 19 | 0 | 0 | 18 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 13 | 0 | 0 |
| 4403 | Sumter Co. Courthouse Annex | 8033 EAST CR 466, SUITE B | LADY LAKE | 8 | 8 | 0 | 0 | 9 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 8 | 0 | 0 |
| 4501 | Starke Tag Agency | 945 N. TEMPLE AVENUE- SUITE-B | STARKE | 16 | 16 | 0 | 0 | 17 | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 0 | 1 | 16 | 0 | 0 |
| 4502 | Watson Center Tag | 4150 STATE ROAD 21- ROOM 105 | KEYSTONE HEIGHTS | 4 | 5 | 0 | 0 | 4 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 4 | 0 | 0 |
| 4601 | Monticello Tag Agency | 500 WEST WALNUT STREET | MONTICELLO | 11 | 11 | 0 | 0 | 11 | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 0 | 1 | 8 | 0 | 0 |
| 4602 | Sunshine Title Services, Inc | 1155 W. WASHINGTON STREET | MONTICELLO | 15 | 15 | 0 | 0 | 20 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 15 | 0 | 0 |
| 4603 | Capital Title & Tag, Inc | 410 OFFICE PLAZA DRIVE | TALLAHASSEE | 5 | 5 | 0 | 0 | 6 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 5 | 0 | 0 |
| 4701 | Inverness Tag Agency | 210 N. APOPKA AVENUE- SUITE 100 | INVERNESS | 31 | 31 | 0 | 0 | 31 | 1 | 1 | 1 | 1 | 3 | 0 | 3 | 1 | 1 | 30 | 0 | 0 |
| 4702 | Citrus County Center | 1540 N. MEADOWCREST BLVD | CRYSTAL RIVER | 26 | 26 | 0 | 0 | 26 | 1 | 0 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 26 | 0 | 0 |
| 4801 | Green Cove Springs Tag Agency | 477 HOUSTON STREET | GREEN COVE SPRINGS | 0 | 0 | 0 | 0 | 20 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 |
| 4802 | Orange Park Tag Agency | 3245 BEAR RUN BLVD | ORANGE PARK | 0 | 0 | 0 | 0 | 15 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 |
| 4803 | Park Avenue Branch Tag Agency | 1518 PARK AVENUE | ORANGE PARK | 0 | 0 | 0 | 0 | 19 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 |
| 4804 | Keystone Heights Tag Agency | 7380 STATE ROAD 100, SUITE #10 | KEYSTONE HEIGHTS | 0 | 0 | 0 | 0 | 4 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 |
| 4901 | Labelle Tag Agency | 25 E. HICKPOOCHEE AVENUE | LABELLE | 10 | 10 | 0 | 0 | 12 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 12 | 0 | 0 |
| 4902 | Clewiston Tag Agency | 1100 S. OLYMPIA STREET- SUITE 300 | CLEWISTON | 8 | 8 | 0 | 0 | 9 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 8 | 0 | 0 |
| 5001 | Chipley Tag Agency | 1331 SOUTH BOULEVARD- SUITE 101 | CHIPLEY | 17 | 17 | 0 | 0 | 13 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 17 | 0 | 0 |
| 5101 | Bonifay Tag Agency | 224 N. WAUKESHA STREET | BONIFAY | 8 | 0 | 0 | 0 | 9 | 1 | 0 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 8 | 0 | 0 |
| 5201 | Macclenny Tag Agency | 32 NORTH 5TH STREET | MACCLENNY | 9 | 9 | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 10 | 0 | 0 |
| 5301 | Punta Gorda Tag Agency | 410 TAYLOR ROAD | PUNTA GORDA | 24 | 24 | 0 | 0 | 23 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 24 | 0 | 0 |
| 5302 | Englewood Tag Agency | 6868 SANCASA DRIVE | ENGLEWOOD | 14 | 14 | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 14 | 0 | 0 |
| 5303 | Murdock Tag Agency | 18500 MURDOCK CIRCLE- ROOM 135 | PT. CHARLOTTE | 25 | 24 | 0 | 0 | 25 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 24 | 0 | 0 |
| 5401 | Dixie County Tax Collectors Office | 214 NE 351 HIGHWAY- SUITE A | CROSS CITY | 10 | 10 | 0 | 0 | 8 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 10 | 0 | 0 |
| 5501 | Trenton Tag Agency | 112 S. MAIN STREET | TRENTON | 5 | 5 | 0 | 0 | 6 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 5 | 0 | 0 |
| 5601 | Jasper Tag Agency | 207 NE 1ST STREET- ROOM 104 | JASPER | 5 | 5 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 5 | 0 | 0 |
| 5701 | Okeechobee Tag Agency | 307 NW 5TH AVENUE- ROOM #B | OKEECHOBEE | 13 | 13 | 0 | 0 | 14 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 13 | 0 | 0 |
| 5801 | Blountstown Tag Agency | 20859 CENTRAL AVE. EAST- RM 107 | BLOUNTSTOWN | 7 | 7 | 0 | 0 | 6 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 7 | 0 | 0 |
| 5901 | Apalachicola Tag Agency | 33 MARKET STREET, SUITE 202 | APALACHICOLA | 4 | 4 | 0 | 0 | 5 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 4 | 0 | 0 |
| 5902 | Carrabelle Branch Tag Agency | 912 NW Ave A | CARRABELLE | 3 | 3 | 0 | 0 | 4 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 2 | 0 | 0 |
| 6001 | Moore Haven Tag Agency | 500 AVENUE J COURTHOUSE, ROOM 101 | MOORE HAVEN | 3 | 3 | 0 | 0 | 4 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 3 | 0 | 0 |
| 6002 | Buckhead Ridge Community Center | COMMUNITY CENTER, STATE ROAD 78 WEST | OKEECHOBEE | 1 | 1 | 0 | 0 | 2 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 1 | 0 | 0 |
| 6101 | Bunnell Tag Agency | 1769 E. MOODEY BLVD., BUILDING 2, SUITE 102 | BUNNELL | 29 | 29 | 0 | 0 | 31 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 29 | 0 | 0 |

| Agency ID | Tag Agency | Address | City | PC | Monitor (22") | Laptop | Docking Station | Printer | Server | Server Monitor (17") | External Back Up Drive | External UPS Battery | 48 Port Switch | 24 Port Switch | Stacking Module | UPS 1500VA | UPS 1000VA | Beikin Power Strip | PCs to be Upgraded | Monitors to Remain |
|-----------|---|---|-----------------|----|---------------|--------|-----------------|---------|--------|----------------------|------------------------|----------------------|----------------|----------------|-----------------|------------|------------|--------------------|--------------------|--------------------|
| 6102 | Palm Coast Branch Tag | OLD KINGS COMMON, SUITE 12, 7 OLD KINGS ROAD NORTH | PALM COAST | 9 | 9 | 0 | 0 | 10 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 9 | 0 | 0 |
| 6201 | Mayo Tag Agency | 120 W. MAIN STREET- ROOM 123 | MAYO | 6 | 6 | 0 | 0 | 7 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 6 | 0 | 0 |
| 6301 | Lake Butler Tag Agency | 55 W. MAIN STREET- ROOM 108 (Shares server with 64/11) 3291 E. TAMIAMI TRAIL | LAKE BUTLER | 8 | 8 | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 8 | 0 | 0 |
| 6401 | Naples Tag Agency | 106 S. FIRST STREET, SUITE 101 | NAPLES | 31 | 31 | 0 | 0 | 33 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 26 | 0 | 0 |
| 6402 | Immokalee Tag Agency | 1040 WINTERBERRY DRIVE | MARCO ISLAND | 7 | 7 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 7 | 0 | 0 |
| 6403 | Marco Island Tag Agency | 735 8TH STREET S. | NAPLES | 2 | 2 | 0 | 0 | 2 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 2 | 0 | 0 |
| 6404 | City Hall Tag | 8771 N. TAMIAMI TRAIL | NAPLES | 2 | 2 | 0 | 0 | 2 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 2 | 0 | 0 |
| 6405 | Pelican Bay Tag Agency | 4715 GOLDEN GATE PARKWAY | NAPLES | 9 | 9 | 0 | 0 | 29 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 9 | 0 | 0 |
| 6406 | Golden Gate Tag Agency | 2348 IMMOKALEE ROAD | NAPLES | 17 | 17 | 0 | 0 | 23 | 1 | 1 | 1 | 1 | 2 | 0 | 0 | 1 | 1 | 18 | 0 | 0 |
| 6407 | Greentree Tag Agency | 2335 ORANGE BLOSSOM DRIVE | NAPLES | 5 | 5 | 0 | 0 | 6 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 5 | 0 | 0 |
| 6408 | North Collier Government Services Center | 102 COPELAND AVENUE | EVERGLADES CITY | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 |
| 6409 | Everglades City Branch | 12668 E. TAMIAMI TRAIL | NAPLES | 5 | 5 | 0 | 0 | 6 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 5 | 0 | 0 |
| 6410 | Eagle Creek Tag Agency | 50 SOUTH WILSON BOULEVARD | NAPLES | 5 | 5 | 0 | 0 | 5 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 5 | 0 | 0 |
| 6412 | Wilson Plaza Tag Agency | 202 OCHLOCKONEE STREET | CRAWFORDVILLE | 8 | 8 | 0 | 0 | 9 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 10 | 0 | 0 |
| 6501 | Wakulla County Tax Collector/Crawfordville Tag Agency | 1000 CECIL COSTIN SR. BLVD. RM 100 | PORT ST. JOE | 4 | 4 | 0 | 0 | 6 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 4 | 0 | 0 |
| 6601 | Port St Joe Tag Agency | 151 N. 3RD STREET | WEWAHITCHKA | 2 | 2 | 0 | 0 | 3 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 2 | 0 | 0 |
| 6602 | Wewahitchka Tag Agency | 10818 NW STATE ROAD 20 | BRISTOL | 5 | 5 | 0 | 0 | 3 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 5 | 0 | 0 |
| 6701 | Bristol Tag Agency | 2900 APALACHEE PARKWAY, ROOM B332 | TALLAHASSEE | 8 | 11 | 3 | 3 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 0 | 0 |
| 6802 | Central Inventory | 2900 APALACHEE PARKWAY, ROOM A330 | TALLAHASSEE | 27 | 48 | 0 | 0 | 78 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 23 | 0 | 0 |
| 6803 | DHSMV Direct Mail & Title Corrections | 2900 APALACHEE PARKWAY, ROOM A114 | TALLAHASSEE | 27 | 27 | 0 | 0 | 27 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 27 | 0 | 0 |
| 6804 | Motor Carrier Services (IRP/IFTA-Billing Section) | 2900 APALACHEE PARKWAY, ROOM A330 | TALLAHASSEE | 16 | 17 | 1 | 1 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 17 | 0 | 0 |
| 6805 | Issuance & Customer Service (DHSMV Direct Mail) | 2900 APALACHEE PARKWAY, ROOM A118 | TALLAHASSEE | 10 | 12 | 3 | 3 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 13 | 0 | 0 |
| 6806 | Motor Carrier Services (IRP/IFTA-Audit) | 2900 APALACHEE PARKWAY, B142 | TALLAHASSEE | 2 | 7 | 3 | 5 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 0 | 0 |
| 6808 | Kirkman/ DMV Region 7 Tallahassee | 1135 BANKS ROAD | MARGATE | 14 | 26 | 14 | 14 | 19 | 1 | 1 | 1 | 1 | 4 | 0 | 4 | 1 | 0 | 28 | 0 | 0 |
| 6818 | Region 1, Margate | 318 SE 25th AVENUE | OCALA | 8 | 21 | 13 | 13 | 11 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 21 | 0 | 0 |
| 6819 | Region 2, Ocala | 152 HWY 17 SE | PALATKA | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 6819 | Region 2, Palatka Sub Office | 2575 S. VOLUSIA AVENUE, SUITE 300 | ORANGE CITY | 7 | 16 | 8 | 8 | 14 | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 16 | 0 | 0 |
| 6822 | Region 4, Orange City | 4101 CLARCONA-OCOEE ROAD, SUITE 160 | ORLANDO | 11 | 22 | 11 | 11 | 18 | 1 | 1 | 1 | 1 | 4 | 0 | 0 | 1 | 1 | 22 | 0 | 0 |
| 6823 | Region 5, Orlando | 5701 E. HILLSBOROUGH AVENUE, SUITE 2229 | TAMPA | 21 | 45 | 25 | 25 | 20 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 1 | 1 | 46 | 0 | 0 |
| 6824 | Region 6, Tampa | 323 10th AVENUE 2, SUITE 200 | PALMETTO | 11 | 20 | 12 | 12 | 13 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 23 | 0 | 0 |
| 6826 | Region 8, Palmetto | 901 NORTHPOINT PARKWAY, SUITES 115 & 116 | WEST PALM BEACH | 12 | 23 | 11 | 11 | 12 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 23 | 0 | 0 |
| 6827 | Region 9, West Palm Beach | 12601 NW 42nd AVENUE | OPA LOCKA | 10 | 23 | 13 | 13 | 9 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 23 | 0 | 0 |
| 6828 | Region 10, Miami | 6030 COUNTY ROAD 2321 | PANAMA CITY | 1 | 5 | 3 | 4 | 7 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 5 | 0 | 0 |
| 6829 | Region 7A, Panama City | 2900 APALACHEE PARKWAY, ROOM C208 | TALLAHASSEE | 26 | 32 | 13 | 13 | 17 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 39 | 0 | 0 |
| 6831 | Quality Review and Enforcement | 2900 APALACHEE PARKWAY | TALLAHASSEE | 25 | 25 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 25 | 0 | 0 |
| 6832 | Accounting/Revenue | 3200 ARMSDALE ROAD, SUITE 13 | JACKSONVILLE | 5 | 15 | 11 | 11 | 10 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 16 | 0 | 0 |
| 6839 | Region 3, Jacksonville | 2900 APPALCHEE PARKWAY, MS A312 | TALLAHASSEE | 22 | 24 | 1 | 2 | 17 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 24 | 0 | 0 |
| 6840 | DHSMV Dealer License | | | | | | | | | | | | | | | | | | | |

| Agency ID | Tag Agency | Address | City | PC | Monitor (22") | Laptop | Docking Station | Printer | Server | Server Monitor (17") | External Back Up Drive | External UPS Battery | 48 Port Switch | 24 Port Switch | Stacking Module | UPS 1500VA | UPS 1000VA | Beikin Power Strip | PCs to be Upgraded | Monitors to Remain |
|-----------|---------------------------------|--|-------------------|----|---------------|--------|-----------------|---------|--------|----------------------|------------------------|----------------------|----------------|----------------|-----------------|------------|------------|--------------------|--------------------|--------------------|
| 6846 | MCS NKB | 2900 APALACHEE PARKWAY, | TALLAHASSEE | 8 | 8 | 0 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 0 | 0 |
| 6847 | Region 7B, Pensacola | 100 STUMPFIELD ROAD | PENSACOLA | 3 | 7 | 4 | 4 | 8 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 7 | 0 | 0 |
| 6849 | Region 2, BFO-DMV/DL, Lake City | 1350 US HIGHWAY 90 #101 | LAKE CITY | 0 | 2 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| 9901 | Tax Collector Help Desk (DMV) | 2900 APALACHEE PARKWAY, ROOM A126 | TALLAHASSEE | 15 | 15 | 0 | 0 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 15 | 0 | 0 |
| 9902 | System Evaluation Unit (SE) | 2900 APALACHEE PARKWAY, ROOM B341 | TALLAHASSEE | 9 | 9 | 0 | 0 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 0 | 0 |
| 9999 | ISA/SAAS GROUP (PLATFORM) | 2900 APALACHEE PARKWAY, ROOM d335 | TALLAHASSEE | 1 | 2 | 1 | 1 | 3 | 1 | 0 | 0 | 0 | 8 | 3 | 0 | 0 | 0 | 1 | 0 | 0 |
| A50 | Escambia | 100 STUMPFIELD ROAD | PENSACOLA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0 |
| A75 | Escambia | 213 PALAFAX PLACE | PENSACOLA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| A76 | Escambia | 6451 NORTH W STREET | PENSACOLA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 17 | 17 |
| A85 | Okaloosa | 310 W. VAN MATRE AVENUE- BUILDING 210- SUITE 177 | EGLIN AFB | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| A86 | Holmes | 224 N. WAUKESHA STREET | BONIFAY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| B50 | Leon | 2900 APALACHEE PARKWAY, ROOM B154 | TALLAHASSEE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 |
| B50 | Leon | 2900 APALACHEE PARKWAY, ROOM B154 | TALLAHASSEE | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| B51 | Bay | 237 W. 15th STREET | PANAMA CITY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| B70 | Leon | 1276 METROPOLITAN BLVD, SUITE #102 | TALLAHASSEE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| B71 | Leon | 870-1 BLOUNTSTOWN HIGHWAY | TALLAHASSEE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| B73 | Jefferson | 500 WEST WALNUT STREET | MONTICELLO | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| B74 | Bay | 10520 HUTCHINSON BLVD | PANAMA CITY BEACH | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| B77 | Leon | 2900 APALACHEE PARKWAY, ROOM B133 | TALLAHASSEE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 |
| B78 | Wakulla | 202 OCHLOCKONEE STREET | CRAWFORDVILLE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| B83 | Jackson | 3613 HIGHWAY 90 | MARIANNA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 7 |
| B84 | Gadsden | 16 S. CALHOUN STREET | QUINCY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 |
| D50 | Alachua | 2815 NW 13th STREET, SUITE 302 | GAINESVILLE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0 |
| D71 | Union | 55 W. MAIN STREET- ROOM 108 | LAKE BUTLER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| D72 | Taylor | 2275 US 19 NORTH | PERRY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| D76 | Levy | 355 SOUTH COURT STREET- RM 202 | BRONSON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| E50 | Duval | 7439 WILSON BOULEVARD | JACKSONVILLE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 0 |
| E70 | Duval | 3520-1 BLANDING BLVD | JACKSONVILLE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| E71 | Bradford | 945 N. TEMPLE AVENUE- SUITE-B | STARKE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| E72 | Duval | 12220 ATLANTIC BLVD., SUITE 102 | JACKSONVILLE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| E73 | Baker | 32 NORTH 5TH STREET | MACCLENNY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| E74 | Duval | 10035 SAN JOSE BLVD | JACKSONVILLE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| F01 | Volusia | 2575 S. VOLUSIA AVENUE, SUITE 200 | ORANGE CITY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 17 | 17 |
| F02 | Volusia | 2400 S. RIDGEWOOD AVENUE, SUITE 2 | SOUTH DAYTONA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 22 | 22 |
| F51 | Volusia | 2400 S. RIDGEWOOD AVENUE | SOUTH DAYTONA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 5 |
| F71 | St. Johns | 4030 LEWIS SPEEDWAY | ST. AUGUSTINE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| F72 | St. Johns | 5430 PALM VALLEY ROAD | PONTE VEDRA BEACH | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| F75 | Marion | 19995 SW 86 STREET- UNIT 2 | DUNNELLON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| F76 | St. Johns | 6195 S. MAIN STREET- SUITE E | HASTINGS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| F77 | St. Johns | 725 FLORA BRANCH BOULEVARD | JACKSONVILLE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| G50 | Orange | 4101 CLARCONA-OCDEE ROAD, SUITE 152 | ORLANDO | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 0 |

| Agency ID | Tag Agency | Address | City | PC | Monitor (22") | Laptop | Docking Station | Printer | Server | Server Monitor (17") | External Back Up Drive | External UPS Battery | 48 Port Switch | 24 Port Switch | Stacking Module | UPS 1500VA | UPS 1000VA | Belkin Power Strip | PCs to be Upgraded | Monitors to Remain |
|-----------|--------------------|---|-----------------|----|---------------|--------|-----------------|---------|--------|----------------------|------------------------|----------------------|----------------|----------------|-----------------|------------|------------|--------------------|--------------------|--------------------|
| G52 | Seminole | 154 TUSKAWILLA ROAD, SUITE 1368 | WINTER SPRINGS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 |
| G71 | Orange | 2110 W. COLONIAL DRIVE | ORLANOD | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| G73 | Marion | 110 SE 25TH AVENUE | OCALA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| H50 | Brevard | 2325 S. BABCOCK STREET | MELBOURNE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0 |
| H83 | Okeechobee | 210 NW 5TH AVENUE | OKEECHOBEE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 5 |
| HQ | Leon--Kirkman Bldg | 2900 APALACHEE PARKWAY | TALLAHASSEE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 74 | 51 |
| HQ | Leon--Kirkman Bldg | 2900 APALACHEE PARKWAY | TALLAHASSEE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 46 | 100 |
| J50 | Pinellas | 4585 140th AVENUE NORTH, SUITE 1002 | CLEARWATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 0 |
| J70 | Pinellas | 29399 US HWY 19 NORTH, SUITE 100 | CLEARWATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 |
| J71 | Pinellas | 743 S. PINELLAS AVENUE | TARPON SPRINGS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 |
| J72 | Pinellas | 13025 STARKEY ROAD | LARGO | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 |
| J72 | Pinellas | 13025 STARKEY ROAD | LARGO | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| J73 | Pinellas | 1800 - 66TH STREET- NORTH | ST. PETERSBURG | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 |
| J74 | Pinellas | 1663 GULF TO BAY BLVD. | CLEARWATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 |
| J76 | Pinellas | 1067 - 62ND AVENUE- SOUTH | ST. PETERSBURG | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| J91 | Pinellas | 13025 STARKEY ROAD | LARGO | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| K20 | Hillsborough | 4100 W. DR MLK BLVD | TAMPA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 10 |
| K50 | Hillsborough | 2814 E. HILLSBOROUGH AVENUE | TAMPA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 0 |
| K70 | Hillsborough | 3002 E. COLLEGE AVENUE | RUSKIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 |
| K71 | Hillsborough | 4100 W. DR MLK BLVD | TAMPA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 7 |
| K73 | Hillsborough | 3030 N. FALKENBURG ROAD | TAMPA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 7 |
| K74 | Hillsborough | 1834 JIM REDMAN PARKWAY | PLANT CITY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 |
| K76 | Hillsborough | 3011 UNIVERSITY CENTER DRIVE- SUITE 150 | TAMPA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 5 |
| K77 | Hillsborough | 601 E. KENNEDY BLVD - 14TH FLOOR | TAMPA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 |
| K78 | Hillsborough | 2814 E. HILLSBOROUGH AVENUE | TAMPA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 |
| K90 | Hillsborough | 3011 UNIVERSITY CENTER DRIVE- SUITE 150 | TAMPA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 |
| L70 | Hernando | 7489 FOREST OAKS BOULEVARD | SPRING HILL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| L71 | Pasco | 4720 U.S. HIGHWAY 19 | NEW PORT RICHEY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 |
| L72 | Pasco | 4135 LAND O' LAKES BLVD., (HWY 41) | LAND O'LAKES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| L73 | Pasco | 14236 6TH STREET, SUITE 100 | DADE CITY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| L78 | Citrus | 1540 N. MEADOWCREST BLVD | CRYSTAL RIVER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| L80 | Hernando | 11319 PONCE DE LEON BOULEVARD | BROOKSVILLE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 6 |
| M70 | Sarasota | 101 S. WASHINGTON BOULEVARD | SARASOTA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| M71 | Manatee | 819 301 BLVD. W. | BRADENTON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| M72 | Desoto | 201 E. OAK STREET- SUITE 101 | ARCADIA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| M73 | Manatee | 4333 US HIGHWAY 301 N | ELLENTON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| M74 | Manatee | 6007 111TH STREET E | BRADENTON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| M79 | Sarasota | 4000 S. TAMIAMI TRAIL- ROOM 132 | VENICE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| M86 | Sarasota | 6100 SAWYER LOOP ROAD | SARASOTA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Manatee | Manatee | 819 301 BLVD. W. | BRADENTON | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| N50 | Lee | 2295 VICTORIA AVENUE, ROOM 319F | FT MYERS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 0 |
| N70 | Collier | 2348 IMMOKALEE ROAD | NAPLES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12 | 12 |
| N71 | Collier | 106 S. FIRST STREET, SUITE 101 | IMMOKALEE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |

| Agency ID | Tag Agency | Address | City | PC | Monitor (22") | Laptop | Docking Station | Printer | Server | Server Monitor (17") | External Back Up Drive | External UPS Battery | 48 Port Switch | 24 Port Switch | Stacking Module | UPS 1500VA | UPS 1000VA | Belkin Power Strip | PCs to be Upgraded | Monitors to Remain |
|-----------|--------------|---|------------------|----|---------------|--------|-----------------|---------|--------|----------------------|------------------------|----------------------|----------------|----------------|-----------------|------------|------------|--------------------|--------------------|--------------------|
| N72 | Collier | 725 AIRPORT ROAD | NAPLES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 13 | 13 |
| N72 | Collier | 725 AIRPORT ROAD | NAPLES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| N73 | Collier | 4715 GOLDEN GATE PARKWAY | NAPLES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 |
| N74 | Collier | 1040 WINTERBERRY DRIVE | MARCO ISLAND | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| N77 | Hendry | 25 E. HICKPOOCHEE AVENUE | LABELLE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 |
| N78 | Collier | 12668 E. TAMIAMI TRAIL | NAPLES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 |
| N79 | Collier | 2335 ORANGE BLOSSOM DRIVE | NAPLES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 11 |
| P21 | Palm Beach | 1299 WEST LANTANA ROAD | LANTANA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| P50 | Palm Beach | 1299 WEST LANTANA ROAD | LANTANA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 0 |
| P51 | St. Lucie | 1901 SOUTH 25th STREET, SUITE 201 | FT. PIERCE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0 |
| P90 | Palm Beach | 1299 WEST LANTANA ROAD | LANTANA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 5 |
| R01 | Broward | 3718-3 W. OAKLAND PARK BOULEVARD | LAUDERDALE LAKES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 40 | 40 |
| R02 | Broward | 8001 PEMBROKE ROAD | PEMBROKE PINES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 20 | 20 |
| R03 | Broward | 7217 W. OAKLAND PARK BOULEVARD | LAUDERHILL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 17 | 17 |
| R05 | Broward | 100 S. MILITARY TRAIL #26 | DEERFIELD BEACH | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 16 | 16 |
| R05 | Broward | 100 S. MILITARY TRAIL #26 | DEERFIELD BEACH | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| R06 | Broward | 1135 BANKS ROAD | MARGATW | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 33 | 33 |
| R50 | Broward | 3718-3 W. OAKLAND PARK BOULEVARD | LAUDERDALE LAKES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 2 |
| R90 | Broward | 3708 WEST OAKLAND PARK BOULEVARD | LAUDERDALE LAKES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 5 |
| S03 | Miami-Dade | 18326 NW 7TH AVENUE | MIAMI GARDENS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 25 | 25 |
| S05 | Miami-Dade | 11093 NW 138th STREET, SUITE 101 | HIALEAH GARDENS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 44 | 44 |
| S06 | Miami-Dade | 12601 NW 42 AVENUE | OPA LOCKA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 24 | 0 |
| S06 | Miami-Dade | 12601 NW 42nd AVENUE | OPA LOCKA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| S07 | Miami-Dade | 7795 W. FLAGLER STREET, SUITE 82C | MIAMI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 33 | 33 |
| S07 | Miami-Dade | 7795 W. FLAGLER STREET, SUITE 82C | MIAMI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| S11 | Miami-Dade | 7900 NW 27th AVENUE, SUITE e14 | MIAMI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 24 | 24 |
| S11 | Miami-Dade | 7900 NW 27th AVENUE, SUITE e14 | MIAMI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| S11 | Miami-Dade | 7900 NW 27th AVENUE, SUITE e14 | MIAMI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| S12 | Miami-Dade | 15555 BISCAYNE BOULEVARD | NORTH MIAMI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 5 |
| S50 | Miami-Dade | 7795 W. FLAGLER STREET, SUITE 82C | MIAMI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 0 |
| T03 | Miami-Dade | 11735 SW 147th AVENUE, SUITE 23 | MIAMI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 20 | 20 |
| T04 | Miami-Dade | 14653 SW 122nd AVENUE | MIAMI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 22 | 22 |
| T06 | Miami-Dade | 1448 N. KROME AVENUE, SUITE 103 | FLORIDA CITY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 22 | 22 |
| T70 | Monroe | 201 KEY DEER BLVD., BIG PINE KEY SHOPPING CTR | BIG PINE KEY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| T71 | Monroe | 3439 S. ROOSEVELT BLVD | KEY WEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| T72 | Monroe | 3384 OVERSEAS HIGHWAY | MARATHON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| T90 | Miami-Dade | 7795 W. FLAGLER STREET, SUITE 82C | MIAMI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 7 |
| V01 | Hillsborough | 4100 W. DR MLK BLVD | TAMPA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| V02 | Miami-Dade | 14653 SW 122nd AVENUE | MIAMI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |

| Agency ID | Tag Agency | Address | City | PC | Monitor (22") | Laptop | Docking Station | Printer | Server | Server Monitor (17") | External Back Up Drive | External UPS Battery | 48 Port Switch | 24 Port Switch | Stacking Module | UPS 1500VA | UPS 1000VA | Belkin Power Strip | PCs to be Upgraded | Monitors to Remain |
|-----------|---|---|---------------|--------------|---------------|------------|-----------------|--------------|------------|----------------------|------------------------|----------------------|----------------|----------------|-----------------|------------|------------|--------------------|--------------------|--------------------|
| V03 | Miami-Dade | 7900 NW 27th AVENUE, SUITE e14 | MIAMI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| V04 | Hillsborough | 4211 N. LOIS AVENEUE | TAMPA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| V05 | Broward | 8001 PEMBROKE ROAD | PEMBROKE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| V06 | Volusia | 2575 S. VOLUSIA AVENUE, SUITE #200 | ORANGE CITY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| V07 | Miami-Dade | 7900 NW 27th AVENUE, SUITE e14 | MIAMI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| V08 | Hillsborough | HILLSBOROUGH COUNTY SHERIFF OFFICE | TAMPA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| V09 | Broward | 8001 PEMBROKE ROAD | PEMBROKE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| V12 | Hillsborough | 4211 N. LOIS AVENEUE | TAMPA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| V13 | BROWARD | 8001 PEMBROKE ROAD | PEMBROKE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| 715 | First Orange Tag | 718 GARDEN PLAZA | ORLANDO | 6 | 6 | 0 | 0 | 7 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 |
| 6868 | Kissimmee Call Center | 2892 NORTH ORANGE BLOSSOM TRAIL | KISSIMMEE | 50 | 100 | 0 | 0 | 4 | 1 | 1 | 1 | 1 | 3 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| 1908 | Viera Tag | 2725 JUDGE FRAN JAMIESON WAY, SUITE #A108 | VIERA | 15 | 15 | 0 | 0 | 16 | 1 | 1 | 1 | 1 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| 720 | Orange Auto Tag | 11210 S. ORANGE BLOSSOM TRAIL | ORLANDO | 16 | 16 | 0 | 0 | 17 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| 1510 | First Manatee Tag | 5756-58 14th STREET | BRADENTON | 5 | 5 | 0 | 0 | 6 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| 2706 | Central State Apportioned Tag | 1753 US HIGHWAY 27 NORTH | AVON PARK | 4 | 4 | 0 | 0 | 5 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 |
| 415 | Training Center North | 29299 US HIWY 19 N, SUITE #200 | Clearwater | 9 | 17 | 0 | 0 | 2 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| 507 | Morningstar Fleet Services - IRP Division | 817 N. FLORIDA AVENUE | LAKELAND | 6 | 6 | 0 | 0 | 7 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 |
| 1312 | Amerifleet | 1276 METROPOLITAN BLVD., SUITE 401-A | TALLAHASSEE | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 |
| 6103 | Flagler Beach Branch | 2525 MOODY BLVD | FLAGLER BEACH | 9 | 9 | 0 | 0 | 10 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 |
| 808 | First Volusia | 175 South Nova Road, Unit 5C | Ormond Beach | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5304 | Port Charlotte #4 | 21229 OLEAN BLVD. | PT CHARLOTTE | 5 | 5 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1810 | AAA Service Center | 2516 COLONIAL BLVD | FT. MYERS | 7 | 7 | 0 | 0 | 8 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | 4,995 | 5,237 | 153 | 157 | 5,594 | 254 | 242 | 249 | 245 | 221 | 194 | 88 | 248 | 296 | 4,608 | 860 | 767 |

EXHIBIT 2

REGISTRATION DECAL AND CARRIER SHEET

SPECIFICATIONS

SECTION I – GENERAL DESCRIPTION

The license plate validation decals must be made of reflective sheeting having a smooth, flat outer surface to be exposed for use in both warm and cold weather conditions and have a pressure sensitive adhesive on the backside protected by a removable liner for convenient and durable attachment to the flat, smooth background surfaces of motor vehicle license plates to maintain adhesion to the license plates for not less than five years. The validation decals must be manufactured with a reflective sheeting which shall consist of lens elements embedded within a transparent resin using thermal imprint inks to maintain clear visibility for law enforcement purposes for a period of not less than 15 months. The validation decals shall display a subdued counterfeit-proof mark. The finished size of each validation decal will be 1" H X 1½" W.

SECTION II – REQUIREMENTS

A. Retroreflective Characteristics

The validation decals shall have the following minimum coefficients of retroreflection expressed as candlepower per foot-candle per square foot of material (candelas per lux per square meter). The coefficients of retroreflection for all sheeting colors are listed in Appendix I.

B. Rainfall Performance

The coefficient of retroreflection of the validation decals totally wet by rain, shall not be less than 90% of the above listed values. Wet performance measurements shall be conducted at 0.2 degrees Observation and -4 degrees Entrance angles in accordance with ASTM-810 and using the test set-up described in FHWA Specification FP-85, Section 718.03(a) and Section 7.10.1 of AASHTO M 268.

C. Adhesive and Protective Liner

1. The pre-coated pressure-sensitive adhesive on the validation decals shall form a durable, vandal resistant bond to clean, dry, reflective sheeting license plate surfaces or sticker surfaces of the same material for no less than five years.
2. The adhesive shall not exude from the edges of the validation decals to cause the decals to stick together when packaged or when being printed in the designated printers.
3. The protective liner attached to the adhesive of the validation decal shall be removed by peeling without soaking in water or other solvents and shall be easily removed after storage.

D. Diffuse Daytime Color

Through instrumental color testing, the diffuse daytime color of the reflective sheeting shall conform to color requirements as determined spectrophotometrically in accordance with ASTM E-1164 and E-1349, utilizing either 45/0 or 0/45 degrees illuminations/viewing conditions as described in E-1164 and E-1349 for retroreflective materials. Chromaticity and the Luminance Factor based on CIE trisimulus values for the 2 degrees observer and Illuminant D65, shall be calculated in accordance with ASTM E-308. The color specification requirements for all sheeting colors are listed in Appendix II.

E. Official Security Marks

The validation decals shall have security marks integral in the materials, which make unauthorized decal reproduction extremely difficult. The "FL" security mark shall be subdued in each validation decal such as the American Decal 6000 series or the 3M Direction Security Image 5460ER.

The security marks shall: 1) be verifiable in diffuse daylight and by retroreflected light at night; 2) not alter sheeting colors or reduce sheeting brightness below specified levels; and 3) not be removable by chemical or physical means from the validation decal whether applied or unapplied without irreparable damage to the reflective system.

F. Processability

The validation decals shall be manufactured with materials that are compatible with the inks and the equipment designated for printing them to ensure easiness for the user to load the machines and produce the finished product without hanging up or sticking to the internal or external portion of the printers.

G. Cleanability

The validation decals shall be readily cleansed of normal dirt accumulation from being displayed on a motor vehicle license plate by washing with water and mild detergent. The surface shall be sufficiently solvent resistant to permit cleaning with solvents such as VM&P Naphtha, mineral spirits, turpentine, or other solvents commonly used on vehicle finishes. Rinsed and dried, the surface shall show no appreciable change following cleaning when compared visually to a new, clean sticker surface.

H. Performance Life

The validation decal shall remain affixed to a motor vehicle license plate for no less than five years, to another validation decal for no less than four years and visible for law enforcement purposes for no less than 15 months.

I. Packaging

The validation decals shall be properly packaged for protection from any damage during shipping or storage to ensure that such blank validation decals function properly when processed and printed through the designated printers.

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APPENDIX I

VALIDATION SHEETING RETROREFLECTIVE CHARACTERISTICS

The Coefficient of Retroreflection shall be measured on flat, clean Validation sheeting and shall have the following minimum values at 0.2° observation angle, expressed as candlepower per foot-candle per square foot (candelas per lux per square meter) of material. Measurements shall be conducted in accordance with ASTM E-810, "Standard Test Method for Coefficient of Retroreflection of Retroreflective Sheeting". The sheeting shall be measured without clear coat.

| <u>COLOR</u> | <u>ENTRANCE ANGLE</u> | |
|---------------------|------------------------------|-----|
| | 4° | 40° |
| White | 50 | 10 |
| Yellow | 30 | 8 |
| Lemon-Yellow | 28 | 11 |
| Green | 28 | 8 |
| Blue | 14 | 5 |
| Red | 10 | 3 |
| Orange | 6 | 2 |
| Gold | 30 | 10 |
| Yellow-Green | 24 | 8 |
| Magenta | 12 | 3 |

APPENDIX II

COLOR SPECIFICATION

| Color | Chromaticity Coordinate Corner Points | | Luminance Factor |
|-----------------|--|----------|-------------------------|
| | x | y | Y (%) |
| 1. White | .303 | .290 | 35 Min. |
| | .365 | .354 | |
| | .340 | .378 | |
| | .278 | .316 | |
| 2. Lemon-Yellow | .403 | .508 | 34 – 46.5 |
| | .440 | .550 | |
| | .504 | .457 | |
| | .455 | .462 | |
| 3. Yellow | .447 | .472 | 29 – 43 |
| | .480 | .512 | |
| | .536 | .456 | |
| | .500 | .420 | |
| 4. Orange | .502 | .398 | 18 – 30 |
| | .573 | .425 | |
| | .627 | .368 | |
| | .535 | .360 | |
| 5. Red | .552 | .358 | 6 – 13 |
| | .630 | .370 | |
| | .695 | .305 | |
| | .601 | .310 | |
| 6. Blue | .105 | .240 | 8 – 19 |
| | .232 | .250 | |
| | .240 | .200 | |
| | .180 | .140 | |

APPENDIX II (cont.)

COLOR SPECIFICATION

| Color | Chromaticity Coordinate Corner Points | | Luminance Factor Y (%) |
|-----------------|--|----------|-----------------------------------|
| | x | y | |
| 7. Green | .115 | .300 | 14 – 26 |
| | .200 | .490 | |
| | .297 | .360 | |
| | .242 | .265 | |
| 8. Gold | .415 | .390 | 19 – 26 Min. |
| | .415 | .455 | |
| | .458 | .455 | |
| | .458 | .390 | |
| 9. Yellow-Green | .180 | .320 | 18 – 25 |
| | .180 | .500 | |
| | .280 | .460 | |
| | .280 | .360 | |
| 10. Magenta | .465 | .235 | 9 – 14 |
| | .465 | .285 | |
| | .520 | .285 | |
| | .520 | .235 | |

New Equipment Information

| Equipment | QTY | Notes |
|---------------------------------|------------|---|
| Number of PC's | | |
| Number of Monitors | | |
| Number of Laptops | | |
| Number of Servers | | <i>*Server Location: See additional server information needed below</i> |
| Number of Laser Printers | | |
| Number of Switches | | 24 Port: 48 Port: |
| Number of UPS | | |
| Additional Accessories | | |
| Miscellaneous | | |

| Information | Notes |
|---|--|
| Primary Staging Room | <i>*Primary delivery location and work area</i> |
| Security Restrictions | <i>*Locked areas,</i> |
| Parking Information | <i>*Number of spots, secured, etc...</i> |
| Delivery and Logistics Information | <i>*Location accepts pallets, covered entry, loading dock, etc....</i> |
| Furniture Specifications & Details | |
| Power Requirement Notes | |
| Miscellaneous Notes | |

Existing Server Configuration (Backup information)

| Information | Notes |
|-----------------------------|--|
| RAID Controller | |
| # of Logical Volumes | <i>*2 different volumes or single volume portioned by Windows?</i> |
| NIC Type/Model | |
| LAN Speed | |
| Total Image Size | |

Miscellaneous

| | |
|----------------------------|--|
| Miscellaneous Notes | |
|----------------------------|--|

EXHIBIT 4

SERVICE MANAGER DATA ELEMENTS

| Field | Description |
|--------------------------------------|--|
| Incident ID | The system-generated unique ID for this incident. |
| Status | <p>Displays the status of the incident. These statuses are available out-of-box:</p> <p>Pending other You need something from an outside source other than customer or vendor.</p> <p>Work in progress means work is underway to resolve this incident.</p> <p>Reject means the ticket is rejected. No resolution at this time.</p> <p>Resolved There is a resolution, but it has not yet been verified by the customer.</p> <p>Pending vendor means awaiting action from a vendor.</p> <p>Pending customer means awaiting action from the customer who reported the incident.</p> <p>Closed means the ticket is resolved.</p> <p>Open The incident has been opened but it is not currently being worked on.</p> <p>Accepted You accept responsibility for the ticket.</p> <p>Suspended means the ticket is suspended.</p> |
| Contact | The contact person for this incident. |
| Location | The service recipient's location |
| Affected Service | The service affected by the registered issue. Only services the service recipient has a subscription for can be selected. |
| Affected CI | The configuration item (CI) the incident is registered for. Using Fill shows the CIs that are part the affected service. Other CIs can be entered manually. |
| CI is operational (no outage) | If selected (set to true), indicates the item is currently operational and there is no outage. |
| Outage Start | A date/time stamp for when the service outage started. |
| Outage End | A date/time stamp for when the service outage ended. |
| Service Contract | The contract covering the affected equipment. |
| Title | A short description summarizing the incident. |
| Description | A description of the incident in more detail. |

| Field | Description |
|-------------------------|---|
| Assignment Group | The support group assigned to work on this incident. |
| Assignee | The name of the person assigned to work on this incident. This person is a member of the assigned support group. |
| Vendor | The name of the vendor the incident has been assigned to. |
| Vendor Ticket | This is the number the vendor uses to identify the ticket. |
| Category | The category is inherited from the interaction. Valid entries are Incident or Request in the out-of-box system |
| Area | Depending on the selection of a category, a different list appears describing the area of concern for the incident. |
| Subarea | The third level of categorizing an incident. |
| Impact | The impact the incident has on the business. The impact and urgency are used to calculate the priority. |
| Urgency | The urgency indicates how pressing the incident is for the organization. |
| Priority | The order in which to address this incident in comparison to others. |
| Closure Code | A set of pre-defined codes that describe how the incident has been closed. |
| Solution | A description of the solution used to close the incident. |

EXHIBIT 5

SITE INVENTORY FORM EXAMPLE

Site Name/Agency ID/County: _____
 Site Address: _____
 Install Team: _____
 Install Date / Time: _____

On-Site Installation Checklist/Signoff
 Contact: _____

| | | | | | | | | |
|--------------------|---------------|--|------------------|--|-------------------|--|-------------------|--|
| Removed Old | Server: | | 17" Monitors: | | UPS/Ext Batt: | | Surge Protectors: | |
| | Workstations: | | Laptop: | | Docking Stations: | | 22" Monitors: | |
| | Printers: | | Stacking Cables: | | 24 Port Switch: | | 48 Port Switch: | |

| | | | | | | | | |
|----------------------|---------------|--|------------------|--|-------------------|--|-------------------|--|
| Installed New | Server: | | 17" Monitors: | | UPS/Ext Batt: | | Surge Protectors: | |
| | Workstations: | | Laptop: | | Docking Stations: | | 22" Monitors: | |
| | Printers: | | Stacking Cables: | | 24 Port Switch: | | 48 Port Switch: | |

| Legacy Equipment | | | | | | | New Equipment | | | | | | | Notes / Additional Details |
|------------------|--------------------|-------------------------------------|-----------------|--------------------|--------------------------------|--------------------------------|--------------------|-----------------------|------------------------|---------------------------|--------------------------------|--------------------------------|---------------------------|-------------------------------|
| Unit# | Location Room # | Legacy Equip. Product Type | Legacy Model | Legacy Serial # | Asset Tag / Name Con. | Printer Mapping Attached | Location Room # | New Equip. Type | New Equip. Model | New Equip. Serial # | Asset Tag / Name Con. | Printer Mapping Attached | Functionality Verified | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |

| Legacy Equipment | | | | | | | New Equipment | | | | | | | Notes / Additional Details |
|------------------|-----------------|----------------------------|--------------|-----------------|-----------------------|--------------------------|-----------------|-----------------|------------------|---------------------|-----------------------|--------------------------|------------------------|----------------------------|
| Unit# | Location Room # | Legacy Equip. Product Type | Legacy Model | Legacy Serial # | Asset Tag / Name Con. | Printer Mapping Attached | Location Room # | New Equip. Type | New Equip. Model | New Equip. Serial # | Asset Tag / Name Con. | Printer Mapping Attached | Functionality Verified | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |

| I acknowledge that (Vendor) has completed all installation/configuration/removal requirements in accordance with DHSMV SOW/contract requirements. | | | |
|---|-------------------|-----------------------------------|-------------------|
| **Install Completion Acceptance | Signature: _____ | (Vendor) Training Acknowledgement | Signature: _____ |
| | Print Name: _____ | | Print Name: _____ |
| | Date: _____ | | Date: _____ |

**EXHIBIT 6
NON-DISCLOSURE AGREEMENT**

**Department of Highway Safety and Motor Vehicles
Information Systems Administration**

The State of Florida, Department of Highway Safety and Motor Vehicles and the person (contractor) named below enter into this non-disclosure agreement regarding the security of data and information technology resources pursuant to section 282.318, Florida Statutes, and "Florida Cybersecurity Standards," Chapter 74-2, Florida Administrative Code. The signee acknowledges and agrees as follows:

1. The contractor's job duties or responsibilities include contact with information or information resources that are of values to the State and that require protection;
2. The signee shall uphold the policies adopted to safeguard the information and associated resources that may be entrusted to them, or that they may come into contact with: Further, it is acknowledged that portions of this data may contain sensitive or confidential information, including system security-related information, which must be securely stored and properly disposed of in a secure manner; as set forth in DHSMV Policy Manual 8.01, "Information Security";
3. The signee shall timely report security violations in accordance with Department Policy to the Information Security Manager or the primary agency contact for this software license audit;
4. All information resources owned by the State and all time-sharing services billed to the State shall be used only to conduct State business. Access to data files shall be limited to those individuals authorized to view or process particular data;
5. The signee shall be held responsible for data and information technology security to the degree that his or her duties or responsibilities to the department require the use of information and associated systems. Fulfillment of data and information security responsibilities shall be mandatory, and violations of security responsibilities shall be mandatory, and violations of security requirements may be cause for civil or criminal penalties under Chapter 119, Florida Statutes, the Public Records Law or those Florida Statutes relating to crimes, including but not limited to the following:

Chapter 812 - Theft, Robbery, and Related Crimes
Chapter 815 - Computer-Related Crimes
Chapter 817 - Fraudulent Practices
Chapter 839 - Offenses by Public Officers and Employees
Chapter 877 - Miscellaneous Crimes

6. Violations may be cause for termination of access to data or agency relationship.

Vendor Representative:

Authorized Signature

Date

Printed Name

Position Title

Company Represented

EXHIBIT 7
Desktop Hardware Accidental Damage or Misuse Repair Form

Date: _____

Agency ID: _____ TAC Case Number: _____

Hardware: _____

Serial Number: _____

Problem Description:

Problem Resolution / Parts Used:

Time In: _____

Time Out: _____

Tax Collector Representative

Vendor Representative

| | | |
|------------|--|--|
| Name: | | |
| Title: | | |
| Signature: | | |
| Date: | | |

EXHIBIT 8

Equipment Accidental Damage or Misuse Procedure

If the Awarded Contractor's Service Technician determines, during a normal on-site remedial maintenance call, that the cause of the reported equipment failure resulted from obvious misuse or an accident, the following process will apply:

- 1) The Service Technician will document the damage and subsequent repair on Exhibit 5, Desktop Hardware Accidental Damage or Misuse Repair Form, along with parts and/or photographs, if necessary.
- 2) The Service Technician will request that a Tax Collector representative sign the form to acknowledge that the damage was not caused through normal use. The signed form must be uploaded to the Department's Service Manager System by the Service Technician, along with photographs (if available).
- 3) If the Service Technician cannot obtain the signature of a Tax Collector representative, the Service Technician will provide the Department with the actual damaged part(s) and/or photographs taken during repair that will substantiate the claim.
- 4) The Service Technician will discuss the cost of repair versus replacement of the damaged equipment with the Tax Collector representative.
- 5) The Service Technician will either repair or replace the damaged hardware and ensure that it is fully operational.
- 6) The Awarded Contractor will invoice the Department for these claims monthly. Each claim will be invoiced on a time and material basis at the rates specified in Section D.35 Compensation, subsection B., Contract Payment. All parts will be invoiced at the current list price. Whole unit replacements will be invoiced at the current contract price.

Examples of equipment misuse include, but are not limited to, the following:

- Printer damage caused by a toner cartridge;
- Disassembled hardware or hardware with parts missing; and
- Hardware improperly serviced by persons other than an authorized technician.

EXHIBIT 9

INFORMATION SYSTEMS ADMINISTRATION POLICY

SUBJECT
ISA Change Management Policy

POLICY NUMBER

CM05-2018



POLICY MAINTENANCE ADMINISTRATOR

Tiffany Elkins, Chief, Strategic Business Operations (SBO)

PURPOSE/SCOPE

The primary objective is to ensure the integrity and reliability of the Information Technology (IT) environment by controlling and coordinating all changes across the service lifecycle (hardware and software). Change Management is the control process with which ISA plans, schedules, applies, distributes, and tracks changes to the IT environment regardless of platform.

The Technical Review Board (TRB) exists to provide a technical perspective when initially assessing risk and impact that a proposed request for change could have on key business services. Only then can a request for change be submitted to the Change Advisory Board (CAB) for final approval by voting members, as outlined in the DHSMV ISA Change Management Charter.

BUREAU CHIEF APPROVAL

Tiffany Elkins, Chief, Strategic Business Operations

EFFECTIVE DATE

November 01, 2014

PAGES

8

REVISION DATE

April 12, 2018

I. **AUTHORITY**

- A. Chapter 282 - Communications and Data Processing Sect 282.000 F.S. – Florida Statutes
- B. F.A.C. 74-2 - Florida Information Technology Resource Security Policies & Standards

II. **DEFINITIONS**

The Information Technology Infrastructure Library (ITIL) was referenced in providing the below definitions related to change management and change control.

- A. **CAB**: Change Advisory Board; ISA Chiefs and delegates that approve or make recommendations to the Change Manager in the Assessment, prioritization and scheduling of changes. This board includes non-voting representatives from IT, the Business and Third-Party Vendors/Suppliers.
- B. **ECAB**: Emergency Change Advisory Board; Voting DAB members who make decisions about expedited high impact Emergency Changes through defined approval processes.
- C. **Change**: The addition, modification or removal of approved, supported or baselined hardware, network, software, application, environment, system, desktop build, or associated documentation impacting IT services or governance of those services.
- D. **Change Management**: The processes for managing changes to the day to day operations of the business, responsible for controlling the lifecycle of all changes. Ensures each change is assessed for risk, impact and communications. **Customer(s)**: Someone who buys goods or services. The customer of an IT service provider is the person or group who defines and agrees the service level targets. The term is also sometimes used informally to mean user.
- E. **Change Type and Approval Levels**:
 - 1. **Emergency** – Changes that need to be evaluated, assessed and either rejected or approved in an expeditious manner by ECAB (Emergency Change Advisory Board, that need to bypass the normal change flow based on criteria defined in the Emergency Changes portion of the Change Management Policy to include:
 - a) To resolve a major incident or outage of a critical service impacting business functionality.
 - b) Critical Security patching outside of planned patch updates
 - c) Urgent changes needed to facilitate Budgetary or Legislative constraints.

Note: Submission of an Emergency Change does not guarantee the change will be implemented. The ECAB will assess the change for adequate risk, impact and communication plans. Accountability for risk mitigation resides with the ECAB and not Change Management.

2. **Normal** – Planned changes scheduled for implementation following the next scheduled CAB meeting, typically to occur within the next five to seven days or later.
 - a) These changes must go through the normal change approval process before implementation is approved as scheduled.
 - b) Scheduling of changes must allow for adequate risk and impact mitigation, as well as adequate notice to impacted customers.
 3. **Standard** – These are prior approved changes that pose little to no risk and little to no impact on customers using/receiving those identified services. Standard Changes are relatively common with the following attributes:
 - a) They follow a defined/documented procedure or workflow and a defined process for communicating to those involved with the change including:
 - (1) Implementation Plan
 - (2) Back Out Plan
 - (3) Communication Plan
 - (4) Production Verification Plan
 - b) Further approval is not required by CAB; however, change control requests must be created to track and record the requested change.
 - c) Approval handled by the Change Manager after validation as an approved standard change.
 - d) Standard Changes must be approved by the CAB before placing on the Approved Standard Change list as found in SharePoint.
- F. **IT Environment:** All environments (Live/Production Environment, Test/Development/Build Environment) used for meeting the performance needs of our customers as outlined in the Service Level Agreements. ISA has defined standard maintenance windows for performing required Operation and Maintenance necessary to ensure defined levels of service are being met. All planned outages will be communicated to impacted customers.
- G. **Project Manager:** The person responsible for managing a software development or infrastructure project from start to finish (including the submission of changes during the project warranty period).
- H. **Requestor:** The customer or representative requesting the change be considered by the Change Advisory Board. This will include the Project Manager or their delegate as project changes are identified.
- I. **Back Out Plan (Roll Back):** The plan to remove a change and revert the changed system to pre-implementation condition and functionality.
- J. **Implementation Test Plan:** How will the changed functionality be released, tested, verified and by whom, to ensure the agreed upon change was delivered as agreed. A **Pilot** (target release) is now required for each change going through the change control process. If a pilot release is not applicable, justification is required.
- K. **Communication Plan:** A plan outlining the method and information needed to be sent to customers or stakeholders of a change.

- L. Security Plan: Required information for addressing high level changes to security functionality.
- M. Service: A means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks. The term 'service' is sometimes used as a synonym for core service, IT service or service package.
- N. Service Provider: An organization supplying services to one or more internal customers or external customers. Service provider is often used as an abbreviation for IT service provider. (IT Service Provider) – A service provider that provides IT services to internal or external customers.¹
- O. System Owner: The person(s) responsible for the system or business process.
- P. Customer: Someone who buys goods or services. The customer of an IT service provider is the person or group who defines and agrees to the service level targets. The term is also sometimes used informally to mean user – for example, 'this is a customer-focused organization.'²
- Q. Configuration Management: A control process which accounts for service assets and identifies relationships that make up the infrastructure. To manage IT services and infrastructures requires the information about those assets to be archived securely in a Configuration Management System (CMS). Identification of those assets is called Configuration Item (CI).

III. **POLICY**

All changes to information technology that may have an impact to DHSMV and the services provided to their customers, will go through the Change Management processes defined in this policy. This includes, but is not limited to enhancements, bug fixes, maintenance, new software deployment and IT service type changes. Removal or transfer of a service will be classified as a change with the potential to have a major impact. Transfer of a service from the service provider to the customer or a different party will be classified as a change with potential to have a major impact. All requests for changes will be documented, recorded and classified. Change Control procedures (workflow process) will be documented and posted to the [HSMV-ISA-SMO SharePoint](#) site and be made available for access and review.

Requests for change classified as having the potential to have a major impact on the services will be managed using the design and transition of new or changed services. There will be a documented procedure (workflow process) to record, classify, assess and approve requests for change. The DHSMV procedure (workflow process) for managing and communicating emergency changes is called ISA Emergency Request for Change Escalation Process. It can be found here: [ISA-SharePoint-SBO-SMO-Job Aids-Emergency Request for Change Escalation Process](#). All changes to a service or service

¹ ITIL Service Strategy, ITIL Service Design 2011

² As taken from ITIL Service Strategy, ITIL Service Design 2011, Glossary pg. 399

component shall be raised using a request for change. Requests for change shall have a defined scope as per ISO/IEC 20000-1:2011(E) 9.2.5. Requests for normal changes will be assessed using information from the Change Management process, Technical Review Board (TRB), Change Advisory Board (CAB), and Business processes. The service provider will provide input to Change Advisory Board (CAB), who will make decisions on the acceptance of requests for change(s). The CAB decision will take into consideration the risks, potential impacts to services and the customers, service requirements, business benefits, and technical feasibility. Information pertinent to each request for change record will be archived in the Service Management System's Change Management module.

- A. Approved changes will be developed and tested according to ISO/IEC 20000-1:2011(E) 9.2.9.
- B. A change calendar containing details of the approved changes and their proposed deployment dates is established and available to all interested parties. The Change Calendar is to be used as the basis for planning the deployment of releases. The Change Calendar is available on the [ISA-SBO-SMO-Change Management SharePoint site](#).
- C. The activities required to back-out or remedy an unsuccessful change will be planned and, where possible, tested.
 - 1. The change will be reversed or remedied if unsuccessful.
 - 2. Unsuccessful changes will be investigated and agreed actions taken.
- D. The Configuration Management Database (CMDB) records will be updated by the SMO following the successful deployment of changes.
- E. The service provider will review changes for effectiveness and take actions agreed with interested parties as per ISO/IEC 20000-1:2011(E) 9.2.13.
- F. Requests for change will be analyzed at planned intervals to detect trends.
 - 1. The results and conclusions drawn from the analysis will be recorded and reviewed to identify opportunities for improvement.
- G. The service provider will document and agree with the customer the definition of an emergency change, and there will be a documented procedure for managing emergency changes as per ISO/IEC 20000-1:2011(E) 9.2. 4.
- H. Warranty Period: All changes will have a warranty period of three (3) days to a maximum of two weeks, depending on the magnitude of the change. The warranty is the period of time allocated for the implemented solution to correct any issues and stabilize the system, prior to change control closure. The warranty period is used to validate the deployed, in-scope solution.

IV. KEY PERFORMANCE INDICATORS

| Goal | Standards |
|---|--|
| Effectively support business functions | % Changes completed on time impacting business services by Month {Goal 80%} |
| | # Changes completed on time impacting business services by Month {Goal 80%} |
| | # Emergency Changes vs Normal Changes impacting business operations by Month {Target <3} |
| Goal | Standards |
| Create and enhance the Department's IT infrastructure | % of Service Level Targets Met 99.75% Quarterly |
| | % CIs Discovered but Not Documented CMDB each Month {Goal 3%} |
| | % of CIs Updated Monthly based on Approved Changes {Goal 99%} |
| | % of Service Level Targets Met 99.75% Quarterly |
| Goal | Standards |
| Timely delivery and support of high quality application development and data management services | % of Software Development Change Requests Documented in SM by Month {Goal 99%} |
| | % of Maintenance Change Requests being Assessed Risk/Impact each Month {Goal 80%} |
| | % of Enhancements Change Requests being Assessed Risk/Impact each Month {Goal 80%} |
| | % Incidents Impacting each Business Function by Month {Goal 80%} |
| Goal | Standards |
| Improve customer satisfaction through increasing alternative (innovative) service delivery methods | % of Customer Satisfaction Surveys Conducted each YR {Goal Semi-Annually} |
| | # of Customer Satisfaction Surveys Conducted each YR {Target 2} |
| | # of all Changes that are deemed Emergency Fixes per Month {Target <3} |
| | % Change Requests Properly Documented in Service Manager by Business Area {Goal 90%} |

V. NON-COMPLIANCE

The ISA Change Control process will be followed as outlined in the ISA Change Management Policy as change(s) have the potential to negatively impact the agencies key business services or production systems.

VI. WAIVERS FROM POLICY

The ISA Director or Deputy Director can provide a waiver from this policy. Each waiver must be emailed to the Service Management Office and filed accordingly.

VII. REFERENCES

- A. IT Infrastructure Library (ITIL) Version 3
- B. ITSM Service Management 2011 Edition
- C. ISO/IEC 20000-1:2011(E) Sect 9 Change Management

VIII. DEVELOPMENT AND REVISION HISTORY

| Version | Date | Description of Change | Revised By |
|---------|------------|---|-----------------|
| A1 | 08/31/2013 | Original Draft | |
| A2 | 10/17/2014 | Rewrite Language and Scope to align with ISO 20000-2011 | Sandy Singleton |
| A3 | 12/22/2014 | Update Revision Dates and Chiefs | Sandy Singleton |
| A4 | 05/01/2015 | Update to indicate who is responsible for emergency changes, project warranty period. | Lajunia Crowell |
| A5 | 06/29/2015 | Review and Update Language | Sandy Singleton |
| A6 | 10/05/2016 | Review and Update Language | Sandy Singleton |
| A7 | 10/26/2016 | Reformat for Consistency | Sandy Singleton |
| A8 | 2/15/2018 | Apply new rule to authority, reformat, language updates. | Robert Collins |
| A9 | 3/29/2018 | Reformat and apply Bureau Chief updates. | Lajunia Crowell |

Note: This document will be re-evaluated as needed via amendment requested through Change Management Process.

IX. SIGNATURES PAGE – POLICY APPROVAL

Clayton Boyd Dickerson-Walden Date
Chief Information Officer

April Edwards Date
Deputy Chief Information Officer

Terrence Samuel Date
Director, Office of Motorist Modernization

Major Timothy Roufa Date
FHP Chief Technology Officer

Scott Morgan Date
Information Security Officer

Scott Bean Date
Chief, Service Operations

Desi Tatilian Date
Chief, Service Development

Tiffany Elkins
Chief, Strategic Business Operations

Lajunia Crowell Date
ITSM, Service Management

Robert Collins Date
ITSM Change Manager

EXHIBIT 10

SITE-ACCEPTANCE FORM

This is to acknowledge that all new equipment listed on the Site Inventory Form installed on _____ at site _____ is fully functional/operational.

Are there any outstanding issues reported to the Florida Department of Highway Safety and Motor Vehicles?

Yes

No

| |
|-----------|
| Comments: |
|-----------|

Please return a signed copy via FAX to: _____.

Thank you.

Print Name: _____

Signature: _____

Date: _____

ATTACHMENT E

RESPONSE SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS

E.1 General Instructions for Response¹ Preparation and Submission:

Electronic submissions via MyFloridaMarketPlace are not required and will not be accepted for this ITN. This special instruction takes precedence over Attachment A, General Instruction #3.

The instructions for this ITN have been designed to help ensure that all responses are reviewed and evaluated in a consistent manner, as well as to minimize costs and response time. Information submitted contrary to these instructions may not be reviewed or evaluated, as Determined by the Department.

Replies that include any qualifying language, conditions, caveat(s), or modification(s), or other language not meeting or changing the material requirements of the ITN, anywhere in the Reply will be viewed as a conditional Reply and the Department will reject the Reply.

The prospective contractor shall submit its response in the following manner:

- A. One (1) original hard copy response (required information in Section E.2, subsection A., Original Response Mandatory Documentation and subsection B., Original Response Non-Mandatory Documentation, below), in a sealed package, must be submitted to the Issuing Officer identified in Attachment C, Special Conditions, Section C.5, no later than the time indicated in Attachment C, Special Conditions, Section C.6, Solicitation Timeline, for receipt of responses.

The original sealed response shall be marked as the “original” and contain the transmittal letter that bears the original signature of the binding authority. The package that contains the “original” response shall be marked “Contains Original” and shall contain all marked originals. Responses may be submitted via U.S. Mail, Courier, or by hand delivery. Responses sent by fax or email will not be accepted. Responses received after the date and time specified in Section C.6, Solicitation Timeline, will not be opened or considered.

- B. Five (5) duplicate paper copies of the Technical Response, Section E.2, subsection C., Technical Response, below.
- C. Hard copy responses should be bound individually and submitted in three (3) ring binders or secured in a similar fashion to contain pages that turn easily for review. All pages must be numbered, identify the ITN number, and include the prospective contractor’s name.
- D. The prospective contractor should also submit an equal number of electronic copies of the response. The electronic format shall be submitted on CD, DVD-ROM or USB thumb drive. The software used to produce the electronic files must be Microsoft Word 2010 and/or Excel 2010 or later. These electronic files must be logically named and easily mapped to the hard copy submittal. The electronic media should be clearly labeled in the same manner as the hard copies.
- E. Redacted Copies: All submittals received by the date and time specified in Attachment C, Special Conditions, Section C.6, Solicitation Timeline, become the property of the State of Florida and shall be a matter of public record subject to the provisions of Chapter 119, Florida Statutes (Fla. Stat.). The State of Florida shall have the right to use all ideas, or adaptations

¹ “Response” and “Reply” are used interchangeably and mean the document submitted in response to, and in accordance with, this ITN by a prospective contractor.

of the ideas, contained in any response received in response to this ITN. Selection or rejection of the response shall not affect this right.

Any portion of the submitted response which is asserted by the prospective contractor to be exempt from disclosure under Chapter 119, Fla. Stat., shall be set forth on a page or pages separate from the rest of the submission. Each page of the portion(s) asserted to be exempt shall be clearly marked "exempt", "confidential", or "trade secret" (as applicable) and shall also contain the statutory basis for such claim on every page. Pages containing trade secrets shall be marked "Trade secret as defined in section 812.081, Fla. Stat.". Failure to segregate and identify such portions shall constitute a waiver of any claimed exemption and the Department will provide such records in response to public records requests without notifying the prospective contractor. Designating material simply as "proprietary" will not necessarily protect it from disclosure under Chapter 119, Fla. Stat.

All information (other than redacted information) included in the response (including, without limitation, technical and cost information) and any resulting Contract that incorporates the successful response (fully, in part, or by reference) shall be a matter of public record regardless of copyright status, unless redacted pursuant to the terms described below. Submission of a response to this ITN shall constitute a waiver of any copyright protection which might otherwise apply to the production, disclosure, inspection and copying of such documentation.

In addition to the original response and five (5) duplicate paper copies of the Technical Response, the prospective contractor must also submit one (1) redacted hard copy and one (1) redacted electronic copy of the response suitable for release to the public. Any confidential or trade secret information covered under section 812.081, Fla. Stat., should be either redacted or completely removed. The redacted response shall be marked as the "redacted" copy and contain a transmittal letter authorizing release of the redacted version of the response in the event the Department receives a public records request.

As a public agency, the Department is subject to the record disclosure provisions of Chapter 119, Fla. Stat., and all documents and other records in the Department's custody, whether generated by or submitted to the Department, are subject to public release unless a lawful exemption applies. This includes responses received in response to a solicitation. Accordingly, the redacted copy is requested to permit prospective contractors to correctly identify the portions of their responses not subject to release because a legal exemption applies. Excessive claims of confidentiality, such as marking "confidential" on every page, including those on which no trade secret, proprietary, or other confidential information is present, are not acceptable.

Proper redaction includes ensuring that protected information is blacked-out, whited-out, or otherwise made non-readable.

E.2 The ITN response shall consist of the following parts:

A. Original Response Mandatory Documentation

1. Transmittal Letter

This letter is **mandatory** and serves as the document covering transmittal of the response package, as well as verification of contractor name, address, and Federal Employer Identification (FEID) Number, and should be included in the original response. The letter must provide the name, title, address, telephone number, original signature and email

address of the official contractor contact and an alternate, if available. These individuals shall have the authority to bind the contractor to a contract and shall be available to be contacted by telephone and to attend meetings as may be appropriate. ***(No points will be awarded for the Transmittal Letter.)***

2. Response Guarantee

The Response guarantee **is mandatory** and shall be included with the transmittal letter and should be included with the original response, as specified in Attachment C, Special Conditions, Section C.12, Response Guarantee, of this ITN. ***(No points will be awarded for the Response Guarantee.)***

The above mandatory documentation shall be labeled and tabbed separately and **should be included with the original response only**.

FAILURE TO SUBMIT THE MANDATORY DOCUMENTATION OUTLINED ABOVE IN THE RESPONSE (ITEMS 1 and 2), WILL RESULT IN THE REJECTION OF A PROSPECTIVE CONTRACTOR'S RESPONSE.

3. Past Performance - Client References (Must be provided on pages provided in Attachment G)

In the space provided on **page 1** of Attachment G, Past Performance - Client References, the prospective contractor **must** list all business names under which it has operated during the last five (5) years. Mark **N/A** if the business name has not changed within the past five (5) years.

In the spaces provided on pages 2-4, the prospective contractor must provide the information indicated for three (3) separate and verifiable, Non-DHSMV (Department of Highway Safety and Motor Vehicles) clients.

The client references listed must be able to attest that the prospective contractor provided equipment installation and maintenance services (for a minimum of 100 sites per project) or work similar in nature to the scope of services contemplated in this ITN. At least one (1) client reference must verify the 5-year period required in subsection C., Technical Response, item 3., Organizational Structure, History and Experience, sub-item a., below. The same client reference may not be listed for more than one (1) reference and confidential client references shall not be included. In the event the prospective contractor has had a name change since the time work was performed for a listed reference, the name under which the prospective contractor operated at that time must be provided in the space provided for Contractor's Name.

Client references that are listed as subcontractors will not be accepted as Past Performance client references under this ITN. Entities having an affiliation with the prospective Contractor (i.e., currently a parent or a subsidiary having common ownership, having common directors, officers or agents, or sharing profits or liabilities) may not be accepted as Past Performance client references under this ITN.

Attachment G, Past Performance - Client References, shall be labeled and tabbed separately and **should be included with the original response only**. ***(Item 3. is worth a maximum of 120 points with each reference eligible to receive a maximum of 40 points.)***

FAILURE TO SUBMIT ATTACHMENT G, PAST PERFORMANCE - CLIENT REFERENCES, AS REQUIRED, WILL RESULT IN THE REJECTION OF A PROSPECTIVE CONTRACTOR'S RESPONSE.

4. Cost Proposal (Must be submitted on Attachment H)

Respondents shall complete and submit one (1) original Cost Proposal (Attachment H), **with its original response only**, which shall be labeled and tabbed separately. *(Item 4. is worth a maximum of 500 points.)*

The intent of this ITN is to solicit firm fixed prices for the costs associated with provision of a Solution as defined in Attachment D, Scope of Services.

FAILURE TO SUBMIT ATTACHMENT H, COST PROPOSAL, SIGNED BY AN AUTHORIZED OFFICIAL, OR SUBMITTING A SIGNED ATTACHMENT H WITH ANY QUALIFYING LANGUAGE, CONDITION(S), CAVEAT(S), OR MODIFICATION(S), WILL RESULT IN THE REJECTION OF A PROSPECTIVE CONTRACTOR'S RESPONSE.

5. Required Certifications

The following certifications, contained in Attachment I, Required Certifications, are mandatory and should be included with the original response:

- **Acceptance of the Contract Terms and Conditions** - certifying that the prospective contractor accepts the terms and conditions as specified in this ITN and in the Department's Standard Contract (Attachment K).
- **Organizational Conflict of Interest Certification** - certifying that the prospective contractor, its subcontractors (if applicable), subsidiaries, and partners, have no existing relationships, financial interests, or other activities which create any actual or potential organizational conflicts of interest relating to the award of a contract for this solicitation, and must comply with Section 287.057(17)(a)1, Fla. Stat.
- **Project Manager Attestation** – certifying that the prospective contractor, its subcontractors, if applicable, subsidiaries and partners) will provide Project Manager(s) that are Project Management Institute (PMI) certified Project Management Professionals (PMP) and will maintain certification from the date of contract execution through at least sixty (60) days following successful implementation of the Solution, or until approved for release by the Department, whichever comes later.
- **Equipment Status** – certifying that equipment provided under the resultant Contract is new, manufactured in the last six (6) months of the posting date of the ITN, and at the latest engineering change level as offered by the original manufacturer.
- **Contractor's Florida Office Location** – certify that the prospective contractor's company has or will have within five (5) business days following contract execution, a fully-equipped and staffed operational office located within the state of Florida.
- **Contractor's Work Performance Location** – certify that the prospective contractor's company will perform all work related to this ITN in the contiguous U.S.

Attachment I, Required Certifications, shall be labeled and tabbed separately and **should be included with the original response only. (No points will be awarded for Item 5.)**

FAILURE TO SUBMIT ATTACHMENT I, REQUIRED CERTIFICATIONS, SIGNED BY AN AUTHORIZED OFFICIAL, OR SUBMITTING A SIGNED ATTACHMENT I WITH ANY QUALIFYING LANGUAGE, CONDITION(S), CAVEAT(S), OR MODIFICATION(S), WILL RESULT IN THE REJECTION OF A PROSPECTIVE CONTRACTOR'S RESPONSE.

B. Original Response Non-Mandatory Documentation

1. Certification of Drug-Free Workplace Program (Non-Mandatory and must be submitted on Attachment J)

If applicable, the prospective Contractor shall sign Attachment J, Certification of Drug-Free Workplace Program, per Attachment C, Special Conditions, and it shall be labeled and tabbed separately and **should be included with the original response only. (No points will be awarded for this subsection.)**

C. Technical Response

1. Table of Contents

The prospective contractor shall include a Table of Contents in its response. The Table of Contents shall contain section headings and subheadings along with corresponding page numbers. **(No points will be awarded for the Table of Contents.)**

2. Executive Summary

The prospective contractor shall include an executive summary, no longer than ten (10) single-sided pages in length, that demonstrates the prospective contractor's overall understanding of the need for and purpose of the project and describes the salient features of the prospective contractor's technical response. **(No points will be awarded for the Executive Summary.)**

3. Organizational Structure, History and Experience

The prospective contractor shall include evidence of its capability to provide the services required in this ITN by describing its organizational structure, history and experience. **(This section is worth a maximum of 15 points)**

At a minimum, the prospective contractor shall provide:

- a. An organizational chart and a detailed description of the prospective contractor's organizational structure, history, legal structure, ownership, affiliations, location(s), and experience that includes, at a minimum, equipment installation and maintenance services (for a minimum of 100 sites per project) similar in nature to the scope of services contemplated in this ITN, within the immediate past five (5) years of the issuance of this ITN;
- b. A synopsis of corporate qualifications, indicating the prospective contractor's abilities to implement and manage this project as described in Attachment D, Scope of Services; and

- c. A summary of other projects performed by the prospective contractor similar to the services contemplated by this ITN. The summary shall include each project scope, the outcomes of each project, including barriers/complications encountered and resolutions enacted, and identification of cost savings.

4. Solution Requirements

The prospective contractor shall describe, in detail, its proposed plan for meeting the requirements as described in Attachment D, Scope of Services, Section D.10, Solution Requirements. *(This section is worth a maximum of 120 points with each component being worth a maximum of 5 points each.)*

a. Equipment (This subsection is worth a maximum of 40 points)

At a minimum, the prospective contractor shall:

- 1) Identify all equipment by name, model and part number(s), identify the date each equipment component was manufactured, and provide a description of how the equipment meets or exceeds the technical specifications, requirements, and functionality outlined in the ITN. Briefly describe any additional but relevant features or capabilities. Address any features that make the proposed commodity especially suited for the intended purpose. Identify all special flooring or overhead rack requirements, including such items as elevated floors and cable racks. Identify date when the equipment was made available for general sale.
- 2) Identify all special specifications and requirements, including ventilation, cabling, and the standing or sitting size of the surface of each piece of equipment, and identify each component’s weight and dimensions, environmental requirements, power requirements, and how any special specifications and requirements identified meet the technical requirements outlined in the ITN.
- 3) In addition to paragraphs (1) and (2), above, provide the following specifications for the proposed Laser Printer model:

| | |
|---|-----------|
| Print Speed: | _____ ppm |
| Resolution: | |
| Estimated Cost Per Page (Plain Text Page (highest yield contractor ink)): | \$_____. |
| Toner Cartridge Number | |
| Cartridge Yield | |
| Start-Up Cartridge ² Yield (one-time toner cartridge that ships with printer) | |
| Imaging Drum Number (if required) | |
| Imaging Drum Yield (if required) | |

² Initial start-up cartridge yield is for information purposes only. This yield quantity must not be included in the cost calculation for toner in Attachment H, Cost Proposal.

| | |
|----------------------------------|---|
| Power Requirements: | |
| Processor speed: | _____ MHz |
| Installed Memory: | _____ MB |
| Maximum Memory Supported: | _____ MB |
| Dimensions (Height/Width/Depth): | ___.__ inches x ___.__ inches x ___.__ inches |
| Weight: | _____ pounds |
| Maximum Power Draw (watts) | _____ Watts |
| Standby Power Draw (watts) | _____ Watts |

4) In addition to paragraphs (1) and (2), above, provide the following specifications for the proposed High-Speed Laser Printer model:

| | |
|---|---|
| Print Speed: | _____ ppm |
| Resolution: | |
| Estimated Cost Per Page (Plain Text Page (Highest yield contractor ink)): | \$_____. |
| Toner Cartridge Number | |
| Cartridge Yield | |
| Start-Up Cartridge Yield ³ (1-time toner cartridge that ships with printer) | |
| Imaging Drum Number (if required) | |
| Imaging Drum Yield (if required) | |
| Power Requirements: | |
| Processor speed: | _____ MHz |
| Installed Memory: | _____ MB |
| Maximum Memory Supported: | _____ MB |
| Dimensions (Height/Width/Depth): | ___.__ inches x ___.__ inches x ___.__ inches |
| Weight: | _____ pounds |
| Maximum Power Draw (watts) | _____ Watts |
| Standby Power Draw (watts) | _____ Watts |

³ Initial start-up cartridge yield is for information purposes only. This yield quantity must not be included in the cost calculation for toner in Attachment H, Cost Proposal.

- 5) At a minimum, the prospective contractor shall:
- (a) Describe the plan to ensure all equipment is new, and if new parts are unavailable, provide the plan to request and receive Department's approval for the use of manufacturer-certified refurbished parts.
 - (b) Provide the plan to ensure all equipment will be at the latest engineering change level and will have been manufactured within the last six (6) months immediately preceding the posting/release date of the ITN.
 - (c) Provide the plan to ensure all electrical equipment operates on regular one-hundred and ten (110) voltage, sixty (60) cycle, AC is equipped with a grounded plug, and meets Underwriter's Laboratory (UL) standards or equivalent; all electrical equipment will include surge suppressers that meet the latest UL Standard; and all computer equipment and peripherals are certified for FCC, Class A operations and operate within 2011 ASHRAE A2 class standards, which allow temperatures between 50 to 95 degrees Fahrenheit.
 - (d) Describe the plan to ensure the equipment quantities specified in Exhibit 1, Equipment Inventory by Office Location, are met, and the approach to working with the Department's current Digitized Driver License contractor, and the Department, regarding installations in Agency Sites/Offices to make any changes required on the server for the new workstations and other equipment.

b. Printer Consumables (*This sub-section is worth a maximum of 15 points*)

At a minimum, the prospective contractor shall:

- 1) Identify all consumables by name, brand and part number(s), and provide a description of how the printer consumable meets or exceeds the technical specifications, requirements, and functionality outlined in the ITN. Note: The types of consumables referenced herein are described in Attachment D, Scope of Services, Section D.10, Solution Requirements, Subsection B. Printer Toner Cartridges/Consumables, item 1.
- 2) Describe the plan to ensure all Original Equipment Manufacturer (OEM) toner cartridges (and related parts) are new, and if OEM toner cartridges are unavailable, describe the approach to utilizing manufacturer-certified refurbished toner cartridges (and related parts).
- 3) Describe the plan to ensure that all cartridge toner ink supplied by the Contractor will strongly adhere to the Department-purchased registration decals and carrier sheets.

c. Software (*This sub-section is worth a maximum of 55 points.*)

At a minimum, the prospective contractor shall:

- 1) Describe the plan to ensure all necessary software and maintenance, and all rights necessary to grant to the Department indefinite, unlimited licensure for the use other than for sale or lease.

- 2) Describe the plan to ensure that all software is commercially available and is the latest production version at the time of execution of the Contract resulting from this ITN.
 - 3) Describe the plan to ensure that all contractor-supplied software will support all levels and versions of the contractor-supplied equipment.
 - 4) Describe the plan to ensure all software contains the latest security patches at the time of installation.
 - 5) Describe the approach to ensuring that continuous software maintenance will occur and be conducted by qualified personnel to ensure the software minimally operates in a manner as described in and as contemplated by the ITN.
 - 6) Describe the capability of the software to run on Microsoft Windows 10 (64 bit) and Windows Server 2016 and the plan for ensuring continued functioning as Service Packs, Security Patches, Hot Fixes, and major releases of the Microsoft Operating System are made available and deployed as part of the Department's software management lifecycle.
 - 7) Describe the plan to ensure that if updates to Contractor-supplied software and equipment are required as a result of operating system patches, Hot Fixes or major/minor releases the contractor-supplied software and equipment will be updated at no cost to the Department.
 - 8) Describe the plan to ensure that software updates and documentation are provided to the Department whenever they become available; they are compatible with installed application software and equipment; and a process for acceptance and non-acceptance by the Department is available.
 - 9) Describe the plan to periodically (at least once a year), provide technical bulletins and updated user guides.
 - 10) Describe the plan for correcting and/or remedying any programming error that is attributed to the Contractor, including Contractor supplied software, and the approach for establishing a time frame that will be agreed to by the Department.
 - 11) Describe the plan to provide operator and user manuals, training materials, programmer reference manuals, system administration guides, listings, specifications, and other materials for the proper and successful use of the software.
- d. **Existing Workstation Upgrade and Maintenance** (*This sub-section is worth a maximum of 10 points.*)

At a minimum, the prospective contractor shall:

- 1) Describe a plan to ensure the Department's existing workstations will be upgraded, reimaged and maintenance services will be provided.
- 2) Describe a plan to build workstation images that includes all contractor-provided image software that is compatible with Microsoft System Center Configuration

Manager (SCCM), and Department-supplied software to bring equipment to full operational status (including FRVIS, FDLIS, and ORION) for the initial installation and subsequent restoration of workstations and servers, including the development of different images/task sequences for workstations located at the Department's Headquarters.

5. Implementation Plans

The prospective contractor shall submit in correct format, a comprehensive project Preliminary Implementation Plan outlining the steps necessary to meet the requirements as described in Attachment D, Scope of Services, Section D.6, Implementation Plans. *(This section is worth a maximum of 15 points with each component being worth a maximum of 5 points each.)*

At a minimum, the Preliminary Implementation Plan shall include:

- a. Outlining the steps necessary to meet the requirements of the ITN.
- b. Preliminary Installation Schedule in Microsoft Project.
- c. Development Plan.

6. Lab, Development, and User Acceptance Testing (UAT) Sites and UAT Compliance Review

The prospective contractor shall describe, in detail, its proposed plan for meeting the requirements as described in Attachment D, Scope of Services, Section D.12, Lab, Development, and User Acceptance Testing (UAT) Sites and UAT Compliance Review. *(This section is worth a maximum of 25 points with each component being worth a maximum of 5 points each.)*

At a minimum, the prospective contractor shall:

- a. Describe the plan or approach for timely delivery and set-up of all required equipment components of the sites located at the Department's Headquarters in Tallahassee (Kirkman Building) along with complete sets of operating manuals, specifications, and other manufacturer's materials regarding the functionality and operation of the equipment
- b. Describe the plan for maintaining each site location.
- c. Describe the plan for notifying the Department when the UAT site will be ready for UAT Compliance Review and the steps to be taken to ensure the UAT site passes the UAT Compliance Review within the required timeframe.
- d. Describe the plan to ensure that the equipment has been successfully installed and integrated and operates and functions in accordance with the specifications set forth in the ITN, and with all specifications and operational requirements established by the respective manufacturers.
- e. Describe the procedure for addressing a failed UAT Compliance Review, including the means or method for timely correction of addressing deficiencies and issues found during the review and for notifying the Department of the readiness for re-evaluation. Describe the plan for achieving compliance within the permitted time frame.

7. Site/Office Survey and Readiness

The prospective contractor shall describe, in detail, its proposed plan for meeting the requirements as described in Attachment D, Scope of Services, Section D.13, Site/Office Survey and Readiness. ***(This section is worth a maximum of 25 points with each component being worth a maximum of 5 points each.)***

At a minimum, the prospective contractor shall:

- a. Describe the plan to timely conduct site surveys of each site to ensure all site and/or environmental requirements are considered in order for the site to be ready for installation of equipment and software.
- b. Describe the approach for identifying all site and/or environmental issues that could cause a site not to be ready for installation of Contractor's equipment and software, including all conditions that could negatively impact the equipment installation and/or that could prevent or otherwise negatively impact operation of the equipment and/or software. Describe all modifications that could be necessary in order to permit the equipment and/or software to be successfully installed/operated (e.g., enhancements/upgrades to the sites electrical power supply).
- c. Describe the procedure to identify a location within each site for storage of de-installed equipment or for notifying the Department when space cannot be located within a site and for addressing this issue.
- d. Describe the plan for documenting all site survey results and for confirming that all items included in Exhibit 3, Site Survey Report Form, are included. Describe how the survey results will be approved or confirmed by Department personnel, and for timely submitting the results to the Department.
- e. Describe the plan and approach to be followed if Contractor arrives at a site that has not been prepared in compliance with the site/environmental requirements identified in the site survey and how this will be communicated to and worked-out with the Department in keeping with the time frames identified in the ITN.

8. Pilot to be Conducted

The prospective contractor shall describe, in detail, its proposed plan for meeting the requirements as described in Attachment D, Scope of Services, Section D.14, Pilot to be Conducted. ***(This section is worth a maximum of 30 points with each component being worth a maximum of 5 points each.)***

At a minimum, the prospective contractor shall:

- a. Describe the plan to ensure that all equipment components and software making up a complete Solution under the resulting contract are timely and successfully installed and installation is confirmed, and tested, at each pilot site in accordance with the schedule established by the Department.
- b. Describe the plan for ensuring that all contractor's Primary Personnel are available for each pilot site during the pilot period, by the means described in the ITN, to ensure that all components are operating within established specifications.
- c. Describe the plan to ensure that after the equipment has been successfully installed and integrated at each pilot site and operates and functions in accordance with the

specifications set forth in the ITN, and with all specifications and operational requirements established by the respective manufacturers.

- d. Describe the procedure to notify the Department that the pilot site is ready for Pilot Compliance Review and the steps to be taken to ensure each pilot site passes a Pilot Compliance Review within the required timeframes.
- e. Describe the procedure for addressing a failed Pilot Compliance Review, including means or method for timely correction of deficiencies and issues found during the review and for notifying the Department of the readiness for re-evaluation. Describe the plan for achieving compliance within the permitted time frames.
- f. Describe the process for ensuring that a service log (using the Department's TAC Service Request Log example) is properly completed and maintained at each pilot site, and the status of the maintenance/resolution is updated from original notification through resolution in the Department's Service Manager System.

9. Installation Requirements and Schedule

The prospective contractor shall describe, in detail, its proposed plan for meeting the requirements as described in Attachment D, Scope of Services, Section D.15, Installation Requirements and Schedule. ***(This section is worth a maximum of 45 points with each component being worth a maximum of 5 points each.)***

At a minimum, the prospective contractor shall:

- a. Describe the plan to ensure installation of all equipment and software in all locations throughout the state within the required Roll-Out timeframe.
- b. Describe the plan to ensure all associated system and application software to be installed is pre-staged at Contractor's location and tested for each Agency's Site/Office prior to shipment, and the plan for ensuring that other necessary installation equipment (e.g., cables, connectors and other non-configurable pieces, etc.) will be brought to the site at the time of installation.
- c. Describe the approach to ensure performance of installations will be in accordance with the work-schedule outlined in Section D.15, subsection C.), and the successful installation of the equipment is completed by the time period to be noted in a Final Installation Schedule.
- d. Describe the procedure to de-install all currently-installed equipment that will be replaced as a result of this ITN, and how all de-installed equipment will be removed to the correct storage location.
- e. Describe the plan to install equipment so that cables are efficiently installed in an orderly, organized manner that minimizes the space taken up by the cables.
- f. Describe the plan for creating an installation configuration in collaboration with Department resources to establish a standardized process for installation and use of contractor-supplied firmware and equipment-related software.
- g. Describe the plan to install all software drivers to ensure a complete installation and to render the installed equipment fully operational in accordance with the intent of the ITN.

- h. Describe the plan for ensuring that appropriate Contractor personnel remains at the site following installation of equipment to make sure all components are operating within established specifications, and that such personnel returns in a timely manner to resolve and address any issues occurring.
- i. Describe the plan to ensure that equipment, consumables, and all items comprising the complete Solution is delivered to the appropriate end user site. Also, describe how the Contractor will ensure that each piece of equipment and software is installed, peripheral equipment connected, and testing of the final installed Solution occurs and includes being powered on and successfully communicating with the Department's FRVIS and FDLIS applications (if the office offers FDLIS services), and the full operational status as defined in the ITN of all equipment is assured for each respective site.

10. Site Inventory

The prospective contractor shall describe, in detail, its proposed plan for meeting the requirements as described in Attachment D, Scope of Services, Section D.16, Site Inventory. ***(This section is worth a maximum of 15 points with each component being worth a maximum of 5 points each.)***

At a minimum, the prospective contractor shall:

- a. Describe the plan to maintain a detailed, up-to-date inventory of all equipment present at each site, installed by or on behalf of the Contractor, as required in the ITN. Describe all documentation to be utilized for tracking of inventory and how inventory will be verified. Address the process for obtaining approval by the Department of the inventory information documented and the process by which the Department will be notified of changes in documented inventory. Include the plan to ensure that the inventory list is continuously, immediately updated whenever a component is changed-out or replaced, and for timely reporting of discrepancies to the Department.
- b. Describe the plan to create and maintain a detailed listing of each and every component installed and de-installed for each respective site, by site name and address; the number of equipment items at each location by model type and the associated equipment serial numbers; date the inventory was conducted; and an indication of the storage location of all de-installed equipment.
- c. Describe the plan to ensure each piece of equipment has a visible, easily viewable, and legible property tag or label, identifying the equipment, the original installation date and serial number, and that it remains readable at all times; and for ensuring that the label remains intact throughout the use of the equipment including any time the equipment is relocated and/or removed for service.

11. Training

The prospective contractor shall describe, in detail, its proposed plan for meeting the requirements as described in Attachment D, Scope of Services, Section D.17, Training. ***(This section is worth a maximum of 25 points with each component being worth a maximum of 5 points each.)***

At a minimum, the prospective contractor shall:

- a. Describe the plan for development of a training schedule that coincides with the Final Installation Schedule and that ensures training of Department personnel/Agents on-site at each office location on the operation of the newly-installed equipment in accordance with the ITN's timelines.
- b. Describe the types of information necessary for agency personnel to successfully operate and manage the equipment and the plan to provide this information to these individuals.
- c. Describe the plan to ensure that delivery of training is provided by qualified personnel who are thoroughly familiar with the operation and maintenance of the equipment, and the plan for providing additional training as a result of changes in equipment or operations, at no additional cost to the Department.
- d. Describe the plan to provide timely, on-site instructional training on first-level troubleshooting and diagnostics to the Department's TAC, and the types of training materials (job aides or technical manuals) to be provided.
- e. Describe the approach for a complete operations and troubleshooting guide within the time frame indicated in the ITN, for approval by the Department. Describe the general content of the guide, including the level of understanding required to utilize the guide, how it will be made available to the Department, and how updates, changes, and timely communication of same to the Department will be achieved.

12. Security and Fraud Prevention

The prospective contractor shall describe, in detail, its proposed plan for meeting the requirements as described in Attachment D, Scope of Services, Section D.18, Security and Fraud Prevention. *(This section is worth a maximum of 30 points with each component being worth a maximum 5 points each.)*

At a minimum, the prospective contractor shall:

- a. Describe the plan to ensure all system software meets the security levels required in this ITN.
- b. Describe the plan to ensure that operating systems are deployed and configured to meet the server operating systems security requirements including removing or disabling unnecessary services and applications and configuring operating system user authentication.
- c. Describe a plan to ensure optimal security protection for the equipment installed as a result of the ITN; proper access controls are in place to ensure that a device is accessed only by the complete solution; and encryption requirements are met when transmitting sensitive data.
- d. Describe the plan to identify and ensure that each piece of equipment provided and maintained under the contract term, that has a data storage mechanism is properly sanitized, using acceptable methods as outlined in the ITN, to ensure data cannot be retrieved from media prior to disposal, replacement, reuse or removal.

- e. Describe a plan to ensure that any system used or data stored outside of the Department's network or physical premises, or data transmitted outside of the Department's network, is secured in compliance with the Real ID Act, applicable Florida Laws and rules, and is protected from unauthorized access or modification with appropriate level of security logging for audit purposes.
- f. Describe a plan to ensure that data that is no longer viable or required under the contract will be destroyed in a manner that ensures it cannot be retrieved or accessed by unauthorized persons, and the plan to provide an annual statement to the Contract Manager identifying the data that was destroyed during the year, the manner in which it was destroyed, and certifying that the method utilized prevents, to the extent possible, retrieval or access by unauthorized persons.

13. Designated Personnel and Staffing Requirements

The prospective contractor shall describe, in detail, its proposed plan for meeting the requirements as described in Attachment D, Scope of Services, Section D.19, Designated Personnel and Staffing Requirements. *(This section is worth a maximum of 75 points with each component being worth a maximum of 5 points each.)*

At a minimum, the prospective contractor shall:

- a. Describe, in detail, the training, qualifications, knowledge, and experience that the persons assigned to each Primary Personnel position will have. Describe the training, qualifications, knowledge, and experience that all other personnel positions will have. Describe the plan for ensuring that all specific requirements in the ITN regarding personnel (e.g., certifications, skill levels, etc.) will be met by all personnel assigned under the contract. (NOTE: If the credentials for personnel who would likely be staffed by the Contractor under a resultant contract are already available, copies should be provided with the submission.)
- b. Describe the plan to maintain staffing levels sufficient to fully complete the services and meet the requirements specified in the ITN and to recruit qualified staff, as required, to implement all aspects of required service delivery within the stated timeframes.
- c. Describe the plan to provide the Primary Personnel required in the ITN, including estimated numbers, and the plan for ensuring continuity in the staffing of Primary Personnel and other personnel assigned to the contract for the contract term.
- d. Describe the plan for ensuring that Contractor staff is available to attend all meetings in accordance with the ITN. Address the plan for communicating unavailability and scheduling changes to the Department and the plan for back-up personnel should the Department indicate that the meeting is mandatory based upon project status.
- e. Describe the procedure to provide the Department with credentials of any new staff hired to replace any of the persons occupying a Primary Personnel position.
- f. Describe the procedure to notify the Department of insufficient staffing levels or changes in staffing levels, whether in regard to Primary Personnel or other personnel, and to ensure that staffing levels are timely and adequately addressed and remedied to ensure complete and satisfactory service delivery to the Department.

- g. Describe the plan to ensure that back-up personnel are kept up-to-date on all facets of the project and that they can effectively fill-in if Primary Personnel are not available.
- h. Describe the plan to ensure all personnel assigned to perform any services or tasks required in the ITN will be highly skilled and have previous experience in the area of expertise to which they are assigned and expected to perform work.
- i. Describe the procedure to address communication issues between Department personnel and Contractor staff from a language and understanding perspective.
- j. Describe the procedure to resolve issues related to personnel who do not exhibit the knowledge, skills, abilities and other qualities necessary to ensure timely and successful completion of installations and other work related to the project.
- k. Describe the plan for making personnel changes for any employee identified in the response submission (other than Primary Personnel), and for ensuring that replacement personnel have equal or greater qualifications, knowledge, and experience as the person being changed-out.
- l. Describe the plan for meeting all work schedule requirements for all assigned personnel to ensure that the Department's requirements for the project are met, particularly in regard to timeliness of installations and maintenance activities. Address scheduling of vacations per the ITN's requirements.
- m. Describe the plans for ensuring that contractor personnel will abide by the state's Code of Ethics and maintain a professional appearance and demeanor at all times. Describe the means of identification, consistent with items identified in the ITN that Contractor staff will be wearing while conducting business with the Department at its headquarters and in any agency offices.
- n. Describe the plan to ensure personnel have the appropriate level of knowledge, training, and experience to perform all of the types of maintenance on all items making up the complete system installed at all sites per the requirements and conditions of the ITN and for maintaining a current list of all assigned Contractor personnel to the Department and providing the list to the Department upon request.
- o. Describe the plan for ensuring that all Contractor personnel complete a Non-Disclosure Agreement as required in the ITN and for ensuring that personnel (and subcontractor personnel, if applicable) assigned to work under a contract successfully pass all background checks as outlined in the ITN.

14. Additional Solutions, Equipment Moves and Other Changes

The prospective contractor shall describe, in detail, its proposed plan for meeting all requirements as described in Attachment D., Scope of Services, Section D.20, Additional Solutions, Equipment, Moves and Other Changes. ***(This section is worth a maximum of 25 points with each component being worth a maximum of 5 points each.)***

At a minimum, the prospective contractor shall:

- a. Describe the plan for responding to Department requests for installation of additional (including supplementary) complete systems or components and for adding additional/supplementary equipment to the Site Inventory Form, and for identifying

the party (i.e., Department or Tax Collector) that will be using the equipment. Address how any scheduling conflicts will be addressed. Describe the method for acknowledging and agreeing to these installation requests.

- b. Describe the procedure for responding to Department requests to move or change-out equipment. Address how any scheduling conflicts will be addressed. Describe the method for acknowledging and agreeing to these installation requests.
- c. Describe the plan for ensuring that qualified staff will be available to install, de-install, and reinstall equipment due to the opening, closing, and relocation of Agency Sites/Field Offices, and ensure that operations remain as uninterrupted as possible. Address how any scheduling conflicts will be addressed. Describe how Contractor will ensure that such movements will not void, invalidate, lessen, alter, or otherwise negatively impact any applicable warranties in any way.
- d. Describe the plan to notify the Department of changes in equipment models and software, and to ensure any equipment and/or software proposed for change undergoes a Department-conducted UAT and passes a Compliance Review.
- e. Describe the plan for obtaining new contract pricing in the event any changes in equipment models and/or software negatively impact functionality.

15. Maintenance of Equipment, Systems, and Software

The prospective contractor shall describe, in detail, its proposed plans for meeting all requirements as described in Attachment D., Scope of Services, Section D.24, Maintenance of Equipment, Systems, and Software. ***(This section is worth a maximum of 180 points with each component being worth a maximum of 5 points each.)***

a. Remedial Maintenance ***(This sub-section is worth a maximum of 95 points.)***

The prospective vendor shall submit a comprehensive Remedial Maintenance Plan as described in Attachment D, Scope of Services, Section D. 24, Maintenance of Equipment, Systems, and Software.

At a minimum, the Remedial Maintenance Plan shall:

- 1) Provide an itemization of all remedial maintenance activities, including but not limited to, establishing a central dispatch office and maintenance centers, and geographic locations with the coverage mapping for each center that the Contractor will utilize for delivery of maintenance services;
- 2) Provide job descriptions, number of personnel to be assigned to remedial maintenance, and geographic location of support personnel;
- 3) Provide a detailed position description for the single point of contact to which the Department will report all remedial maintenance activities.
- 4) Provide an overview of Contractor's remedial maintenance handling procedures from logging of a request for remedial maintenance through final resolution. Identify all steps that shall be complied with including logging, initial diagnosis, initial resolution or escalation and final resolution. Address the hours of operation,

expected wait times for service, and contact methods for reporting maintenance requests.

- 5) Describe the Contractor's expectations regarding participation by the Department and/or its agent(s) in the activities in the Remedial Maintenance Plan and dependencies between these activities.
- 6) Describe the plan to ensure the availability of personnel to provide remedial maintenance during the principal period of maintenance.
- 7) Describe the plan to maintain and stock necessary levels of "hot spares" and spare parts to provide maintenance, and to provide shipping per the requirements, terms, and conditions of the ITN. Address the ability to perform "plug and use" of hot spares replacement.
- 8) Describe the plan for including unlimited replacement parts and unlimited service requests to any and all sites during the principal period of maintenance.
- 9) Describe the plan to ensure only new parts approved by the original equipment manufacturer for the specific equipment being serviced will be used when replacement parts are required, and to request and receive Department approval if new parts are unavailable for the use of manufacturer-certified refurbished parts.
- 10) Describe how Contractor personnel will contact the agency office requiring maintenance and how response times for maintenance requests as outlined in the ITN will be met.
- 11) Describe the plan to provide a central dispatch office during the principal period of maintenance to which the Department will place all requests for remedial maintenance. Address the provision of a toll-free telephone number and how Contractor will ensure that sufficient telephone lines and personnel are in place during the principal period of maintenance, and that calls will be answered as required in the ITN.
- 12) Describe the plan to have an established high-priority escalation procedure for urgent or emergency requests, which the Department can utilize in order to bypass the normal process for requesting remedial maintenance.
- 13) Describe the plan to acknowledge all requests for remedial maintenance to the Department through the Department's Service Manager System as required by the ITN and ensure that the assigned reference number will be used when reporting required information or attempting to resolve associated problems.
- 14) Describe the plan for notifying the site's office manager that remedial maintenance has been completed before Contractor personnel leave the site, and for addressing remedial maintenance that is incomplete. Describe the plan for updating the Service Manager System to report the site status and time of departure.
- 15) Describe the plan for ensuring Service Manager incidents are resolved within the timeframe specified for repair/resolution times listed below. (Note: Incidents not resolved within the completion times required are subject to liquidated damages unless they meet one of the Maintenance Support/Liquidated Damages

Exceptions in Attachment D, Scope of Services, Section D.24, Maintenance of Equipment, Systems, and Software, Subsection C. Remedial Maintenance, item 7., sub-items a) and b).

- 16) Describe the plan to establish an escalation procedure whereby Field Technician service personnel assigned to perform remedial maintenance may receive assistance in problem determination and/or resolution, if necessary, to ensure a timely repair of any equipment, component, or operating system.
- 17) Describe the plan to replace the equipment/component that is inoperative due to a contractor-supplied equipment failure, and the plan for complying with the Department's procedures regarding DHSMV's property tags, transfer documents, etc.
- 18) Describe the plan to ensure that any requests for service of equipment covered by the contract initiated by anyone other than those individuals working within TAC will not be responded to and for ensuring that only requests placed by TAC to the Contractor's central dispatch office will be responded to.

b. Incident Reporting (***This sub-section is worth a maximum of 5 points.***)

Describe the plan to timely provide a detailed report of all malfunction incident reports for the Contract period upon request.

c. Maintenance Support/Liquidated Damages Exceptions (***This sub-section is worth a maximum of 10 points.***)

- 1) Describe the plan to properly document all Maintenance Support/Liquidated Damages Exceptions in the Service Manager System ticket and acknowledge that failure to properly document these incidents may result in liquidated damages.
- 2) Provide a complete outline of how the Contractor will handle damage or failure of equipment caused by neglect, improper use, fire or water damage, electrical disturbances, transportation by the Department or Agent, or work/modification by persons other than Contractor employees or subcontractors.

d. Service Requests (***This sub-section is worth a maximum of 25 points.***)

- 1) Provide the detailed Service Request Plan as described in Attachment D, Scope of Services, Section D.24, Maintenance of Equipment, Systems, and Software, Subsection F. Services Requests. The plan must include a complete outline of how the Contractor will interface with the Department's Change Management Policy and how service requests will be conducted in keeping with the processes outlined in the ITN. Include the process for submitting requests for additional systems, changes, or movements, review and approval, communication plans, testing plans and back out plans.
- 2) Describe all Contractor expectations regarding participation by the Department and/or its agent(s) in all Service Request activities and dependencies between these activities.
- 3) Describe the plan or process for providing updates related to maintenance and service requests through the Department's Service Manager System. Address

how notification that the request is received will be accomplished and describe the problem resolution process after all maintenance and service requests are routed to the Contractor's Service Coordinator via the Department's electronic Service Manager System.

- 4) Describe the plan to ensure "no-issue" service requests for remedial maintenance occurring during the principal period of maintenance will be processed at no cost to the Department.
 - 5) When remedial maintenance services are requested by the Department, describe your approach to ensure that services will be provided at no cost to the Department when meeting the following conditions:
 - (a) When work or assistance rendered in diagnosing, or attempting to diagnose a problem, regardless of the source, occurs during the principal period of maintenance; and
 - (b) When the problem is not originally identifiable as an equipment problem, as opposed to a software or communication/network problem.
- e. Preventive Maintenance (***This sub-section is worth a maximum of 30 points.***)
- 1) Describe the plan for carrying-out all preventive maintenance activities required under the ITN, including reporting all maintenance-related activities to the Department.
 - 2) Describe the plan to follow the Department's established Change Management Policy for all planned changes to systems, components, or installations, which includes firmware upgrades, planned installations, and hardware upgrades, but does not include unplanned outages, or remedial maintenance repairs.
 - 3) Describe the plan to ensure preventive maintenance will be scheduled on a regular basis as recommended by the original equipment manufacturer, and for logging all preventive maintenance in accordance with the ITN. Address how equipment will be identified and scheduled to receive preventive maintenance and when equipment will be scheduled for preventive maintenance.
 - 4) Describe the plan to ensure preventive maintenance will be performed during normal operating hours at a time mutually agreed to by the site's office manager. Describe the plan to be used if maintenance requires the equipment to be inoperable or will otherwise interrupt agency office service.
 - 5) Describe the plan to ensure the equipment is cleaned whenever the equipment is being repaired if the equipment is not included under a set preventive maintenance schedule, meaning its maintenance is on an "as needed" basis.
 - 6) Describe the plan to ensure the servers are cleaned in accordance with the ITN.
- f. Operations and Maintenance Manuals (***This sub-section is worth a maximum of 15 points.***)
- 1) Describe the plan to timely provide detailed manuals describing all operations and routine maintenance related to the proposed equipment and systems as required in the ITN.

- 2) Describe the plan to provide editable, electronic manuals addressing both operations and maintenance, containing URL's, at no cost to the Department.
- 3) Describe the plan to keep the required manuals up-to-date regardless of the form of the updates (e.g., paper, digital, etc.) and for making the update available electronically at no cost to the Department.

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ATTACHMENT F EVALUATION CRITERIA

F.1 REVIEW OF MANDATORY CRITERIA

A. The Bureau of Purchasing and Contracts (BPC) and Subject Matter Expert(s) (SME), as required, will review Replies¹ submitted in response to this ITN for compliance with the mandatory criteria, below. Replies failing to comply with any mandatory criterion will be deemed non-responsive and will not be considered for evaluation. The questions (which will be reproduced on a separate review sheet) that will be used by the BPC and SME(s), if required, to determine whether proposals are “responsive” or “non-responsive,” are shown in the below table.

If the answer to any of the questions in the table below falls into the “No” column, the Reply will be designated as “non-responsive” and will not be considered for evaluation.

| QUESTIONS | | YES | NO |
|-----------|---|-----|----|
| 1. | <p>Does the response include the Original Response Mandatory Documentation required in Attachment E, Proposal Submission Requirements and Evaluation Criteria Components, Section E.2, Items A.1. and 2.?</p> <p>1. Transmittal Letter: Signed by an individual having authority to bind the Respondent <input type="checkbox"/></p> <p>2. Response Guarantee: In an amount of 5% of the proposed total cost of the Contract² as specified in Attachment C, Special Conditions, Section C.12 <input type="checkbox"/></p> | | |
| 2. | Does the response include Attachment G, Past Performance – Client References (with the original response only), as required in Attachment E, Proposal Submission Requirements and Evaluation Criteria Components, subsection E.2, item A.3., Past Performance – Client References? | | |
| 3. | Does the response include a signed Attachment H, Cost Proposal (with the original response only), as required in Attachment E, Proposal Submission Requirements and Evaluation Criteria Components, subsection E.2, item A.4., Cost Proposal? | | |
| 4. | Does the response include a signed Attachment I, Required Certifications (with the original response only), as required in Attachment E, Proposal Submission Requirements and Evaluation Criteria Components, subsection E.2, item A.5, Required Certifications? | | |

B. A Respondent whose Reply conforms in all material respects with the requirements of this ITN will be deemed to be responsive. The Replies for all responsive Respondents³ will be evaluated as described in this attachment.

¹ “Response” and “Reply(ies)” are used interchangeably and mean the document submitted in response to, and in accordance with, this ITN by a Respondent.

² The Contract amount is the Grand Total proposed on Attachment H, Cost Proposal, by the Respondent.

³ The terms “vendor” and “Respondent” are used herein interchangeably. In all instances, “Respondent” refers to the business or individual submitting a Reply to the Department.

F.2 PAST PERFORMANCE EVALUATION

Past performance will be evaluated by the BPC based on answers to the questions outlined in the Evaluation Questionnaire for Past Performance in Attachment G, Past Performance – Client References (see page 5 of Attachment G for sample questionnaire), provided by the Respondent's three (3) separate client references.

- A. At least one (1) client reference must verify that within the immediate past five (5) years of the issuance of this ITN, the Respondent provided equipment installation and maintenance services (for a minimum of 100 sites per project) similar in nature to the scope of services contemplated in this ITN, as required in Attachment E, Proposal Submission Requirements and Evaluation Criteria Components, Section E.2, subsection C., Technical Response, item 3., Organizational Structure, History, and Experience, sub-item a. If none of the client references verify the required experience, the Respondent will be deemed non-responsive and their Reply will be rejected.
- B. If the required information in A. above is verified, the Respondent will be eligible to earn points related to past performance based on the answers provided by the client references to the questions contained in the Evaluation Questionnaire for Past Performance. All points assessed for all questions on the questionnaire will be added together to arrive at the score for that client reference. Each reference is worth a maximum of 40 raw points. The scores for all three (3) references will be added together to calculate the total points
- C. The Department will attempt to contact the three (3) client references provided by the Respondent to complete the Evaluation Questionnaire for Past Performance (Attachment G, Page 5 of 5). If a client reference does not provide a response to a question included on the questionnaire, the Respondent will receive zero (0) points for that question.
- D. Client references should be available for contact between 9:00 AM and 5:00 PM, Eastern Standard Time. A maximum of four (4) attempts will be made by telephone to contact the clients for a past performance reference by the BPC, or designee. In the event a client reference cannot be contacted, a score of zero (0) will be given for the entire reference. If none of the provided client references can be successfully contacted, the Respondent will be deemed non-responsive and their Reply will be rejected. The Department will not attempt to correct contact or any other information provided by the Respondent and will not independently attempt to obtain contact information for any client reference.

F.3 COST PROPOSAL EVALUATION

The BPC will review each Cost Proposal and award points for each proposed total identified in Attachment H, Cost Proposal, based on the following:

- A. **Original Contract Term:** The Respondent submitting the lowest proposed total for the original contract term will automatically receive the maximum points (three hundred (300) points) available for Section I. Original Contract Term Pricing, in the Cost Proposal.
- B. **Renewal Contract Term:** The Respondent submitting the lowest proposed total for the renewal term will automatically receive the maximum points (two hundred (200) points) available for Section II. Renewal Contract Term Pricing, in the Cost Proposal.
- C. The remaining Respondents will receive a percentage of the maximum points for each proposed contract term cost using the formula below, starting with the Respondent submitting the next lowest proposed total for the original contract term. Calculated points will be rounded to the nearest tenth decimal place. This process continues until each proposed total has been

calculated for each Respondent for both contract terms (Section A and Section B, above) using the below formulas.

Original Contract Term

| | | | | | | |
|--|---|---|---|-----|---|--|
| <i>Lowest Proposed Total ÷ [next-lowest] Respondent's Proposed Total</i> | = | % | x | 300 | = | <i>Total Points Awarded for the Respondent's Proposed Total (Original Contract Term)</i> |
|--|---|---|---|-----|---|--|

Renewal Contract Term

| | | | | | | |
|--|---|---|---|-----|---|---|
| <i>Lowest Proposed Total ÷ [next-lowest] Respondent's Proposed Total</i> | = | % | x | 200 | = | <i>Total Points Awarded for the Respondent's Proposed Total (Renewal Contract Term)</i> |
|--|---|---|---|-----|---|---|

- D. For the purposes of tabulating the final Cost Proposal points for Attachment H, Cost Proposal, the points for both the Original Contract Term and the Renewal Contract Term will be added together to calculate the Respondent's final Cost Proposal points, which is worth a maximum of five hundred (500) points.

SCORING EXAMPLE:

NOTE: The scoring example provided below is instructional only and does not represent anticipated pricing or actual points to be awarded. Points in this scoring example are calculated only for the Original Contract Term (worth a maximum 300 points).

In this example, there are four (4) Respondents, each submitting a proposed total as indicated below:

| RESPONDENT | ORIGINAL CONTRACT TERM PROPOSED TOTAL |
|--------------|--|
| Respondent 1 | \$ 250,000 |
| Respondent 2 | \$ 305,500 |
| Respondent 3 | \$ 320,350 |
| Respondent 4 | \$ 410,255 |

Respondent 1 submitted the lowest Proposed Total for the Original Contract Term, and therefore, would receive the maximum 300 points. Utilizing the formula above, points would be calculated for the next lowest Proposed Total (submitted by Respondent 2), and rounded to the nearest tenth decimal place, as follows:

| | | | | | | |
|-------------------------------|---|------|---|-----|---|-------|
| $\frac{\$250,000}{\$305,500}$ | = | .82% | x | 300 | = | 245.5 |
|-------------------------------|---|------|---|-----|---|-------|

The Department will use the same formula to calculate scores for the Renewal Contract Term. The awarded points for the Original Contract Term and the Renewal Contract Term will be added together to determine the Respondents' final Cost Proposal points as follows:

| RESPONDENT | AWARDED POINTS (ORIGINAL CONTRACT TERM) | AWARDED POINTS (RENEWAL CONTRACT TERM) | FINAL COST PROPOSAL POINTS |
|-------------------|--|---|---|
| Respondent 1 | 300 | 200 | 500 |
| Respondent 2 | 245.5 | 171.9 | 417.4 |
| Respondent 3 | 234.1 | 156.8 | 390.9 |
| Respondent 4 | 182.8 | 126.4 | 309.2 |

F.4 TECHNICAL RESPONSE EVALUATION

- A. Each Reply submission determined to be in compliance with all mandatory criteria established in the ITN will be independently evaluated based on the criteria and points scale indicated below. Each Reply will be evaluated and scored by at least three (3) evaluators, who collectively have experience and knowledge in the program areas and service requirements for which contractual services are sought by this ITN.
- B. Detailed evaluation criteria components (see Attachment E, Proposal Submission Requirements and Evaluation Criteria Components) will be evaluated and awarded points based on the following point structure:

Points

- 1 The component contained significant deficiencies or omissions and lacked meaningful detail.
 - 2 The component is below average. It met some of the minimum requirements but did not address all elements requested.
 - 3 The component is average and met the minimum requirements with minimum detail.
 - 4 The component is above average. It exceeded the minimum requirements and provided good detail.
 - 5 The component is excellent. It exceeded the minimum requirements and contained exceptional content and detail.
- C. The below Technical Response Points Tabulation Table will be used to tabulate points for each Reply evaluated and designated as "responsive." A similar table is provided to each evaluator for use in documenting the points to be assessed for each component the evaluator will be scoring within the responsive Reply.

| TECHNICAL RESPONSE POINTS TABULATION TABLE | Maximum Points Possible |
|--|--|
| 1. Table of Contents | N/A |
| 2. Executive Summary | N/A |
| 3. Organizational Structure, History and Experience | 15 |
| 4. Solution Requirements, including: | 120 |
| <i>a. Equipment</i> | 40 |
| <i>b. Printer Consumables</i> | 15 |
| <i>c. Software</i> | 55 |
| <i>d. Existing Workstation Upgrade and Maintenance</i> | 10 |
| 5. Preliminary Implementation Plan | 15 |
| 6. Lab, Development, and User Acceptance Testing (UAT) Sites | 25 |
| 7. Site/Office Survey and Readiness | 25 |
| 8. Pilot to be Conducted | 30 |
| 9. Installation Requirements and Schedule | 45 |
| 10. Site Inventory | 15 |
| 11. Training | 25 |
| 12. Security and Fraud Prevention | 30 |
| 13. Designated Personnel and Staffing Requirements | 75 |
| 14. Additional Systems, Equipment Moves and Other Changes | 25 |
| 15. Maintenance of Equipment, Systems, and Software, including: | 180 |
| <i>a. Remedial Maintenance</i> | 95 |
| <i>b. Incident Reporting</i> | 5 |
| <i>c. Maintenance Support/Liquidated Damages Exceptions</i> | 10 |
| <i>d. Service Requests</i> | 25 |
| <i>e. Preventive Maintenance</i> | 30 |
| <i>f. Operations and Maintenance Manuals</i> | 15 |
| TOTAL TECHNICAL RESPONSE POINTS | 625 |

- D. The evaluators' total points for each Respondent's Technical Response will be averaged together by the BPC to determine the Respondent's final Technical Response points. See Section F.6, Final Reply Score Tabulation.

F.5 DEMONSTRATION(S) AND EVALUATION

- A. All responsive Respondents will be required to set up the complete Solution proposed in their ITN Reply, as part of the demonstration evaluation process. The order in which the demonstrations will be scheduled will be determined by random selection by the BPC. To the extent possible, equipment and software utilized during the demonstration must be representative of the functionality/specifications of equipment and software to be provided under the resultant Contract, should the demonstrating Respondent be selected for award.

The Department will conduct a "pass/fail" review based on the Demonstration Evaluation Criteria, below. All items must be passed in order for the Respondent to successfully complete the demonstration phase of the evaluation process and be eligible for possible further consideration.

Applicable demonstration items will be timed by the Department using a digital stopwatch. The Department will also provide demonstration documents, including blank registration decal samples.

Respondents are advised to pay strict attention to the dates in Attachment C, Section C.6, Solicitation Timeline, for demonstrations. The Department will endeavor to provide as much advanced notice as it reasonably can to Respondents who will be scheduled for demonstrations but cannot guarantee that more than 48-hours advanced notice will be provided.

The demonstration will be scheduled for seven (7) hours. In the first four (4) hours, the Respondent will be permitted to set-up all necessary equipment for the demonstration. The following three (3) hours will be allotted for Solution demonstrations during the time indicated in Attachment C, Section C.6, Solicitation Timeline. The Respondent will be permitted to utilize the entire three (3) hour time-period to pass all criteria. In other words, if the Respondent's Solution does not initially perform a function, instead of the Respondent automatically receiving a "fail" for that function not being performed, the Respondent will be permitted to attempt to remedy the issue as long as all criteria are ultimately met at the conclusion of the three (3) hour time-period.

After expiration of the three (3) hour time-period, if the Respondent has received a "fail" for any function, the Respondent's Reply will be rejected as non-responsive.

If an event beyond the Respondent's control occurs, the Department, in its sole discretion, may determine whether and what additional time will be allotted to the Respondent to complete the demonstration, including continuing the demonstration, using the same equipment/items being demonstrated, or scheduling the demonstration on a different day or during a different time period.

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- B. The below criteria will be utilized in evaluating the demonstrations. All items required to be demonstrated will be evaluated on a “pass/fail” basis.

| DEMONSTRATION EVALUATION CRITERIA | | |
|---|--|---|
| ACTION/ACTIVITY TO BE DEMONSTRATED | | RESULT (Circle Pass or Fail) |
| LASER PRINTER | | |
| 1. | <p>Demonstrate printing speed of Laser Printer. Must utilize proposed workstation.</p> <p>Laser Printer must print a minimum of 15 registration decals per minute.</p> <p>Note: The Department will provide blank registration decal samples to be printed for this demonstration component.</p> | <p>Pass / Fail</p> <p>Number of registration decals printed per one (1) minute: _____</p> |
| 2. | <p>Demonstrate the Automatic Duplexer.</p> <p>Laser Printer must print a stack of sequence-numbered-titled documents that prints page 1 on the face up sequence numbered page and page 2 on the back side of the document. Must utilize proposed workstation.</p> <p>Note: The Department will provide the stack of sequence-numbered documents to be printed for this demonstration component.</p> | <p>Pass / Fail</p> |
| 3. | <p>Demonstrate the Paper Feed process.</p> <p>Laser Printer’s paper feeder must pull titles sequentially from the top of the stack. The title certificate has an audit number pre-printed on the paper stock. The paper stock will be placed into the printer tray face up with the audit numbers in order from the top down. The printer must pull from the top of the paper feeder. Must utilize proposed workstation.</p> <p>Note: The Department will provide the title certificate for this demonstration component.</p> | <p>Pass / Fail</p> |
| 4. | <p>After printing, registration decals easily peel off the carrier sheet without ripping, tearing, stretching or otherwise rendering the registration decal unusable.</p> <p>Note: The Department will randomly select five (5) printed registration decals from the printed registration decals in Item 6., below, to peel the decal from the carrier sheet.</p> | <p>Pass / Fail</p> |

| | | |
|---|---|---|
| 5. | <p>Cold Printer Start: (Printer has been off or is in sleep mode when registration decals are printed)</p> <p>Ease of feed through the printer with no more than one (1) jam* out of 100 registration decal samples printed. Must utilize proposed workstation. (*a "jam" occurs when a carrier sheet fails to feed through the printer.)</p> | <p>Pass / Fail</p> <p>Number of Jams: _____ per 100 registration decal samples printed.</p> |
| 6. | <p>Hot Printer Start: (Printer is in active mode due to previous use just prior to printing registration decals)</p> <p>Ease of feed through the printer with no more than one (1) jam* out of 100 registration decal samples printed. Must utilize proposed workstation. (*a "jam" occurs when a carrier sheet fails to feed through the printer.)</p> | <p>Pass / Fail</p> <p>Number of Jams: _____ per 100 registration decal samples printed.</p> |
| 7. | <p>Paper Trays:</p> <p>Each of the two (2) paper trays holds a minimum of five-hundred (500) sheets of paper.</p> <p>Note: The Department will provide four (4) reams of paper for this demonstration component.</p> | <p>Pass / Fail</p> |
| ACTION/ACTIVITY TO BE DEMONSTRATED | | RESULT (Circle Pass or Fail) |
| TONER | | |
| 1. | <p>Toner did not bleed or feather* on printed registration decals. (*Feathering is a printing defect characterized by ink spreading at the edges of a printed area.)</p> | <p>Pass / Fail</p> |
| 2. | <p>Toner did not smear, smudge or rub off of printed registration decals utilizing a dry rub method one (1) minute after print cycle was completed.</p> <p>Note: The Department will randomly select five (5) printed registration decals to demonstrate the dry rub method. The dry rub method is defined as using a dry finger to rub across the registration decal surface.</p> | <p>Pass / Fail</p> |
| 3. | <p>Toner did not smear, smudge or rub off of printed registration decals utilizing a wet rub method one (1) minute after print cycle was completed.</p> <p>Note: The Department will randomly select five (5) printed registration decals to demonstrate the wet rub method. The wet rub method is defined as using a paper towel wet by water to rub across the registration decal surface.</p> | <p>Pass / Fail</p> |

| ACTION/ACTIVITY TO BE DEMONSTRATED | | RESULT (Circle Pass or Fail) |
|------------------------------------|---|--|
| UPS | | |
| 1. | Demonstrate the UPS load balance with a Server, Switch, Router and Monitor plugged in it stays powered on for a minimum of thirty (30) minutes after the UPS is unplugged. Note: The Department will provide the router for this demonstration component. | Pass / Fail _____ minutes powered on after being unplugged. |

F.6 FINAL REPLY SCORE TABULATION

A Reply Evaluation Score Tabulation table, as represented below, will be completed by the BPC, and will reflect the Final Reply Score earned by each Respondent for their Technical Response, Past Performance and Cost Proposal.

| REPLY EVALUATION SCORE TABULATION | MAXIMUM POINTS POSSIBLE |
|--|-------------------------|
| A. PAST PERFORMANCE (*total points for all three (3) client references combined) | 120 |
| B. COST PROPOSAL (**Original Contract Term (300 pts.) + Renewal Contract Term (200 pts.) Totals) | 500 |
| C. TECHNICAL RESPONSE | 625 |
| FINAL REPLY SCORE: | 1,245 |

SCORING EXAMPLE:

(NOTE: The scoring example provided below is instructional only and does not represent actual points to be awarded.)

In the example below, there are four (4) evaluators and four (4) Respondents. The scores in this example were calculated based on the points earned by each Respondent for their Technical Response, Cost Proposal, and Past Performance (only for Respondents passing all criteria), which are added together to calculate each Respondent's Final Reply Score.

Step 1: The evaluators' total scores for each Respondent's Technical Response are averaged (and rounded to the nearest tenth decimal place) by the BPC to calculate the Respondent's final Technical Response points, and then recorded onto a tabulation sheet (similar to the example below).

| TECHNICAL RESPONSE SCORING | Evaluator A | Evaluator B | Evaluator C | Evaluator D | Averaged Technical Response Points |
|-----------------------------------|--------------------|--------------------|--------------------|--------------------|---|
| Respondent 1 | 610 | 600 | 605 | 595 | 602.5 |
| Respondent 2 | 580 | 570 | 575 | 565 | 572.5 |
| Respondent 3 | 510 | 500 | 490 | 485 | 496.3 |
| Respondent 4 | 410 | 425 | 420 | 395 | 412.5 |

Step 2: The Respondent's averaged Technical Response, Cost Proposal and Past Performance points are weighted, as applicable, and added together to calculate the Respondent's Final Score.

| FINAL SCORE CALCULATION | Past Performance | Cost Proposal | Technical Response | Respondent's Final Reply Score |
|--------------------------------|-------------------------|----------------------|---------------------------|---------------------------------------|
| Respondent 1 | 120 | 500 | 602.5 | 1,222.5 |
| Respondent 2 | 90 | 417.4 | 572.5 | 1079.9 |
| Respondent 3 | 105 | 390.9 | 496.3 | 992.2 |
| Respondent 4 | 60 | 309.2 | 412.5 | 781.7 |

Step 3: The Final Reply Scores are arranged by the BPC from highest to lowest.

Based upon the Final Scores in the example above, the Department would negotiate with Respondents 1, 2, and 3, in that order.

F.7 ITN Award Process:

The ITN award process is divided into two (2) phases. The evaluation phase involves the Department's initial evaluation of Respondent's Replies. Respondent's Replies shall be submitted in accordance with the requirements of Attachment E, Response Submission Requirements and Evaluation Criteria Components. During the evaluation phase, all Replies shall be evaluated against the evaluation criteria set forth in Attachment F, Evaluation Criteria, to establish a competitive range of Replies reasonably susceptible of award. The Department will then select the three (3) highest scoring responsive Respondents to proceed to negotiations. (NOTE: The Department reserves the right to add additional Respondents to its negotiations in the event of tie scores or if to do so is in the best interest of the Department.)

Negotiations shall be face-to-face with representatives capable of binding the Respondent to contractual terms, and Respondents should plan accordingly. If an event beyond the Respondent's control occurs (e.g., weather causing a travel delay), the Department shall have the sole discretion to conduct negotiations with the affected Respondent(s) in whatever manner best meets the Department's needs, including via telephone.

The Department reserves the right at any time during the negotiation process to: negotiate with Respondents in any order; negotiate with Respondents consecutively or sequentially; schedule all negotiations for one day or on separate days; require additional demonstrations or documentation to fully or better understand what the Respondent is offering or is capable of performing; and limit the number of individuals attending negotiations on behalf of a Respondent. The Department may also terminate negotiations at any time with any or all Respondents or extend negotiations with any or all Respondents if to do so is in the Department's best interests.

After the Department determines that sufficient negotiations have been conducted, Best and Final Offers will be requested for final consideration. The Department is under no obligation to award a contract as a result of negotiations.

Further information regarding the negotiation process will be provided to respondents invited to negotiate by the Issuing Officer identified in Attachment C, Special Conditions, Section C.5.

F.8 Selection Criteria/Basis of Award

Any award shall be made to the responsive and responsible Respondent that provides the best value to the Department based on the Department's final selection criteria that shall include, but are not limited to, price, quality, design, and workmanship.

F.9 Contract Formation:

The Department intends to negotiate a contract during the negotiation phase using the terms and conditions listed in this ITN and Attachment K, Standard Contract. The terms may be modified during negotiations at the sole discretion of the Department. No additional documents submitted by a Respondent will be incorporated into the Contract unless they are specifically identified and incorporated by reference into the Contract.

A copy of the Department's Standard Contract containing standardized terms and conditions that will govern service delivery is included as Attachment K, Standard Contract. Respondents should closely review the requirements contained in the sample contract. This solicitation, including all its addenda, the Department's written response to written inquiries, and the successful (i.e., awarded) contractor's response shall be incorporated by reference in the final contract document.

F.10 RESPONSIBLE RESPONDENT

The Department reserves the right to utilize sources other than those identified by the Respondent to obtain additional information regarding the Respondent's capability of fully performing a contract for the services outlined in this ITN as well as its integrity and reliability to assure good faith performance. Information obtained from additional sources may be used to determine whether the Respondent is a "responsible vendor," as defined in subsection 287.012(25), Florida Statutes. The Department will reject the Reply submitted by any Respondent not deemed to be responsible.

Such additional sources may include, but are not limited to, news sources, court filings, internet searches, and on-line reports available from state agencies or the federal government. Factors that may result in a finding that the Respondent is not responsible include, but are not limited to, filing for bankruptcy or insolvency, conviction of a crime by any corporate officer involving fraud, dishonesty, unfair or deceptive trade practices, bid or price fixing, or any other offense related to corporate business practices, or having a contract with any state or governmental entity terminated for breach or for failure to perform, within the past ten (10) years.

If the Department utilizes additional sources, it will do so regarding the Respondents with whom the Department intends to negotiate.

**ATTACHMENT G
PAST PERFORMANCE AND EXPERIENCE - CLIENT REFERENCES**

In the spaces provided below, the Respondent shall list all business names under which it has operated during the past five (5) years, if different from its current business name. Please mark **N/A** below if the business name has not changed within the past five (5) years.

On **pages 2-4** of this attachment, the Respondent shall provide the information indicated for three (3) separate, non-DHSMV (Department of Highway Safety and Motor Vehicles) client references. The Respondent shall indicate which reference(s) will be verifying the minimum experience requirement established in Attachment E, at the bottom of the form.

Client references will be utilized for the purposes set forth in Attachment E, Proposal Submission Requirements and Evaluation Criteria Components, Section E.2, subsection A., item 3., Past Performance and Experience – Client References, and subsection C., Technical Response, item 3., Organizational Structure, History and Experience, sub-item a. Three (3) client references are requested to be submitted. At least one (1) reference **must** verify that the Respondent meets the minimum experience requirement set forth in Attachment E. The Respondent should pay close attention to this experience requirement and select references who can verify that the requirement was met. Failure of at least one (1) reference to verify the minimum required experience will result in the Respondent being deemed non-responsive.

If none of the provided client references can be successfully contacted, or if the provided references do not verify that the prospective contractor has the requisite minimum experience, the prospective contractor will be deemed non-responsive.

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

NON-DHSMV CLIENT #1

Contractor's Name:

Client's Name:

Address:

Primary Contact Person:

Alternate Contact Person:

Primary Phone Number:

Alternate Phone Number:

Primary E-mail Address:

Alternate E-mail Address:

Contract Performance Period (include a beginning (MM/DD/YY) thru end date (MM/DD/YY):

Location of Services:

Brief description of the services performed by the prospective contractor for this client:

Is this client reference being utilized to verify the minimum experience required in the ITN? Y ___ N ___

NON-DHSMV CLIENT #2

Contractor's Name:

Client's Name:

Address:

Primary Contact Person:

Alternate Contact Person:

Primary Phone Number:

Alternate Phone Number:

Primary E-mail Address:

Alternate E-mail Address:

Contract Performance Period (include a beginning (MM/DD/YY) thru end date (MM/DD/YY):

Location of Services:

Brief description of the services performed by the prospective contractor for this client:

Is this client reference being utilized to verify the minimum experience required in the ITN? Y ___ N ___

NON-DHSMV CLIENT #3

Contractor's Name:

Client's Name:

Address:

Primary Contact Person:

Alternate Contact Person:

Primary Phone Number:

Alternate Phone Number:

Primary E-mail Address:

Alternate E-mail Address:

Contract Performance Period (include a beginning (MM/DD/YY) thru end date (MM/DD/YY):

Location of Services:

Brief description of the services performed by the prospective contractor for this client:

Is this client reference being utilized to verify the minimum experience required in the ITN? Y _____ N _____

EVALUATION QUESTIONNAIRE FOR PAST PERFORMANCE

Contractor's Name: _____

Past Client's Name: _____

Primary Contact Person: _____ **Alternate Contact Person:** _____

Primary Phone Number: _____ **Alternate Phone Number:** _____

Primary E-mail Address: _____ **Alternate E-mail Address:** _____

The following questions will be asked by the Department of each client reference as indicated in Attachment E, Response Submission Requirements and Evaluation Criteria Components, Section E.2, subsection A., item 3:

| | Score |
|---|--------------|
| 1. Briefly describe the multiple site installation services performed by the Contractor for your organization (including number of sites): Number of Sites: _____ Dates of service: _____ (include a beginning (MM/DD/YY) thru end date (MM/DD/YY)) | N/A |
| 2. Briefly describe the multiple site maintenance services performed by the Contractor for your organization (including number of sites): Number of Sites: _____ Dates of service: _____ (include a beginning (MM/DD/YY) thru end date (MM/DD/YY)) | |
| 3. How would you rate the contract implementation with this Contractor? Excellent = 5; Good = 4; Acceptable = 3; Fair = 2; Poor = 1; Comments: | |
| 4. How would you rate the Contractor's ability to meet the project performance/milestones deadlines? Excellent = 5; Good = 4; Acceptable = 3; Fair = 2; Poor = 1 Comments: | |
| 5. How would you rate the Contractor's key staff and their ability to work with your organization? Excellent = 5; Good = 4; Acceptable = 3; Fair = 2; Poor = 1 Comments: | |
| 6. How would you rate the functionality and performance of the system or solution provided to your organization by the Contractor? Excellent = 5; Good = 4; Acceptable = 3; Fair = 2; Poor = 1 Comments: | |
| 7. Did the Contractor's project/contract manager effectively manage the overall contract? Yes = 5; No = 0 Comments: | |
| 8. How would you rate the Contractor's responsiveness to your communication with them? Excellent = 5; Good = 4; Acceptable = 3; Fair = 2; Poor = 1 Comments: | |
| 9. Was the Contractor responsive in resolving issues and/or making any applicable contract-related changes? Yes = 5; No = 0 Comments: | |
| 10. Would you contract with this Contractor again? Yes = 5; No = 0 Comments: | |
| TOTAL SCORE: | |

I certify the above to be true and correct:

Client Reference Contact Name (printed)

Client Reference Contact Signature

ATTACHMENT H - COST PROPOSAL

I. ORIGINAL CONTRACT TERM PRICING

Contract Years One through Five

| A. Equipment Items | Manufacturer/Model | Estimated Quantity | | Unit Price | | Total Price |
|---|---------------------------------------|---------------------------|---|------------------------|---|--------------------|
| Workstation | | 5,442 | X | \$ _____ each | = | \$ _____ |
| Workstation Monitor 22" | | 5,597 | X | \$ _____ each | = | \$ _____ |
| Memory for Workstation Upgrade | | 860 | X | \$ _____ each | = | \$ _____ |
| Standard Laptop | | 155 | X | \$ _____ each | = | \$ _____ |
| Small Form Factor Laptop | | 250 | X | \$ _____ each | = | \$ _____ |
| Docking Station | | 155 | X | \$ _____ each | = | \$ _____ |
| Tablet | | 250 | X | \$ _____ each | = | \$ _____ |
| Laser Printer | | 5,919 | X | \$ _____ each | = | \$ _____ |
| High Speed Laser Printer | | 50 | X | \$ _____ each | = | \$ _____ |
| Server | | 333 | X | \$ _____ each | = | \$ _____ |
| Mobile Office Server | | 15 | X | \$ _____ each | = | \$ _____ |
| Server Monitor | | 333 | X | \$ _____ each | = | \$ _____ |
| Switch 24 port | | 200 | X | \$ _____ each | = | \$ _____ |
| Switch 48 port | | 241 | X | \$ _____ each | = | \$ _____ |
| UPS for Switch or Server | | 300 | X | \$ _____ each | = | \$ _____ |
| UPS for Switch AND Server | | 301 | X | \$ _____ each | = | \$ _____ |
| Stacking Cables/Modules | | 90 | X | \$ _____ each | = | \$ _____ |
| Surge Protector | | 5,442 | X | \$ _____ each | = | \$ _____ |
| Handheld Barcode Scanner | | 300 | X | \$ _____ each | = | \$ _____ |
| Server UPS-External Battery Pack | | 333 | X | \$ _____ each | = | \$ _____ |
| Serial Port Adaptor | | 100 | X | \$ _____ each | = | \$ _____ |
| USB Card | | 100 | X | \$ _____ each | = | \$ _____ |
| Extension Video Cable | | 100 | X | \$ _____ each | = | \$ _____ |
| Switch Offering with PoE | | | | | | |
| (Cisco 2900 or 3800 Series PoE switches with power supplies to support 15.4 watts on every available port) | | | | | | |
| Switch 24 Port | | 15 | X | \$ _____ each | = | \$ _____ |
| Switch 48 Port | | 35 | X | \$ _____ each | = | \$ _____ |
| Stacking Cables/Modules | | 100 | X | \$ _____ each | = | \$ _____ |
| B. Consumables | | | | | | |
| | Toner Manufacturer/Model/Yield | | | | | |
| Toner Cartridges (12,000 yield) | | 11,890 | X | \$ _____ per cartridge | = | \$ _____ |
| C. Services | | | | | | |
| Small Office Installation (Complete Solution comprised of up to forty (40) workstations (with monitors), laptops (with docking stations), printers, UPS, switch, and/or server (with monitor)) | | 124 | X | \$ _____ per site | = | \$ _____ |
| Medium Office Installation (Complete Solution comprised of forty-one (41) to sixty (60) workstations (with monitors), laptops (with docking stations), printers, UPS, switch, and/or server (with monitor)) | | 77 | X | \$ _____ per site | = | \$ _____ |

ATTACHMENT H - COST PROPOSAL

| | | | | | |
|---|-----|---|---------------------|---|----|
| Large Office Installation (Complete Solution comprised of sixty-one (61) to one hundred (100) workstations (with monitors), laptops (with docking stations), printers, UPS, switch, and/or server (with monitor)) | 67 | X | \$ _____ per site | = | \$ |
| Extra Large Office Installation (Complete Solution comprised of one hundred and one (101) or more workstations (with monitors), laptops (with docking stations), printers, UPS, switch, and/or server (with monitor)) | 146 | X | \$ _____ per site | = | \$ |
| Existing Workstation Upgrade and Reimage | 860 | X | \$ _____ per device | = | \$ |
| Equipment Moves/Changes (or other installation and related services costs after the initial Roll-Out) | 284 | X | \$ _____ per hour | = | \$ |
| Additional Roll-Out Option (Warehousing/Imaging/Deployment of Equipment after Roll-Out Period) | 1 | X | \$ _____ per site | = | \$ |

D. Existing Equipment Maintenance (Pre-Roll-Out)

| | | | | | | | |
|----------------------------------|-------|---|------------------|---|-----------|---|----|
| Workstation | 5,802 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Workstation Monitor 22" | 5,920 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Standard Laptop | 153 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Docking Station | 153 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Laser Printer | 5,594 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Server | 254 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Server Monitor | 254 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Server UPS | 248 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Switch 24 port | 194 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Switch 48 port | 221 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Switch UPS | 296 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Stacking Cables/Modules | 88 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Server UPS-External Battery Pack | 245 | X | \$ _____ monthly | X | 60 Months | = | \$ |

E. New Equipment Maintenance*

| | | | | | | | |
|--|-------|---|------------------|---|-----------|---|----|
| Workstation | 5,442 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Workstation Monitor 22" | 5,597 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Upgraded Workstation (not refreshed) | 860 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Upgraded Workstation 22" Monitor (not refreshed) | 860 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Standard Laptop | 155 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Small Form Factor Laptop | 250 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Docking Station | 155 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Tablet | 250 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Laser Printer | 5,919 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| High Speed Laser Printer | 50 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Server | 333 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Mobile Office Server | 15 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Server Monitor | 333 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Switch 24 port | 200 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Switch 48 port | 241 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| UPS for Switch or Server | 300 | X | \$ _____ monthly | X | 60 Months | = | \$ |

ATTACHMENT H - COST PROPOSAL

| | | | | | | | |
|--|-----|---|------------------|---|-----------|---|-----------|
| UPS for Switch AND Server | 301 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Stacking Cables/Modules | 90 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Smartnet | 441 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Server UPS-External Battery Pack | 333 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Serial Port Adaptor | 100 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| USB Card | 100 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Extension Video Cable | 100 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Switch Offering with PoE | | | | | | | |
| (Cisco 2900 or 3800 Series PoE switches with power supplies to support 15.4 watts on every available port) | | | | | | | |
| Switch 24 Port | 15 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Switch 48 Port | 35 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Stacking Cables/Modules | 100 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| I. ORIGINAL CONTRACT TERM TOTAL | | | | | | | \$ |

| II. RENEWAL CONTRACT TERM PRICING | | | | | | | |
|--|---------------------------|---------------------------|---|-------------------|--|---|--------------------|
| Contract Years Six through Ten | | | | | | | |
| A. Equipment Items | Manufacturer/Model | Estimated Quantity | | Unit Price | | | Total Price |
| Workstation | | 5,442 | X | \$ _____ each | | = | \$ |
| Workstation Monitor 22" | | 5,597 | X | \$ _____ each | | = | \$ |
| Standard Laptop | | 155 | X | \$ _____ each | | = | \$ |
| Small Form Factor Laptop | | 250 | X | \$ _____ each | | = | \$ |
| Docking Station | | 155 | X | \$ _____ each | | = | \$ |
| Tablet | | 250 | X | \$ _____ each | | = | \$ |
| Laser Printer | | 5,919 | X | \$ _____ each | | = | \$ |
| High Speed Laser Printer | | 50 | X | \$ _____ each | | = | \$ |
| Server | | 333 | X | \$ _____ each | | = | \$ |
| Mobile Office Server | | 15 | X | \$ _____ each | | = | \$ |
| Server Monitor | | 333 | X | \$ _____ each | | = | \$ |
| Switch 24 port | | 200 | X | \$ _____ each | | = | \$ |
| Switch 48 port | | 241 | X | \$ _____ each | | = | \$ |
| UPS for Switch or Server | | 300 | X | \$ _____ each | | = | \$ |
| UPS for Switch AND Server | | 301 | X | \$ _____ each | | = | \$ |
| Stacking Cables/Modules | | 90 | X | \$ _____ each | | = | \$ |
| Handheld Barcode Scanner | | 300 | X | \$ _____ each | | = | \$ |
| Server UPS-External Battery Pack | | 333 | X | \$ _____ each | | = | \$ |
| Serial Port Adaptor | | 100 | X | \$ _____ each | | = | \$ |
| USB Card | | 100 | X | \$ _____ each | | = | \$ |
| Extension Video Cable | | 100 | X | \$ _____ each | | = | \$ |
| Switch Offering with PoE | | | | | | | |
| (Cisco 2900 or 3800 Series PoE switches with power supplies to support 15.4 watts on every available port) | | | | | | | |

ATTACHMENT H - COST PROPOSAL

| | | | | | | |
|---|---------------------------------------|--------|---|------------------------|---|----------------|
| Switch 24 Port | | 15 | X | \$ _____ each | = | \$ |
| Switch 48 Port | | 35 | X | \$ _____ each | = | \$ |
| Stacking Cables/Modules | | 100 | X | \$ _____ each | = | \$ |
| B. Consumables | | | | | | |
| | Toner Manufacturer/Model/Yield | | | | | |
| Toner Cartridges (12,000 yield) | | 11,890 | X | \$ _____ per cartridge | = | \$ |
| C. Services | | | | | | |
| Small Office Installation (Complete Solution comprised of up to forty (40) workstations (with monitors), laptops (with docking stations), printers, UPS, switch, and/or server (with monitor)) | | 124 | X | \$ _____ per site | = | \$ |
| Medium Office Installation (Complete Solution comprised of forty-one (41) to sixty (60) workstations (with monitors), laptops (with docking stations), printers, UPS, switch, and/or server (with monitor)) | | 77 | X | \$ _____ per site | = | \$ |
| Large Office Installation (Complete Solution comprised of sixty-one (61) to one hundred (100) workstations (with monitors), laptops (with docking stations), printers, UPS, switch, and/or server (with monitor)) | | 67 | X | \$ _____ per site | = | \$ |
| Extra Large Office Installation (Complete Solution comprised of one hundred and one (101) or more workstations (with monitors), laptops (with docking stations), printers, UPS, switch, and/or server (with monitor)) | | 146 | X | \$ _____ per site | = | \$ |
| Workstation Upgrade and Reimage | | 860 | X | \$ _____ per device | = | \$ |
| Equipment Moves/Changes (or other installation and related services costs after the initial Roll-Out) | | 100 | X | \$ _____ per hour | = | \$ |
| Additional Roll-Out Option (Warehousing/Imaging/Deployment of Equipment after Roll-Out Period) | | 1 | X | \$ _____ per site | = | \$ |
| D. Equipment Maintenance (Post Roll-Out)* | | | | | | |
| Workstation | | 5,442 | X | \$ _____ monthly | X | 60 Months = \$ |
| Workstation Monitor 22" | | 5,597 | X | \$ _____ monthly | X | 60 Months = \$ |
| Upgraded Workstation (not refreshed) | | 860 | X | \$ _____ monthly | X | 60 Months = \$ |
| Upgraded Workstation 22" Monitor (not refreshed) | | 860 | X | \$ _____ monthly | X | 60 Months = \$ |
| Standard Laptop | | 155 | X | \$ _____ monthly | X | 60 Months = \$ |
| Small Form Factor Laptop | | 250 | X | \$ _____ monthly | X | 60 Months = \$ |
| Docking Station | | 155 | X | \$ _____ monthly | X | 60 Months = \$ |
| Tablet | | 250 | X | \$ _____ monthly | X | 60 Months = \$ |
| Laser Printer | | 5,919 | X | \$ _____ monthly | X | 60 Months = \$ |
| High Speed Laser Printer | | 50 | X | \$ _____ monthly | X | 60 Months = \$ |
| Server | | 333 | X | \$ _____ monthly | X | 60 Months = \$ |
| Mobile Office Server | | 15 | X | \$ _____ monthly | X | 60 Months = \$ |
| Server Monitor | | 333 | X | \$ _____ monthly | X | 60 Months = \$ |
| Switch 24 port | | 200 | X | \$ _____ monthly | X | 60 Months = \$ |
| Switch 48 port | | 241 | X | \$ _____ monthly | X | 60 Months = \$ |
| UPS for Switch or Server | | 300 | X | \$ _____ monthly | X | 60 Months = \$ |
| UPS for Switch AND Server | | 301 | X | \$ _____ monthly | X | 60 Months = \$ |
| Stacking Cables/Modules | | 90 | X | \$ _____ monthly | X | 60 Months = \$ |

ATTACHMENT H - COST PROPOSAL

| | | | | | | | |
|--|-----|---|------------------|---|-----------|---|-------------|
| Smartnet | 441 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Server UPS-External Battery Pack | 333 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Serial Port Adaptor | 100 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| USB Card | 100 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Extension Video Cable | 100 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Switch Offering with PoE | | | | | | | |
| (Cisco 2900 or 3800 Series PoE switches with power supplies to support 15.4 watts on every available port) | | | | | | | |
| Switch 24 Port | 15 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Switch 48 Port | 35 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| Stacking Cables/Modules | 100 | X | \$ _____ monthly | X | 60 Months | = | \$ |
| II. RENEWAL CONTRACT TERM TOTAL | | | | | | | \$ |
| I. Original Contract Term Total | | | | | | | \$ |
| II. Renewal Contract Term Total | | | | | | | \$ |
| GRAND TOTAL | | | | | | | \$ - |
| RESPONDENT: | | | | | | | |
| AUTHORIZED SIGNATURE: | | | | | | | |

NOTES:

* The monthly equipment maintenance services fee will begin the month following the month that the equipment was installed. Laptop battery and UPS battery replacement must be included in the maintenance cost.

** All additional workstation peripherals must be included in the workstation warranty/maintenance.

**ATTACHMENT I
REQUIRED CERTIFICATIONS**

Acceptance of Contract Terms and Conditions

I hereby certify that should my company be awarded a contract resulting from this ITN, my company accepts and agrees to comply with all terms and conditions specified in this ITN and contained in the Department's Standard Contract (Attachment K).

Signature of Authorized Official

Date

Organizational Conflict of Interest Certification

I hereby certify that, to the best of my knowledge, my company (including its subcontractors (if applicable), subsidiaries and partners) has no existing relationship, financial interest, or other activity which creates any actual or potential organizational conflicts of interest relating to the award of a contract resulting from this ITN, and must comply with subparagraph 287.057(17)(a)1, Fla. Stat.

Signature of Authorized Official

Date

Project Manager Attestation

I hereby certify that, to the best of my knowledge, my company (including its subcontractors, if applicable, subsidiaries and partners) will provide Project Manager(s) that are Project Management Institute (PMI) certified Project Management Professionals (PMP) and will maintain certification from the date of contract execution through at least sixty (60) days following successful implementation of the complete solution, or until approved for release by the Department, whichever comes later.

Signature of Authorized Official

Date

Equipment Status

I hereby certify that all equipment provided under the resultant Contract is new, manufactured in the last six (6) months of the posting date of the ITN, and at the latest engineering change level as offered by the original manufacturer.

Signature of Authorized Official

Date

Contractor's Florida Office Location

Check the following option that applies at the time of response submission:

I hereby certify that my company has a fully-equipped and staffed operational office located within the state of Florida at the following address:

Contractor Company Name

Street Address (No PO Box)

_____, FL _____
City Zip Code

OR

I hereby certify that within five (5) business days following contract execution, my company will have a fully-equipped and staffed operational office located within the state of Florida.

Signature of Authorized Official

Date

Contractor Work Performance Location

I hereby certify that my company will perform all work related to this ITN in the contiguous U.S

Signature of Authorized Official

Date

NOTE:

FAILURE TO SUBMIT ATTACHMENT I, REQUIRED CERTIFICATIONS, SIGNED BY AN AUTHORIZED OFFICIAL, OR SUBMITTING A SIGNED ATTACHMENT I WITH ANY QUALIFYING LANGUAGE, CONDITIONS, CAVEAT(S), OR MODIFICATION(S), WILL RESULT IN THE REJECTION OF A PROSPECTIVE CONTRACTOR'S RESPONSE.

**ATTACHMENT J
CERTIFICATION OF DRUG-FREE WORKPLACE**

In order to lawfully claim that a business has a drug-free workplace program, the business shall:

- 1) Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
- 2) Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
- 3) Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
- 4) In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
- 5) Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community by, any employee who is so convicted.
- 6) Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

I hereby certify that this firm complies fully with the above requirements and has implemented a drug-free workplace.

Signature

Date

Printed Name of Signer/ Title of Signer/ Company Name

**ATTACHMENT K
STANDARD CONTRACT**

All prospective vendors should review this sample Standard Contract. In responding to this DHSMV solicitation, a prospective vendor has agreed to accept the terms and conditions of the sample Standard Contract contained in this attachment. The DHSMV reserves the right to make modifications, including additions and/or deletions, to this contract if to do so is deemed to be in the best interests of the DHSMV or the State of Florida. Note: Not all items in the sample Standard Contract will apply to the procured services.

CONTRACT NO.: HSMV-XXXX-XX

CONTRACT BETWEEN

**THE STATE OF FLORIDA,
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
AND
CONTRACTOR NAME**

This **CONTRACT** is entered into on the date of last signature, by and between the State of Florida, **DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES** (hereinafter "DHSMV" or "Department") and **CONTRACTOR NAME** (hereinafter "Contractor" or "Vendor"), which are the Parties hereto.

WITNESSETH

WHEREAS, the Department is a state agency created under section 20.24, Florida Statutes (Fla. Stat.), whose duties and responsibilities include maintaining the safety and security of Florida's highways through enforcement of traffic laws, issuance and regulation of Florida driver licenses, and registration of vehicles and vessels, pursuant to Chapters 316 through 324, 328, and 488, Fla. Stat., and Rule 15-1, Florida Administrative Code (F.A.C); and

WHEREAS, the Department is responsible for oversight and management of motor vehicle-related services to include, but not be limited to, credentialing, titles, personal and commercial registrations, dealer licenses, maintaining driver records, Driver Under the Influence (DUI) programs and driving schools; and

WHEREAS, the Department issued DHSMV ITN 001-19, FRVIS Equipment Refresh, seeking proposals from qualified vendors; and

WHEREAS, **[Include any additional clauses here]**

NOW THEREFORE, in consideration of the mutual benefits to be derived hereby, the Department and the Contractor do hereby agree as follows:

I. CONTRACT DOCUMENTS AND ORDER OF PRECEDENCE

This Contract sets forth the entire understanding of the parties in regard to the subject matter contained herein, and consists of the documents listed below. In the event any of these documents conflict, the conflict will be resolved in the following order of precedence (first to last):

- A. this Contract;
- B. DHSMV ITN 001-19, FRVIS Equipment Refresh, which is inclusive of its addenda, attachments, PUR 1001 General Instructions to Respondents, and PUR 1000 Contract Terms and Conditions;
- C. the purchase order, and its terms and conditions; and
- D. the Contractor's Reply submission, and Best and Final Offer (BAFO).

Items B., C., and D., above, are incorporated herein as if fully-stated.

II. CONTRACT TERM

This Contract shall be in effect upon the date of last signature by the Parties and shall expire **December 31, 2023**, inclusive. Additionally, the Department will issue a Purchase Order to the Contractor, reflecting the same Contract term, as a payment mechanism.

In accordance with subsection 287.057(13), Fla. Stat., this Contract may be renewed, at the Department's sole discretion, for a period that may not exceed three (3) years or the term of the original Contract, whichever period is longer. Renewal of the Contract shall be in writing and subject to the same terms and conditions set forth in the initial contract. A renewal contract may not include any compensation for costs associated with the renewal. Renewals are contingent upon satisfactory performance evaluations by the Department, are subject to the availability of funds, and optional to the Department. Exceptional purchase contracts pursuant to paragraphs 287.057(3)(a) and (c), Fla. Stat., may not be renewed.

If this Contract is renewed, the renewal term shall be for a total period of up to five (5) years. The Department reserves the right to structure the renewal term as a single one (1) year period, or multi-year periods in any combination (e.g., five (5) one-year periods; one (1) 5-year period, etc.).

Pursuant to section 216.0113, Fla. Stat., the Department shall review existing contract renewals and re-procurements with the Contractor in an effort to reduce contract payments by at least three percent (3%), but not affect the level and quality of services.

III. SERVICE DELIVERY

A. General Description of Services

This Contract is for provision of a state-wide technology replacement and upgrade to include new equipment, software, maintenance, and installation services to support over-the-counter issuance of decals for vehicle, vessel and mobile home registrations, titles, driver licenses, identification cards and other motorist services provided by the Department. The services are described in detail in **Attachment I, Scope of Services**, *(currently referred to as Attachment D, Scope of Services, in the ITN)*.

No other terms and conditions shall apply except as stated in this Contract, the Attachments and Exhibits referenced herein, and the Purchase Order incorporating this Contract, including Attachments and Exhibits incorporated in the Purchase Order (collectively, "Contract" or "the Contract" or "this Contract"). In the event of a conflict with the terms and conditions in any document incorporated or referenced in, or otherwise related to, this Contract, the terms and conditions in this Contract shall prevail.

B. Services Provided by the Contractor

All services to be performed by the Contractor under this Contract are set forth in and shall be delivered in accordance with **Attachment I, Scope of Services**, which is incorporated herein as if fully stated.

C. Department Responsibilities

The Department will provide technical support and assistance as determined necessary by the Department and within the resources available to the Department. The support and assistance, or lack thereof, shall not relieve the Contractor from full performance of any Contract requirement.

IV. COMPENSATION

This is a Fixed Price (Unit Cost) Contract in the amount of **\$XXXX.00**. All compensation to be paid to the Contractor under this Contract and all terms governing payment are set forth in and shall be governed by **Attachment I, Scope of Services**. Funding for this Contract is appropriated in Line Item **XXXX**.

All payments to be made under this Contract shall be issued in the name of the Contractor and remitted to the below-indicated address:

XXXXXXXXXX
XXXXXXXXXX
XXXXXXXXXX

V. CONTRACT MANAGEMENT

A. Department's Contract Manager

The Contract Manager for this Contract will be:

Alice Riley, Planning Consultant
Bureau of Service Support
Department of Highway Safety and Motor Vehicles
2900 Apalachee Parkway, MS# 11
Tallahassee, FL 32399-0500
(850) 617-2705

The Contract Manager will perform the following functions:

1. Maintain a contract management file;
2. Serve as the liaison between the Department and the Contractor;
3. Request the Contract Administrator to process all amendments, renewals and terminations of the Contract;
4. Monitor and evaluate the Contractor's performance, as required, during the Contract term and the Contractor's overall performance at the conclusion of the Contract;
5. Issue Corrective Action Plans and assess Liquidated Damages, as required, in accordance with the Contract and provide a copy of any formal notices imposing liquidated damages to the Contract Administrator;
6. Review and approve all deliverables, in writing;
7. Process all completed invoices and record all payments;

8. Evaluate the Contractor's performance for the purposes of determining whether the Department will renew the Contract; and
9. Maintain records regarding Contractor's performance to be placed on file that will be considered if the Contract is subsequently used as a reference in future procurements.

B. Department's Budget Coordinator

The Budget Coordinator for this Contract will be:

Rita Parmer
Department of Highway Safety and Motor Vehicles
2900 Apalachee Parkway, MS# 11
Tallahassee, FL 32399-0500
(850) 617-2015
ritaparmer@flhsmv.gov

The Budget Coordinator will perform the following functions:

1. Verify receipt of deliverables with the Contract Manager prior to processing invoices; and
2. Review, verify, and approve invoices from the Contractor.

C. Department's Contract Administrator

The Contract Administrator for this Contract will be:

Chief, Bureau of Purchasing and Contracts
2900 Apalachee Parkway
Tallahassee, Florida 32399-2500
(850) 617-3203

The Contract Administrator will perform the following functions:

1. Process all Contract amendments, renewals, and termination of the Contract upon written request from the Contract Manager; and
2. Maintain the official Contract Administration file, which shall include, at a minimum, the original, executed Contract and any amendments or renewal(s).

D. Contractor's Contract Manager

The name, title, address and telephone number of the Contractor's Contract Manager responsible for administration and performance under this Contract is:

[insert name and contact info]

E. Contract Management Changes

After execution of this Contract, any changes in the information contained in Section V., Contract Management, will be provided to the other party in writing (e-mail acceptable) and a copy of the written notification shall be maintained in the Contract Manager's file and in the Contract Administration file.

F. **Communications**

Contract communications will be in three (3) forms: routine, informal and formal. For the purposes of the Contract, the following definitions shall apply:

Routine: All normal written communications generated by either party relating to service delivery. Routine communications must be acknowledged or answered within fifteen (15) calendar days of receipt. Routine communication may be via e-mail.

Informal: Special written communications deemed necessary based upon either contract compliance or quality of service issues. Must be acknowledged or responded to within ten (10) calendar days of receipt. Informal communication may be via e-mail.

Formal: Same as informal but more limited in nature and usually reserved for significant issues such as Breach of Contract, failure to provide satisfactory performance, or contract termination. Formal communications shall also include requests for changes in the scope of the Contract and billing adjustments. Must be acknowledged upon receipt and responded to within seven (7) calendar days of receipt.

The only personnel authorized to use formal contract communications are the Department's Contract Manager, Contract Administrator, and the Contractor's CEO, Contract Manager, and Project Manager, if different. Designees or other persons authorized to utilize formal contract communications must be agreed upon by both parties and identified in writing within ten (10) days of execution of the Contract. Notification of any subsequent changes must be provided in writing prior to issuance of any formal communication from the changed designee or authorized representative.

In addition to the personnel identified above, personnel authorized to use informal contract communications include any other persons so designated in writing by the parties.

If there is an urgent administrative issue, the Department shall make contact with the Contractor and the Contractor shall verbally respond to the Contract Manager within two (2) hours. If a non-urgent administrative issue occurs, the Department will make contact with the Contractor and the Contractor shall verbally respond to the Contract Manager within forty-eight (48) hours.

The Contractor shall respond to all communications by email or hard copy mail, as indicated in this subsection.

A date/numbering system shall be utilized for tracking of formal communications. Each party shall have its own method for tracking formal communications with each formal communication being sequentially numbered/identified in the reference line of the communication ((e.g., Formal Communication 1: Request to Add Services; Formal Communication 2: Liquidated Damages; Formal Communication 3: Invoice Issues; etc.)).

All written communication between the Contractor and the Department is subject to release as a public record under Chapter 119, Fla. Stat.

VI. CONTRACT AMENDMENTS

Unless otherwise stated herein, modifications to the provisions of this Contract shall be made only through execution of a formal Contract amendment executed by the parties and/ or issuance of a change order to the Purchase Order. This shall include changes required due to revisions in any applicable state or federal law, rule, or regulation. Modifications to Section V., Contract Management, may be made via letter or e-mail to the other party's Contract Manager or Contract Representative, as applicable.

VII. TERMINATION AND CANCELLATION

In addition to the Termination and Cancellation language in the PUR 1000, the following shall also apply:

A. Termination at Will

The Department may terminate this Contract, in whole or in part, by thirty (30) days' written notice to the Contractor, if the Department determines in its sole discretion that it is in the State's best interest to do so. The Contractor must not furnish any products or services, as applicable, after it receives the notice of termination, except as necessary to complete any portion of the Contract not terminated, if any. The Contractor is not entitled to recover any cancellation charges or lost profits that may be imposed or occur as a result of termination.

B. Termination Because of Lack of Funds

In the event funds to finance this Contract become unavailable, the Department may terminate the Contract upon no less than twenty-four (24) hours' notice in writing to the Contractor. Notice shall be delivered by certified mail (return receipt requested), by other method of delivery whereby an original signature is obtained, or in-person with proof of delivery. The Department shall be the final authority as to the availability of funds.

C. Cancellation by the Department

In addition to any other remedies that may be available by law, the Department may unilaterally cancel this Contract upon no less than twenty-four (24) hours' notice, if any one of the following events has occurred:

1. The Contractor has refused to allow public access to any document, paper, letter, or other material made or received by the Contractor in conjunction with this Contract, unless the records are exempt from Section 24(a) of Art. I of the State Constitution and subsection 119.07(1), Fla. Stat.;
2. The Contractor knowingly employs unauthorized aliens in violation of the Immigration and Nationality Act, 8 United States Code, Section 1324a; or
3. The Contract has become the subject of a cause of action or challenge in any State or Federal Court or administrative forum.

In the event of cancellation under this subsection, notice shall be delivered by certified mail (return receipt requested), by other method of delivery whereby an original signature is obtained, or in-person with proof of delivery.

D. Termination for Cause

The Department may terminate this Contract if the Contractor fails to do any of the following: (1) deliver services or products as specified during the Contract term or any extension thereof; (2) maintain adequate progress in meeting any requirement under the Contract, thus endangering performance or success of the Contract; (3) honor any term of the Contract; (4) abide by any statutory, regulatory, or licensing requirement; or (5) if the Contractor is found to have submitted a false certification in regard to, or is placed on any of the lists referenced in, Section VIII., Additional Terms and Conditions, subsection U., Scrutinized Companies List and Prohibited Business Activities, below. Rule 60A-1.006(3), F.A.C., governs the procedure and consequences of default.

If the Contract is terminated for cause, the Contractor will continue all service delivery or work that was not terminated. Except for defaults of subcontractors at any tier, the Contractor shall not be liable for any excess costs if the failure to perform the Contract arises from events completely beyond the control, and without the fault or negligence, of the Contractor. If the failure to perform is caused by the default of a subcontractor at any tier, and if the cause of the default is completely beyond the control of both the Contractor and the subcontractor, and without the fault or negligence of either, the Contractor shall not be liable for any excess costs for failure to perform, unless the subcontracted products or services were obtainable from other sources in sufficient time for the Contractor to meet the required delivery or performance schedule. If, after termination, it is determined that the Contractor was not in default, or that the default was excusable, the rights and obligations of the parties must be the same as if the termination had been issued for the convenience of the Department.

In addition, waiver of breach of any provision of this Contract shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Contract.

The rights and remedies of the Department under this clause are in addition to any other rights and remedies provided by law or under the Contract, including as to damages.

E. Termination by Mutual Agreement

The parties may mutually agree to terminate the Contract or any part of the Contract on an agreed date prior to the end of the Contract term without penalty to either Party. Any such termination shall be agreed upon in writing.

F. Contractor's Responsibilities Upon Termination or Cancellation

After receipt of notice of termination or cancellation, and except as otherwise specified by the Department or as otherwise stated in this Contract, the Contractor shall:

1. Discontinue work under this Contract on the date, and to the extent specified, in the notice;

2. Place no further order(s) or subcontract(s) for materials, services, or facilities except as may be necessary for completion of such portion of the work under this Contract that is not terminated or cancelled;
3. Complete performance of such part of the work that was not terminated or cancelled by the Department; and
4. Take such action as may be necessary, or as the Department may specify, to protect and preserve any property related to this Contract, which is in the possession of the Contractor(s) and in which the Department has or may acquire an interest.

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

Upon termination of the Contract by the Department, the Contractor must be deemed to have released and relinquished to the Department any and all claims or rights it may otherwise have to common law or statutory copyright with respect to all or any part of material prepared or created by the Contractor in the course of its performance.

VIII. ADDITIONAL TERMS AND CONDITIONS

A. Travel Expenses

The Department will not be responsible for the payment of any travel expense for the Contractor that occurs as a result of this Contract, unless travel was specifically requested and approved by the Department's Contract Manager in writing, in advance, and is in addition to or outside of the scope of services delivery.

B. Contractor's Expenses

The Contractor shall pay for all licenses, permits, and inspection fees or similar charges required for this Contract, and shall comply with all laws, ordinances, regulations, and any other requirements applicable to the work to be performed under this Contract.

C. Audits and Records

The Contractor shall:

1. Maintain books, records, and documents (including electronic storage media) pertinent to performance under this Contract in accordance with generally accepted accounting procedures and practices and in a manner that sufficiently and properly reflects all revenues and expenditures of funds provided by the Department under this Contract.
2. Ensure that these records shall be subject at all reasonable times to inspection, review, or audit by state personnel and other personnel duly authorized by the Department, as well as by federal personnel, when required.

3. Cooperate and ensure that its subcontractors, if any, cooperate with the Department's Inspector General in any investigation, audit, inspection, review, or hearing pursuant to section 20.055, Fla. Stat.
4. Maintain and file with the Department, reports as specified in **Attachment I, Scope of Services**, and other reports (e.g., progress, fiscal, inventory, etc.) as the Department may request within the period of this Contract. In addition, the Contractor will provide to the Department, within ten (10) days of written request, access to relevant computer data and applications that generated such reports.
5. Ensure that all related party transactions are disclosed within two (2) business days to the Department's Contract Manager.
6. Include each of the aforementioned audit and record-keeping requirements in all approved subcontracts and assignments, if any.

D. Inspection of Records and Work Performed:

The State and its authorized representatives shall, at all reasonable times, have the right to enter the Contractor's and subcontractor's (if applicable) premises, or other places where duties under the Contract are performed in order to conduct inspections, evaluations or reviews related to service delivery. All inspections, evaluations, and reviews shall be performed in such a manner as not to unduly delay work.

The Contractor shall retain all financial records, supporting documents, statistical records, and any other documents (including electronic storage media) pertinent to performance under the Contract for a period of five (5) years after termination of the Contract and any renewal term, if exercised, or if an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings.

During any Contract period, all records related to the Contract shall be available at the Contractor's office at all reasonable times. After the Contract period and any renewal period, if exercised, and for five (5) years following, the records shall be available at the Contractor's chosen location subject to the approval of the Department. If the records need to be sent to the Department, the Contractor shall bear the expense of delivery.

Refusal by the Contractor to allow access to all records, documents, papers, letters, other materials, or on-site activities related to Contract performance shall constitute a breach of the Contract. The right of the Department and its authorized representatives to perform inspections, evaluations and reviews, shall continue for as long as the Contractor is required to maintain records. The Contractor will be responsible for all storage fees associated with the records maintained under the Contract.

E. Insurance

The Contractor agrees that work will not commence in connection with the Contract until it has obtained all of the below-described types of insurance and proof-of-insurance has been submitted to and approved by the Department. Further, Contractor agrees that it will not permit any subcontractor to commence work on a subcontract related to this Contract until the same or similar insurance required of the Contractor has been so obtained by the subcontractor and approved by the Department.

All insurance policies shall be with insurers licensed or eligible to transact business in the state of Florida and shall be in effect during the entire Contract term, including any

renewal(s) and extension period, as applicable. The limits of coverage under any policy maintained by the Contractor shall not be interpreted as limiting the Contractor's liability and obligations under this Contract.

The Contractor's current certificate of insurance policy(ies) shall contain a provision that the insurance will not be canceled for any reason except after thirty (30) days' written notice. The insurance company shall provide thirty (30) days' written notice of cancellation to the Department's Contract Manager, as well as to the Contractor.

1. Workers' Compensation Insurance

The Contractor must take out and maintain during the life of this Contract, Workers' Compensation Insurance for all Contractor employees connected with performance under this Contract and, in case any work is sublet, the Contractor must require the subcontractor similarly to provide Workers' Compensation Insurance for all of the latter's employees unless such employees are covered by the protection afforded by the Contractor. Such insurance must comply fully with Chapter 440, Fla. Stat., entitled "Workers' Compensation Law." In case any class of employees engaged in hazardous work under this Contract at any site at which services or work is performed is not protected under the Workers' Compensation statute, the Contractor must provide, and cause each subcontractor to provide, adequate insurance, satisfactory to the Department, for the protection of employees not otherwise protected.

2. Public Liability and Property Damage Insurance

During the Contract term, the Contractor, at its sole expense, shall provide commercial insurance of such a type and with such terms and limits as may be reasonably associated with the nature, extent, and scope of this Contract. Providing and maintaining adequate insurance coverage throughout the Contract term is a material obligation of the Contractor and a condition of this Contract.

3. Loss Deductible Clause

The Department shall be exempt from, and in no way be liable for, any sums of money, which may represent a deductible in any insurance policy. The payment of such deductible shall be the sole responsibility of the Contractor (or subcontractor) providing such insurance.

F. Indemnification

The Contractor shall save and hold harmless and indemnify the state of Florida and the Department against any and all liability, claims, suits, judgments, damages or costs of whatsoever kind and nature resulting from the use, service, operation, or performance of work under the terms of this Contract, resulting from any act, or failure to act, by the Contractor, its subcontractor(s) (if applicable), or any of the employees, agents, or representatives of the Contractor or subcontractor(s).

G. Assignments and Subcontracts

Contractor shall neither assign the responsibility of this Contract to another party nor subcontract for any of the work contemplated under this Contract without prior written approval of the Department. No such approval by the Department of any assignment or subcontract shall be deemed in any event or in any manner to provide for the incurrence of any obligation of the Department in addition to the total dollar amount agreed upon in

this Contract. All such assignments or subcontracts shall be subject to the conditions of this Contract and to any conditions of approval that the Department deems necessary.

The Contractor is responsible for all work performed under this Contract. No subcontract that the Contractor enters into regarding performance under this Contract shall relieve the Contractor of any responsibility for performance of its duties.

The Department supports diversity in its Procurement Program and requests that all subcontracting opportunities afforded by this Contract proactively support diversity. The award of subcontracts should reflect the full diversity of the citizens of the State of Florida. Vendors can visit the Office of Supplier Diversity's (OSD) website at http://www.dms.myflorida.com/agency_administration/office_of_supplier_diversity_osd or may contact OSD by telephone at (850) 487-0915 for information on minority vendors who may be considered for subcontracting opportunities.

H. **Purchasing of Articles Utilized in Service Delivery**

1. P.R.I.D.E. of Florida

It is expressly understood and agreed that any articles which are the subject of, or required to carry out, this Contract shall be purchased from the corporation identified under Chapter 946, Fla Stat., if available, in the same manner and under the same procedures set forth in subsections 946.515(2), and (4), Fla. Stat.; and, for purposes of this Contract, the person, firm or other business entity carrying out the provisions of this Contract shall be deemed to be substituted for the Department insofar as dealings with such corporation are concerned.

The "Corporation identified" is PRISON REHABILITATIVE INDUSTRIES AND DIVERSIFIED ENTERPRISES, INC. (P.R.I.D.E.) which may be contacted at:

P.R.I.D.E.
12425 28th Street North, Suite 300
St. Petersburg, FL 33716
E-Mail: info@pride-enterprises.org
(727) 556-3300
Toll Free: 1-800-643-8459
Fax: (727) 570-3366

2. RESPECT of Florida

It is expressly understood and agreed that any articles that are the subject of, or required to carry out, this Contract shall be purchased from a nonprofit agency for the blind or for the severely handicapped that is qualified pursuant to Chapter 413, Fla. Stat., in the same manner and under the same procedures set forth in subsections 413.036(1) and (2), Fla. Stat.; and, for purposes of this Contract, the person, firm, or other business entity carrying out the provisions of this Contract shall be deemed to be substituted for the Department insofar as dealings with such qualified nonprofit agency are concerned.

The "nonprofit agency" identified is RESPECT of Florida which may be contacted at:

RESPECT of Florida
2475 Apalachee Parkway, Suite 205
Tallahassee, Florida 32301-4946
(850) 487-1471
Website: www.respectofflorida.org

3. Products or Materials with Recycled Content

It is expressly understood and agreed that any products which are required to carry out this Contract shall be procured in accordance with the provisions of section 403.7065, Fla. Stat.

I. **Civil Rights Requirements**

The Contractor shall comply with all federal anti-discrimination laws, as applicable, which may include, but not be limited to Titles VI and VII of the Civil Rights Act of 1964, 42 U.S.C. 2000d and 2000e et seq., and the Americans with Disabilities Act, 42 U.S.C. 12101 et seq.

J. **Discriminatory Vendor List**

Pursuant to subsections 287.134 (2) and (3), Fla. Stat., an entity or affiliate who has been placed on the state of Florida, Discriminatory Vendor List may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a vendor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity. The Florida Department of Management Services is responsible for maintaining the Discriminatory Vendor List and posts the list on its website. Questions regarding the Discriminatory Vendor List may be directed to the Florida Department of Management Services, Office of Supplier Diversity at (850) 487-0915.

K. **Requirements of Section 287.058, Fla. Stat.**

The Contractor agrees to comply with the following requirements of section 287.058, Fla. Stat.:

1. Bills for fees or other compensation for services or expenses shall be submitted in detail sufficient for a proper pre-audit and post-audit thereof.
2. Where applicable, bills for any travel expenses shall be submitted in accordance with section 112.061, Fla. Stat. The Department may establish rates lower than the maximum provided in section 112.061, Fla. Stat.
3. All deliverables shall be directly related to the scope of services of this Contract and shall be in quantifiable, measurable, and verifiable units. Deliverables shall be provided as specified in **Attachment I, Scope of Services**, and shall be received and accepted in writing by the Contract Manager prior to payment.
4. The Contractor shall meet all criteria, as specified in **Attachment I, Scope of Services**, and as stated herein, and the final dates by which such criteria must be met for completion of the Contract.

L. **Requirements of Chapter 119, Fla. Stat. (Public Records Law)**

The Contractor, when acting on behalf of the Department, shall in addition to all other conditions of this Contract:

1. Keep and maintain public records required by the Department to perform the service.
2. Upon request from the Department's custodian of public records, provide the Department with a copy of the requested records or allow the records to be inspected or copied within a reasonable time and at a cost as set forth in the Department's Policy Number 9.03, Providing Records to the Public, which can be provided by the Department upon request, or as otherwise provided by law.
3. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the Contract term, and following completion of the Contract, if the Contractor does not transfer the records to the Department.
4. Upon completion of the Contract, transfer, at no cost to the Department, all public records in possession of the Contractor or keep and maintain public records required by the Department to perform the service. If the Contractor transfers all public records to the Department upon completion of the Contract, the Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon completion of the Contract, the Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the Department, upon request from the Department's custodian of public records or Contract Manager, in a format that is compatible with the information technology systems of the Department.
5. Respond to inquiries from the Department's custodian of public records or Contract Manager, regarding public records requests by providing all information or records that the Department deems necessary to respond to such requests within three (3) working days of request from the Department's custodian of public records or Contract Manager.

Pursuant to subsection 119.0701(3), Fla. Stat., in the event the Contractor fails to comply with a public records request, the Department will enforce all Contract provisions related to public records requests by assessing the following:

First violation - \$100 penalty.

Second violation - \$250 penalty.

More than two (2) violations - \$500 penalty and/or possible Contract cancellation depending upon the nature of the violations.

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLA. STAT., TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATED TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (850) 617-3101, OGCFILING@FLHSMV.GOV, OFFICE OF GENERAL

**COUNSEL, 2900 APALACHEE PARKWAY, STE. A432,
TALLAHASSEE, FL 32399-0504.**

M. Patents, Royalties, Copyrights, Right to Data, and Works for Hire/Software

The Contractor shall comply with Patents, Royalties, Copyrights, Right to Data, and Works for Hire/Software requirements as follows:

1. The Contractor, without exception, shall indemnify and hold harmless the Department and its employees from liability of any nature or kind, including cost and expenses for or on account of any violation of any copyrighted, patented, or unattended invention, process, or article manufactured or supplied by the Contractor. The Contractor has no liability when such claim is solely and exclusively due to the combination, operation or use of any article supplied hereunder with equipment or data not supplied by the Contractor or is based solely and exclusively upon the Department's alteration of the article.
2. The Department shall provide prompt written notification of a claim of copyright or patent infringement and shall afford the Contractor full opportunity to defend the action and control the defense. Further, if such a claim is made or is pending, the Contractor may, at its option and expense procure for the Department the right to continue the use of, replace or modify the article to render it non-infringing (if none of the alternatives is reasonably available, the Department agrees to return the article on request to the Contractor and receive reimbursement, if any, as may be determined by the Department).
3. If the Contractor brings to the performance of this Contract a pre-existing patent or copyright, the Contractor shall retain all rights and entitlements to that pre-existing patent or copyright, unless this Contract provides otherwise.
4. If the Contractor uses any design, device, or materials covered by letter, patent, or copyright, it is mutually agreed and understood without exception that the proposed prices shall include all royalties or cost arising from the use of such design, device, or materials in any way involved in the work. Prior to the initiation of services under this Contract, the Contractor shall disclose, in writing, all intellectual properties relevant to the performance of this Contract which the Contractor knows, or should know, could give rise to a patent or copyright. The Contractor shall retain all rights and entitlements to any pre-existing intellectual property which is so disclosed. Failure to disclose will indicate that no such property exists. The Department shall then have the right to all patents and copyrights which arise as a result of performance under this Contract as provided in this section.
5. If any discovery or invention arises or is developed in the course of, or as a result of, work or services performed under this Contract, or in any way connected herewith, the Contractor shall refer the discovery or invention to the Department for a determination whether patent protection will be sought in the name of the State of Florida. Any and all patent rights accruing under or in connection with the performance of this Contract are hereby reserved to the State of Florida. All materials to which the Department is to have patent rights or copyrights shall be marked and dated by the Contractor in such a manner as to preserve and protect the legal rights of the Department.

6. Where activities supported by this Contract produce original writing, sound recordings, pictorial reproductions, drawings or other graphic representation and works of any similar nature, the Department has the right to use, duplicate and disclose such materials in whole or in part, in any manner, for any purpose whatsoever and to have others acting on behalf of the Department to do so. If the materials so developed are subject to copyright, trademark, or patent, legal title and every right, interest, claim, or demand of any kind in and to any patent, trademark or copyright, or application for the same, shall vest in the State of Florida, Department of State for the exclusive use and benefit of the state. Pursuant to section 286.021, Fla. Stat., no person, firm, corporation, including parties to this Contract shall be entitled to use the copyright, patent, or trademark without the prior written consent of the Florida Department of State.
7. The Department shall have unlimited rights to use, disclose, or duplicate, for any purpose whatsoever, all information and data developed, derived, documented, or furnished by the Contractor under this Contract.
8. All rights and title to works for hire under this Contract, whether patentable or copyrightable or not, shall belong to the Department and shall be subject to the terms and conditions of this Contract.
9. The computer programs, materials and other information furnished by the Department to the Contractor hereunder shall be and remain the sole and exclusive property of the Department, free from any claim or right of retention by or on behalf of the Contractor. The services and products listed in this Contract shall become the property of the Department upon the Contractor's performance and delivery thereof. The Contractor hereby acknowledges that said computer programs, materials and other information provided by the Department to the Contractor hereunder, together with the products delivered and services performed by the Contractor hereunder, shall be and remain confidential and proprietary in nature to the extent provided by Chapter 119, Fla. Stat., and that the Contractor shall not disclose, publish or use same for any purpose other than the purposes provided in this Contract; however, upon the Contractor first demonstrating to the Department's satisfaction that such information, in part or in whole, (1) was already known to the Contractor prior to its receipt from the Department; (2) became known to the Contractor from a source other than the Department; or (3) has been disclosed by the Department to third parties without restriction, the Contractor shall be free to use and disclose same without restriction. Upon completion of the Contractor's performance or otherwise cancellation or termination of this Contract, the Contractor shall surrender and deliver to the Department, freely and voluntarily, all of the above-described information remaining in the Contractor's possession.
10. The Contractor warrants that all materials produced hereunder will be of original development by the Contractor and will be specifically developed for the fulfillment of this Contract and will not knowingly infringe upon or violate any patent, copyright, trade secret or other property right of any third party, and the Contractor shall indemnify and hold the Department harmless from and against any loss, cost, liability or expense arising out of any breach or claimed breach of this warranty.
11. The terms and conditions specified in this section shall also apply to any subcontract made under this Contract. The Contractor shall be responsible for informing the subcontractor of the provisions of this section and obtaining disclosures.

N. Use of Funds for Lobbying Prohibited

The Contractor shall comply with the provisions of section 216.347, Fla. Stat., which prohibits the expenditure of Contract funds for the purposes of lobbying the Legislature, the judicial branch, or a state agency.

O. Sponsorship

If applicable, the Contractor shall comply with the provisions of section 286.25, Fla. Stat., which provides that any nongovernmental organization which sponsors a program financed partially by state funds or funds obtained from a state agency shall, in publicizing, advertising, or describing the sponsorship of the program, state:

“Sponsored by **(CONTRACTOR)** and the State of Florida, DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES.”

If the sponsorship reference is in written material, the words "State of Florida, DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES" shall appear in the same size letters or type as the name of the organization.

P. Public Entity Crime

Pursuant to subsections 287.133 (2) and (3), Fla. Stat., 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 bid or proposal to provide any goods or services to a public entity, may not submit a bid or proposal to a public entity for the construction or repair of a public building or public work, may not submit bids or proposals for 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, Fla. Stat., for Category Two for a period of thirty-six (36) months from the date of being placed on the Convicted Vendor List.

Q. Driver's Privacy Protection Act (DPPA)

The Contractor shall access, use and maintain the confidentiality of all information received under this Contract in accordance with Chapter 119, Fla. Stat., and the Driver's Privacy Protection Act of 1994 (DPPA), 18 United States Code, Section 2721, if DPPA is applicable to service delivery under this Contract. Information obtained under this Contract shall only be disclosed to persons to whom disclosure is authorized under Florida law and federal law. Any person who willfully and knowingly violates any of the provisions of this section may be subject to penalties as provided in sections 119.10 and 775.083, Fla. Stat. In addition, any person who knowingly discloses any information in violation of DPPA may be subject to criminal sanctions and civil liability.

If DPPA information is exchanged under this Contract, the Contractor agrees to the following:

Information exchanged will not be used for any purposes not specifically authorized by this Contract. Unauthorized use includes, but is not limited to, queries not related to a legitimate business purpose, personal use, and the dissemination, sharing, copying or

passing of this information to unauthorized persons.

Information exchanged by electronic means will be stored in a place physically secure from access by unauthorized persons.

Access to the information exchanged will be protected in such a way that unauthorized persons cannot review or retrieve the information.

All personnel with access to the information exchanged under the terms of this Contract will be instructed of, and acknowledge their understanding of, the confidential nature of the information. These acknowledgements must be maintained in a current status by the Contractor.

All personnel with access to the information will be instructed of, and acknowledge their understanding of, the criminal sanctions specified in state law for unauthorized use of the data. These acknowledgements must be maintained in a current status by the Contractor.

All access to the information must be monitored on an on-going basis by the Contractor. In addition, the Contractor must complete an annual audit to ensure proper and authorized use and dissemination.

By signing this Contract, the Contractor attests that its procedures will ensure the confidentiality of the information exchanged will be maintained and will be in accordance with the appropriate exceptions outlined in **Attachment II, Driver's Privacy Protection Act Exception(s)**.

R. Confidentiality of Information

Contractor agrees that it will not use or disclose any confidential information, including social security numbers, that may be supplied under this Contract pursuant to law, for any purpose not in conformity with state and federal laws.

S. Employment

Contractor shall comply with Section 274A (e), of the Immigration and Nationality Act, 8 United States Code, Section 1324a. The Department shall consider the employment by any contractor of unauthorized aliens a violation of this Act. If the Contractor knowingly employs unauthorized aliens, such violation shall be cause for unilateral cancellation of this Contract. The Contractor shall be responsible for including this provision in all contracts or subcontracts with private organizations issued as a result of this Contract.

T. Work Authorization Program

The Immigration Reform and Control Act of 1986, S. 1200; Pub. L. 99-603; 100 Stat. 3359, prohibits employers from knowingly hiring illegal workers. The Contractor shall only employ individuals who may legally work in the United States – either U.S. citizens or foreign citizens who are authorized to work in the U.S. The Contractor shall use the U.S. Department of Homeland Security's E-Verify Employment Eligibility Verification system, <https://e-verify.uscis.gov/emp>, to verify the employment eligibility of all new employees hired by the Contractor during the term of this Contract and shall also include a requirement in its subcontracts that the subcontractor utilize the E-Verify

system to verify the employment eligibility of all new employees hired by the subcontractor performing work or providing services pursuant to this Contract.

U. Scrutinized Companies – Termination by the Department

The Department may, at its option, terminate the Contract if the Contractor is found to have submitted a false certification as provided under section 287.135(5), F.S., or been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or been engaged in business operations in Cuba or Syria, or to have been placed on the Scrutinized Companies that Boycott Israel List or is engaged in a boycott of Israel.

In executing this Contract and/or by signing **Attachment III, Contractor Certification Regarding Scrutinized Companies List**, the Contractor certifies that it is not listed on the Scrutinized Companies that Boycott Israel List; on the Scrutinized Companies with Activities in Sudan List; on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List; or is engaged in business operations in Cuba or Syria or engaged in a boycott of Israel.

V. Conflict of Interest

The Contractor shall not compensate in any manner, directly or indirectly, any officer, agent or employee of the Department for any act or service that he/she may do, or perform for, or on behalf of, any officer, agent, or employee of the Contractor. No officer, agent, or employee of the Department shall have any interest, directly or indirectly, in any contract or purchase made, or authorized to be made, by anyone for, or on behalf of, the Department.

W. Governing Law and Venue

This Contract is executed and entered into in the state of Florida, and shall be construed, performed and enforced in all respects in accordance with the laws, rules and regulations of the state of Florida. Any action hereon or in connection herewith shall be brought in Leon County, Florida.

X. Severability

Wherever possible, each provision of this Contract shall be interpreted in such a manner as to be effective and valid under applicable law, but if any provision shall be found ineffective, then to the extent of such prohibition or invalidity, that provision shall be severed without invalidating the remainder of such provision or the remaining provisions of the Contract.

Y. Department of State Licensing Requirements

All entities defined under Chapters 607, 617 or 620, Fla. Stat., seeking to do business with the Department, shall be on file and in good standing with the State of Florida, Department of State.

Z. No Third Party Beneficiaries

Except as otherwise expressly provided herein, neither this Contract, nor any amendment,

addendum or exhibit attached hereto, nor term, provision or clause contained therein, shall be construed as being for the benefit of, or providing a benefit to, any party not a signatory hereto.

AA. Reservation of Rights

The Department reserves the exclusive right to make certain determinations regarding the service requirements outlined in this Contract. The absence of the Department setting forth a specific reservation of rights does not mean that any provision regarding the services to be performed under this Contract are subject to mutual agreement. The Department reserves the right to make any and all determinations exclusively, which it deems are necessary to protect the best interests of the State of Florida.

BB. Cooperative Purchasing

Pursuant to their own governing laws, and subject to the agreement of the Contractor, other entities may be permitted to make purchases in accordance with the terms and conditions contained herein. The Department shall not be a party to any transaction between the Contractor and any other purchaser.

Other state agencies wishing to make purchases from this Contract are required to follow the provisions of subsection 287.042(16), Fla. Stat. This statute requires the Department of Management Services to determine that the requestor's use of the Contract is cost effective and in the best interests of the State of Florida.

CC. Scope Changes After Contract Execution

During the term of the Contract, the Department may unilaterally require, by written order, changes altering, adding to, or deducting from the Contract specifications, provided that such changes are within the general scope of the Contract.

The Department may make an equitable adjustment in the Contract prices or delivery date if the change affects the cost or time of performance. Such equitable adjustments require the written consent of the Contractor, which shall not be unreasonably withheld. Additions of goods or services shall be at contract price or the then-current market price, whichever is lower. Deletions shall be at contract prices, meaning any reduction in service, term, or hours shall remain at the contract price. Substitutions or additions of goods or services not offered within the contract documents shall be at mutually agreed prices, with all terms and conditions accepted in writing by both parties and attached to an appropriate purchasing document (e.g., Purchase Order).

The Department shall provide written notice to the Contractor thirty (30) days in advance of any Department-required changes to the technical specifications and/or scope of service that affect the Contractor's ability to provide the goods or services as specified herein.

DD. Expired Term Purchase Orders (P.O.)

Goods or services are not to be provided after the expiration date of a term Purchase Order. It is the Contractor's responsibility to discontinue service and/or retrieve its equipment unless a written extension or renewal order is received in advance.

EE. Terms and Conditions

No other terms and conditions shall apply except as stated in this Contract or in the Purchase Order incorporating this Contract. This Contract shall prevail in the event of conflict with any other documents related to this purchase including, but not limited to, vendor quotes, licensing agreements, order forms, Service Level Agreements (SLA), or additional terms.

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SAMPLE

IN WITNESS HEREOF, the Parties hereto have caused this Contract to be executed by their undersigned officials as duly authorized.

CONTRACTOR:
CONTRACTOR'S NAME

SIGNED BY: _____
NAME: _____
TITLE: _____
DATE: _____
FEID #: _____

**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES**

**Approved as to form and legality,
subject to execution.**

| | |
|------------------|--|
| SIGNED BY: _____ | SIGNED BY: _____ |
| NAME: _____ | NAME: Jonathan P. Sanford |
| TITLE: _____ | TITLE: Chief Counsel, Office of the General Counsel |
| DATE: _____ | DATE: _____ |

List of Attachments/Exhibits included as part of this Contract:

| Specify Type | Letter/ Number | Description |
|--------------|----------------|---|
| Attachment | I | Scope of Services (X Pages) |
| Attachment | II | Driver's Privacy Protection Act (DPPA) Exceptions (1 Page) |
| Attachment | III | Vendor Certification Regarding Scrutinized Companies List and Prohibited Business Activities (1 Page) |

ATTACHMENT II

DRIVER'S PRIVACY PROTECTION ACT EXCEPTIONS

1. For use in connection with matters of motor vehicle or driver safety theft; motor vehicle emissions; motor vehicle product alterations, recalls, or advisories; performance monitoring of motor vehicles and dealers by motor vehicle manufacturers; and removal of non-owner records from the original owner records of motor vehicle manufacturers, to carry out the purposes of the Automobile Information Disclosure Act, the Motor Vehicle Information and Cost Saving Act, the National Traffic and Motor Vehicle Safety Act of 1966, the Anti-Car Theft Act of 1992, the Clean Air Act, and chapters 301, 305, and 321-331 of title 49 U.S.C.
2. For use by any government agency, including any court or law enforcement agency, in carrying out its functions, or any private person or entity acting on behalf of a federal, state, or local agency in carrying out its functions.
3. For use in connection with matters of motor vehicle or driver safety and theft; motor vehicle emissions; motor vehicle product alterations, recalls, or advisories; performance monitoring of motor vehicles, motor vehicle parts, and dealers; motor vehicle market research activities, including survey research; and removal of non-owner records from the original owner records of motor vehicle manufacturers.
4. For use in the normal course of business by a legitimate business or its agents, employees, or contractors, but only:
 - a) To verify the accuracy of personal information submitted by the individual to the business or its agents, employees, or contractors; and
 - b) If such information as so submitted is not correct or is no longer correct, to obtain the correct information, but only for the purposes of preventing fraud by, pursuing legal remedies against, or recovering on a debt or security interest against, the individual.
5. For use in connection with any civil, criminal, administrative, or arbitral proceeding in any court or agency or before any self-regulatory body for:
 - a) Service of process by any certified process server, special process server, or other person authorized to serve process in this state.
 - b) Investigation in anticipation of litigation; however, the information may not be used for mass commercial solicitation of clients for litigation against motor vehicle dealers.
 - c) Investigation by any person in connection with any filed proceeding; however, the information may not be used for mass commercial solicitation of clients for litigation against motor vehicle dealers.
 - d) Execution or enforcement of judgments and orders.
 - e) Compliance with an order of any court.
6. For use in research activities and for use in producing statistical reports, so long as the personal information is not published, re-disclosed, or used to contact individuals.
7. For use by any insurer or insurance support organization, or by a self-insured entity, or its agents, employees, or contractors, in connection with claims investigation activities, anti-fraud activities, rating, or underwriting.
8. For use in providing notice to the owners of towed or impounded vehicles.
9. For use by any licensed private investigative agency or licensed security service for any purpose permitted under this paragraph.
10. For use by an employer or its agent or insurer to obtain or verify information relating to a holder of a commercial driver's license that is required under 49 U.S.C. ss. 31301 et seq.
11. For use in connection with the operation of private toll transportation facilities.
12. For bulk distribution of surveys, marketing, or solicitations when the department has obtained the express consent of the person to whom such personal information pertains.
13. For any use if the requesting person demonstrates that he or she has obtained the written consent of the person who is the subject of the motor vehicle record.
14. For any other use specifically authorized by state law, if such use is related to the operation of a motor vehicle or public safety.
15. For any other use if the person to whom the information pertains has given express consent on a form prescribed by the Department. Such consent shall remain in effect until it is revoked by the person on a form prescribed by the Department.

ATTACHMENT III

**CONTRACTOR CERTIFICATION REGARDING
SCRUTINIZED COMPANIES LISTS**

Contractor Name: _____
Contractor FEIN: _____
Contractor's Authorized Representative Name and Title: _____
Address: _____
City: _____ State: _____ Zip: _____
Telephone Number: _____
Email Address: _____

Pursuant to subsection 287.135(2), Florida Statutes, a company is ineligible to enter into a contract with an agency for goods or services over \$1,000,000 if the company is on the Scrutinized Companies that Boycott Israel List; is engaged in a boycott of Israel; is on the Scrutinized Companies with Activities in Sudan List; is on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List; or is engaged in business operations in Cuba or Syria.

As the person authorized to sign on behalf of the Contractor, I hereby certify that the company identified above in the section entitled "Contractor Name" is not listed on the Scrutinized Companies that Boycott Israel List; on the Scrutinized Companies with Activities in Sudan List; on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List; or is engaged in business operations in Cuba or Syria or engaged in a boycott of Israel. I understand that pursuant to subsection 287.135(5)(a), Florida Statutes, the submission of a false certification under subsection 287.135(5), Florida Statutes, may subject the Contractor to civil penalties, attorney's fees, and/or costs.

Certified By: _____,
who is authorized to sign on behalf of the above referenced company.
Printed Authorized Signature Name and Title: _____
