

**STATE OF FLORIDA
DEPARTMENT OF CHILDREN AND FAMILIES
OFFICE OF INNOVATION**



**REQUEST FOR PROPOSAL
TRAVEL MILEAGE APPLICATION**

**RFP#: 0309GN1
Release Date: May 28, 2020**

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INTRODUCTION

1.1 Introduction to the Procurement

The Department of Children and Families, (Department), Office of Innovation, is seeking a Vendor to provide a cloud-hosted, web-based, Travel Mileage Application.

Currently, Adult Protective Investigators (APIs), Child Protective Investigators (CPIs), and Field Support Staff (FSS), when using personal vehicles for business purposes, are spending unnecessary hours, manually recording travel miles for reimbursement. This process includes keeping a manual travel log and transferring this data weekly or monthly onto the required Department of Financial Services (DFS) and Department of Children and Families (DCF) Travel Forms for submission and reimbursement.

By adapting technology and enhancing Smartphones with a Travel Mileage application, the Office of Innovation aims to automate this process; leaving APIs, CPIs and FSS to only review, print and sign forms for reimbursement. Additionally, it will help to ensure mileage accuracy, statewide standardization, cost savings, and full compliance with State of Florida travel requirements.

The Department is seeking proposals from qualified vendors to provide an application that will automate the manual process of recording, calculating and reporting travel mileage for reimbursement on the required DCF Travel Forms.

Any person interested in submitting a proposal must comply with all terms and conditions described in this Request for Proposal (RFP).

1.2 Term of the Agreement

The anticipated start date of the resulting contract is July 1, 2020 and the anticipated duration of the contract is one (1) year, July 1, 2020, through June 30, 2021 with potential renewal period not to exceed three (3) years, in accordance with section 287.057(13), Florida Statutes (F.S.).

1.3 Contact Person and Procurement Officer

The sole contact point for communication (which will only be accepted in writing) regarding this solicitation is:

Gabriel K. Nah

Procurement Officer

The only permitted means of contact:

By Mail:

Florida Department of Children and Families
1317 Winewood Blvd., Bldg., 2, Room 202F
Tallahassee, FL 32399

By Email:

Gabriel.Nah@myflfamilies.com

1.4 Official Notices

All notices, decisions, intended decisions, addenda (including Notices of Intent to Award), and other matters relating to this solicitation will be posted on the Department of Management Services (DMS) Vendor Bid System (VBS) located at: <http://vbs.dms.state.fl.us>.

It is the responsibility of Vendors to check the VBS for addenda, notices of decisions and other information or clarifications to this solicitation. Posting on the VBS is the only official notice for determinations of timeliness of protests (see Section 1.5).

1.5 Protests

Any protest concerning this solicitation shall be made in accordance with Sections 120.57(3) and 287.042(2), F.S., and Rule Chapter 28-110, Florida Administrative Code (F.A.C.).

Failure to file a protest within the time prescribed in Section 120.57(3), F.S., 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, F.S.

Notices of Protest must be filed with the Clerk of Agency Proceedings (Agency.Clerk@myflfamilies.com).

SECTION 2. SOLICITATION PROCESS

2.1 General Overview of the Process

Proposals from responsible and responsive Vendors are eligible for evaluation. By submitting a Proposal, the Vendor agrees to each of the certifications listed in this solicitation unless otherwise indicated.

The Department may request Vendor presentations.

2.2 Limitations on Contacting Department Personnel and Others

Vendors 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 approved 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 Proposal.

2.3 Timeline

Activity	Date	Time Eastern	Address	Section Reference
Solicitation advertised and released on VBS:	May 28, 2020		VBS Electronic Posting site: http://myflorida.com/apps/vbs/vbs_www.main_menu	1.4
Written questions must be received by:	June 5, 2020	5:00 p.m.	See Section 1.3	2.6
Department's response to questions:	June 10, 2020	N/A	See Section 1.3	2.6
Sealed Proposal must be received by the Department:	June 19, 2020	5:00 p.m.	See Section 1.3	2.7
*Proposal opening:	June 23, 2020	4:00 p.m.	Conference Call In: 1-888-585-9008 Enter Conference Room Number: 522-118-833	2.7.3
* Meeting of the evaluators and ranking of the Proposals:	June 29, 2020	3:00 p.m.	Conference Call In 1888-585-9008 Enter Conference Room Number: 522-118-833	5.2.3
Anticipated posting of intended contract award:	July 8, 2020		DMS VBS Electronic Posting site: http://myflorida.com/apps/vbs/vbs_www.main_menu	5.2.5
Anticipated effective date of contract:	July 10, 2020	N/A	N/A	1.2
All meetings noted with an asterisk () are public meetings.				

2.4 Woman--, Veteran--, and Minority-owned Small Businesses Participation

Woman--, Veteran--, and Minority-owned Small Businesses are encouraged to participate in any scheduled conferences, conference calls, or pre-solicitation meetings. All Vendors shall be accorded fair and equal treatment. For questions about registering to identify your Small Business as a Woman--, Veteran--, or Minority-owned Small Businesses visit:

https://www.dms.myflorida.com/agency_administration/office_of_supplier_diversity_osd

2.5 Written Questions and Department Answers

Vendor questions for which binding Department answers are desired must be addressed as permitted in **Section 1.3**, using the template provided in **APPENDIX**

III, and received by the Procurement Officer on or before the dates and time specified in **Section 2.3**.

2.6 Receipt of Proposals

2.6.1 Proposal Deadline

Proposals must be received by the Procurement Officer no later than the date and time and at the address provided in **Section 2.3**. Electronic transmission of Proposals via email is acceptable. Vendors are exclusively responsible for timely delivery of sealed Proposals to the Procurement Officer.

2.6.2 Proposal Withdrawal and Amendment

Vendors may withdraw, or withdraw and replace, previously submitted sealed Proposals on or before the date and time specified for sealed Proposals to be received by the Department.

2.6.3 Binding Proposal

Vendors are bound by their Proposals until the latter of 60 calendar days after the Proposal opening or the closing of all opportunities for protest or appeal.

2.6.4 Cost of Preparation of Proposal

The Department will not pay any costs incurred in responding to this solicitation.

2.7 Form PUR 1001

The standard "General Instructions to Respondents" Form PUR 1001 (10/06) is hereby incorporated into this solicitation by reference as if fully recited herein. In the event of any conflict between Form PUR 1001 and this solicitation, the terms of this solicitation shall take precedence over Form PUR 1001, unless the conflicting term is required by Florida law, in which case the term contained in Form PUR 1001 shall take precedence. Form PUR 1001 is available at:

http://www.dms.myflorida.com/media/purchasing/pur_forms/1001_pdf.

2.8 Department's Discretion

2.8.1 The Department may:

2.8.1.1 Determine whether a Vendor is responsive and responsible, as defined in Section 287.012, F.S.;

2.8.1.2 Waive minor irregularities when doing so would be in the best interest of the State of Florida;

2.8.1.3 Withdraw the solicitation or reject all Proposals at any time;

2.8.1.4 Select more than one (1) Vendor for the commodities and contractual services encompassed by this solicitation;

2.8.1.5 Withdraw or amend its Notice of Award;

2.8.1.6 Award contract(s) for a reduced scope of the commodities and contractual services encompassed by this solicitation.

SECTION 3. SPECIFICATIONS

3.1 Minimum Programmatic Specifications

The selected Vendor(s) shall perform the tasks outlined in the Department's **STANDARD CONTRACT PART 1 AND PART 2 (APPENDIX VIII and APPENDIX IX)** in accordance with all terms therein.

3.2 Minimum Financial Specifications

The selected Vendor(s) shall be compensated in the manner set forth in **APPENDIX IX-STANDARD CONTRACT PART 2** in accordance with all terms therein.

3.2.1 Funding Sources

This project is funded by General Revenue and is contingent upon annual appropriation by the Legislature. The resulting contract(s) is approximated to have a total value not to exceed \$100,000, annually.

3.2.2 Allowable Costs

All costs must be allocable to the contract(s) resulting from this RFP. Further detail on funding, costs, documentation, and reimbursement is outlined in **APPENDIX IX - the Department's STANDARD CONTRACT PART 2**. Activities must be approved, in writing, by the Department prior to the start of the activity. Changes to components, activities and/or any other matter related to the resulting contract(s) must be approved, in writing, by the Department prior to the obligation of these funds.

3.2.3 Cost-of-Living Increases

The Department does not fund Cost-of-Living increases.

3.3 Composition of the Contract

The contract(s) awarded as a result of this solicitation will be composed of:

3.3.1 Department's Standard Contract

The Department's Standard Contract Part 1 contains general contract terms and conditions required by the Department for all Vendors. In addition, the Department's Standard Contract Part 2 contains additional contract terms and conditions governing the performance of work, the clients to be served, required deliverables, performance standards, and compensation.

3.3.2 Form PUR 1000

Form PUR 1000 is incorporated by reference into the Department's Standard Contract. In the event of any conflict between Form PUR 1000 and this solicitation, the terms of this solicitation shall take precedence over Form PUR 1000, unless the conflicting term is required by Florida law, in which case the

term contained in Form PUR 1000 shall take precedence. Form PUR 1000 is available at:

https://www.dms.myflorida.com/business_operations/state_purchasing/state_agency_resources/state_purchasing_pur_forms

3.3.3 Other Attachments or Exhibits

All other attachments and exhibits to the resulting contract(s) referenced in this solicitation shall also be part of the resulting contract(s), if any; and

3.3.4 Vendor Proposal

The Vendor's Proposal and any additional submittals, if incorporated into or attached to the resulting contract(s).

3.4 Order of Precedence

In the event of conflict within any two (2) or more documents within the resulting contract documents listed in **Section 3.4**, the earlier listed document shall control (e.g. 3.4.2. will control over 3.4.3).

SECTION 4. INSTRUCTIONS FOR RESPONDING TO THE RFP

4.1 How to Submit a Proposal

All Proposals must be received by the Procurement Officer by the deadline and at the address set forth in Section 2.3. The vendor must choose the appropriate means for delivery and is exclusively responsible for receipt of the Proposal by the Procurement Officer. At the sole discretion of the Department, any Proposals that are not received at the specified address, by the specified date and time, may be not be evaluated.

4.1.1 Number of Copies Required and Format for Submittal

Vendors shall submit one (1) original and three (3) hard copies of the Proposal. However, electronic proposals will also be accepted during the COVID-19 pandemic. The original Proposal submitted to the Department must contain an original or electronic signature of an official authorized to bind the Vendor to the Proposal.

4.1.2 Sealed Proposals

Originals, copies of the sealed Proposals must be submitted and must be clearly marked with the title of the Proposal, the solicitation number, the Vendor's name, and identification of enclosed documents. The original Proposal must be clearly marked as such, and the copies identified and numbered (i.e., original, copy #1 of 7, etc.).

4.1.3 Proposal Format

Proposals must be typed, single-spaced, on 8-1/2" x 11" paper. Pages must be numbered in a logical, consistent fashion. Figures, charts, and tables should be numbered and referenced by number in the text. The Proposal must be bound, labeled, and submitted in accordance with **Section 4.2** and **Section 4.3**.

4.1.4 Electronic Copy Format

Electronic files may be submitted to the Department via email, and readable using Adobe portable document format (“pdf”). The electronic media must be clearly labeled.

4.2 Contents of the Proposal

4.2.1 Title Page

The first page of the Proposal shall be a Title Page that contains the following information:

4.2.1.1 Title of Proposal;

4.2.1.2 Solicitation number;

4.2.1.3 Vendor’s name and Federal Employer Identification Number (FEIN); and

4.2.1.4 Name, title, telephone number and address of Vendor’s representative who can respond to inquiries regarding the Proposal.

4.2.2 TAB 1: MANDATORY REQUIREMENTS

The following are the Mandatory Requirements for this RFP:

4.2.2.1 Certificate of Signature Authority

Include a signed certificate (**APPENDIX I**), completing either Section A (or providing a corporate resolution or other duly executed certification issued in the Vendor’s normal course of business) or Section B, demonstrating the person signing the Proposal, and its statements and certifications, is authorized to make such representations and to bind the Vendor.

4.2.2.2 Vendor Certifications

Include the Vendor Certifications Form (**APPENDIX II**) signed by the person named in the Certificate of Signature Authority as the Authorized Representative of the Vendor and with “true” checked next to each of the Certifications (a) through (f).

4.2.3 TAB 2: TABLE OF CONTENTS

4.2.4 TAB 3: EXECUTIVE OVERVIEW

Provide a brief executive overview demonstrating an understanding of the solicitation purpose and the needs specified in this solicitation. The Executive Overview includes a brief description of the Vendor’s organization, leadership credentials, approach for Scope of Work services, management of Performance Specifications, and means of completing Deliverables as defined in the Department’s **STANDARD CONTRACT PART 2 (APPENDIX IX)**.

- 4.2.4.1 Describe Vendor's approach and philosophy, including mission statement, core values, and vision.
- 4.2.4.2 Describe Vendor's organization and governance structure, depicting clear lines of authority including corporate affiliations; describe how the structure represents a lean, efficient, and effective administrative model; describe experience and achievements in developing a governance model is designed to avoid conflicts of interest.
- 4.2.4.3 Provide the requested information below which will demonstrate the Vendor's and subcontractor(s)' ability to successfully complete the work described in this solicitation and its appendices, attachments, exhibits, and referenced supporting documentation. The Vendor's and any proposed subcontractor(s)' information shall be shown separately.

4.2.5 Additional Corporate Information

In addition to the other information described above, the Vendor and the subcontractor(s) shall provide:

- 4.2.5.1 Full legal name and its associated Federal Employer Identification Number (FEIN), or Social Security Number if a FEIN is not required;
- 4.2.5.2 Proof of registration with MyFloridaMarketPlace (MFMP);
- 4.2.5.3 Country and state of incorporation;
- 4.2.5.4 Principal place of business;
- 4.2.5.5 Description of the Vendor's organization, including number of years in business, subsidiaries, parent corporations, officers; include organization charts and details concerning the number of facilities by geographic location; and
- 4.2.5.6 Names and addresses of all affiliated or related companies, partnerships or associations (including subcontractor, if any) and a brief description of its relationship to the Vendor.
- 4.2.5.7 References from public or private sector business partners.

4.2.6 TAB 4: CORE TEAM QUALIFICATIONS

- 4.2.6.1 The Vendor shall describe the qualifications and credentials of their leadership team with an explanation of why the leadership team is qualified to lead their organization in meeting the needs of this RFP. In addition, the Vendor must include résumés for key leadership personnel describing their work experience, education, and training as it relates to the requirements of this RFP and the Department's **STANDARD CONTRACT (APPENDIX IX)**.
- 4.2.6.2 The Proposal shall include the Vendor's operational approach to the recruitment, training, supervision, and retention of qualified personnel as described in the Department's **STANDARD CONTRACT**

(APPENDIX IX, EXHIBIT B). The Proposal should address all applicable personnel grievance and conflict resolution practices. The Vendor should explain how it's organization, subcontractors, and staffing levels will best meet the performance standards required to perform properly. It is also important to describe the credentials for human resources, quality assurance, financial, information technology, and other key professional level employees.

4.3 Content of the Financial Proposal

4.3.1 Financial Proposal Title Page

The first page of the Financial Proposal shall be a Title Page that contains the following information:

4.3.1.1 Title of Proposal;

4.3.1.2 RFP number;

4.3.1.3 Vendor's name and Federal Employer Identification Number (FEIN);

4.3.1.4 Name, title, telephone number and address of Vendor's representative who can respond to inquiries regarding the Proposal; and

4.3.1.5 Name of project manager, (if known).

4.3.2 TAB 1: FINANCIAL INFORMATION

4.3.2.1 Proposed Service Efficiencies and Re-investment

The Vendor shall provide information on how it plans to develop efficiencies in the services being provided. From this plan, the Vendor shall show how the cost reduction or added services that are realized from these efficiencies will be re-invested into the required services.

4.3.2.2 Ongoing Approach to Reduce Administrative Costs and Expand Services

The Vendor shall provide its ongoing approach to reduce administrative cost, without affecting the quality of the services.

4.3.2.3 Local Match

There are no match requirements for this solicitation.

4.3.3 TAB 2: BUDGET

The vendor must provide a detailed list of all proposed project costs for the entire proposed contract period and renewal years, including but not limited to quantity of items to be funded; price per item, and description of use. Indirect costs will not be reimbursed for the contract(s) resulting from this RFP; only direct costs necessary for the provision of services will be reimbursed as described herein.

If any of the below line items are included in the budget the following applies:

- 4.3.3.1 Salaries provided must be comparable with similar positions in the surrounding labor market and a job description must be provided for each position listed. Include the number of FTEs to be funded in whole or in part by this project.
- 4.3.3.2 Fringe benefits must display the calculation of costs, specifically the percentages or rates for each benefit being charged to this project.
- 4.3.3.3 Staff Travel is reimbursed as specified by Department travel policies and procedures in CFOP 40-1 and state statute (Section 112.061, Florida Statutes).

The budget totals should be based on available funding projections, if any, and if different, the Vendor should explain the differences. The Department reserves the right to request any additional information to assure itself of a vendor's financial status.

4.4 Public Records and Trade Secrets

4.4.1 How to Claim Trade Secret Protection

If the Vendor considers any portion of the documents, data or records submitted in its Proposal to be trade secret and exempt from public inspection or disclosure pursuant to Florida's Public Records Law, the Vendor must submit all such information in a separately bound document (or in the case of electronic media, in a manner compliant with **Section 4.1.4**, with the words "Trade Secret" included in the file name) clearly labeled "Attachment to Proposal, RFP No. - Trade Secret Material". Appropriate cross-references should be included in nonexempt materials. The first page of the electronic file and hardcopy documents must explain why the information in the document is deemed a trade secret. This submission must be made no later than the Proposal submittal deadline. Where such information is part of material already required to be submitted as a separately bound or enclosed portion of the Proposal, it shall be further segregated and separately bound or enclosed and clearly labeled as set forth above in addition to any other labeling required of the material. If the Vendor considers any portion of a submission made after its Proposal to be trade secret the Vendor must clearly label the submission as containing trade secret information (or in the case of electronic media, include "Trade Secret" in the relevant file names).

4.4.2 Vendor's Duty to Respond to Public Records Requests

In response to any notice by the Department that a public records request received by the Department encompasses any portion of the separately bound part of the Vendor's Proposal or other submissions labeled as "trade secret," the Vendor shall expeditiously provide the Department, or the public pursuant to subsection 119.0701(2), F.S., with a redacted version of the document(s) and identify in writing the specific statutes and facts that authorize exemption of the information from the Public Records Law. If different exemptions are claimed to be applicable to different portions of the redacted information, the Vendor shall provide information correlating the

nature of the claims to the redacted information. The redacted copy must only exclude or obliterate only those exact portions that are claimed confidential or trade secret. If the Vendor fails to promptly submit a redacted copy and justification in response to the notice of a public records request, the Department is authorized to produce the records sought without any redaction.

4.4.3 Department not Obligated to Defend Vendor Claims

The Department is not obligated to agree with or defend any Vendor claim of exemption from inspection and copying under Florida’s Public Records Law. The Vendor is responsible for defending such claims. Further, the Vendor shall protect, defend, and indemnify, including attorney’s fees and costs, the Department for actions (including litigation initiated by the Department) arising from or relating to such claims.

SECTION 5. THE SELECTION METHODOLOGY

The Department intends to award the resulting contract(s) to the responsible and responsive Vendor(s) whose Proposal is determined, in writing, to be the most advantageous to the state. The Department will award the resulting contract(s) based on a consideration of the relative importance of price and other evaluation criteria set forth in the solicitation. The Department may also make a determination as to whether to deem one or more Vendors ineligible for award due to non-responsibility or non-responsiveness. The Department will electronically post the intent to award in accordance with Section 120.57(3)(a), F.S., and Rule 60A-1.021, F.A.C.

5.1 Selection Criteria

The following Selection Criteria shall apply for this RFP:

Criteria
<ul style="list-style-type: none">• The Vendor’s company structure, subcontractors, and experience and capability to deliver its proposed solution including the vendor performance providing similar services to the one specified in this RFP.
<ul style="list-style-type: none">• The Vendor’s articulation of its solution and the ability of the solution to meet the requirements of this RFP and provide additional value.
<ul style="list-style-type: none">• The Vendor’s financial management approach, proposed budget, and related financial information, including proposed Cost.

The Department may consider any information that reflects upon a Vendor’s capability to fully perform the contract requirements and demonstrates the level of integrity and reliability required to assure performance of the contract.

5.2 Evaluation Phase Methodology

All Proposals determined to be responsive will be evaluated using the process outlined below.

5.2.1 Scoring

The Department's Evaluators will independently evaluate each responsive Programmatic Proposal in accordance with the following criteria:

Following the opening, the Department will evaluate each Proposal and determine if the Proposal is deemed responsive. If a Proposal passes, it will then be evaluated and scored, based on the established criteria defined in **Attachment VII, Evaluation Criteria**. The Evaluation Score Sheets will be used by the Evaluation Team to allocate the technical point value assigned to each Proposal for Category I - Business/Corporate Experience and Qualifications and Category II - Service Delivery Approach. The Procurement Officer will allocate the Cost Points on the Evaluation Score Sheets.

The evaluation will involve the point scoring of each criterion in each Category by the Evaluation Team and the allocation of Cost Points by the Procurement Officer. The following shows the maximum number of points that may be awarded for each Category:

Category I - Business/Corporate Experience and Qualifications	200 points
Category II - Service Delivery Approach	550 points
Cost Points - Cost Proposal Sheet(s)	250 points
TOTAL POINTS POSSIBLE (Final Score)	1,000 points

Evaluators will independently score each criterion within a Category. Each Evaluator's score for each Category will be combined and averaged to determine the technical point value for that Category. Each Vendor's technical point value for each Category will then be combined and added to the Cost Point Value to determine Final Scores.

Attachment VII, Evaluation Criteria, includes the questions that have been developed for each Category. A technical score should be assigned by the Department's Evaluators for each question as follows:

Poor: Not included in the Proposal or below minimum requirements; demonstrates insufficient understanding of the project, demonstrates poor programmatic capability, and is not clearly presented.

Adequate: Meets minimum requirements; demonstrates general understanding of the project, acceptable programmatic capability.

Good: Above minimum requirements; Vendor(s) has a good approach demonstrates above-average understanding of the project, and above-average programmatic capability.

Exceptional: Exceeds minimum requirements; demonstrates superior understanding of the project, excellent and innovative programmatic capability, an outstanding approach, and clarity in presentation.

For Cost Points, the Vendor submitting the lowest Grand Total Price will receive 250 points. All other Proposals will receive Cost Points according to the following formula:

$$(N / X) \times 250 = Z$$

Where: N = Lowest Grand Total Price received by any Proposal
 X = Vendor's Grand Total Price
 Z = Cost Points Awarded

5.2.2 Total Score of Proposals

The Procurement Officer will average the total programmatic point scores by each person performing a programmatic evaluation, and the total financial point scores by each person performing a financial evaluation to calculate the points awarded for each Section. The Procurement Officer will then add the programmatic Proposal points score to the financial Proposal point scores to obtain a total score. The Procurement Officer will use the total points to rank Vendors.

For example:

Firm	Raw Points Received	Rank
Company A	900	2
Company B	1000	1
Company C	800	3*
Company D	750	5
Company E	800	3*

**In the event that multiple firms have the same raw point score, the rank positions needed to cover those firms are the same. Each firm receives a rank of 3.*

This ranking will serve as the recommended ranking of the Department's Evaluators.

5.2.3 Conduct Evaluator Public Meeting

A public meeting will be held on the date and time specified in **Section 2.3** to announce and validate all evaluation scores.

5.2.4 Report of the Procurement Officer

The Procurement Officer will report those Proposals deemed and responsible. The report will include the Vendor rankings.

5.2.5 Selection of Vendor(s), Decision to Reject All, or Cancel

The Department will make the determination to award to the Vendor(s), reject all Proposals, or cancel this procurement. The Department will notice, in writing, it's decision on VBS: http://vbs.dms.state.fl.us/vbs/main_menu.

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APPENDIX I: CERTIFICATE OF SIGNATURE AUTHORITY

Check below and complete Section A or Section B	
<input type="checkbox"/>	Vendor is not a sole proprietorship (Complete Section A)
<input type="checkbox"/>	Vendor is a sole proprietorship (Complete Section B)
Section A	
<p>I, _____ (name), hold the office or position of _____ (title) with _____ (legal name of Vendor) and have authority to make official representations by said Vendor regarding its official records and hereby state that my examination of the Vendor's records show that _____ (name) currently holds the office or position of _____ (title) with the Vendor and currently has authority to make binding representations to the Department and sign all documents submitted on behalf of the above-named Vendor in response to RFP # _____, and, in so doing, to bind the named Vendor to the statements made therein.</p>	
Dated:	
Signature:	
Printed Name:	
Title:	
<p>NOTE: In lieu of the above, the Vendor may submit a corporate resolution or other duly executed certification issued in the Vendor's normal course of business to prove signature authority of the named Authorized Representative.</p>	
Section B	
<p>I, _____ (name) am a sole proprietor, personally doing business in the name of _____ (name of Vendor), and will be personally bound by the Proposal submitted in response to RFP # _____.</p>	
Dated:	
Signature:	
Printed Name:	

APPENDIX II: VENDOR'S CERTIFICATIONS

CERTIFICATIONS		
MASTER CERTIFICATION		
<p>As the person named in the Certificate of Signature Authority as the Authorized Representative of the Vendor, _____ (legal name of Vendor), I confirm that I have fully informed myself of all terms and conditions of RFP # _____ (the RFP), the facts regarding the Proposal submitted by the Vendor in response to the RFP and the truth of each statement contained in Certifications (a) through (f) and certify, by checking the applicable "true" or "false" box below and affixing my signature hereto, that each statement in each checked certification is "true" or "false" as indicated.</p>		
Check the applicable box next to the title to each certification:		
True	False	
		a. Certification of Binding Proposal and Acceptance of Terms of RFP and Contract Document
		b. Statement of No Prohibited Involvement
		c. Statement Non-Collusion
		d. Certification Regarding Subcontractors
		e. Certification Regarding Prior Contractual Obligations
		f. Certification of Representations Per Sections 287.133, and 287.134, F.S.
<p>The content of each certification named above, set forth below, is incorporated into this Master Certification as if fully recited herein and, for each certification marked "true" above, the below signature is deemed to be affixed to each such certification. I agree that any certification not marked above will be deemed "false."</p>		
Signature of Authorized Representative:		Date:
a. Certification of Binding Proposal and Acceptance of Terms of RFP and Contract Document		
<p>By checking the "True" box in the Master Certification and signing the same, I hereby certify that the Vendor's Proposal submitted in response to the Department of Children and Families Request for Proposals (the RFP) is binding on the Vendor in accordance with the terms of the RFP. If awarded any contract as a result of the RFP, the Vendor will comply with the specifications, terms, and conditions stated in the RFP and the contract document.</p>		
b. Statement of No Prohibited Involvement		
<p>By checking the "True" box in the Master Certification and signing the same, I hereby certify that no member of this firm or any person having interest in this firm has: Been awarded a contract as described in subsections 287.057(17)(c), Florida Statutes, to perform a feasibility study of the potential implementation of a subsequent contract to support this project, participated in drafting of a solicitation for this specific project, or developed a program for future implementation of this project.</p>		
c. Statement of Non-Collusion		
<p>By checking the "True" box in the Master Certification and signing the same, I hereby certify that all persons, companies, or parties interested in the RFP as principals are named therein, that the Vendor's Proposal is made without collusion with any other Vendor.</p>		
d. Certification Regarding Subcontractors		
<p>By checking the "True" box in the Master Certification and signing the same, I hereby certify the Vendor's agreement that by submitting a Proposal to this RFP, the Vendor waives any exclusivity provision in its subcontractor agreements.</p>		
e. Certification Regarding Prior Contractual Obligations		
<p>By checking the "True" box in the Master Certification and signing the same, I hereby certify the Vendor <u>has not</u>:</p> <ol style="list-style-type: none"> (1) Failed to correct any unsatisfactory performance in a previous contract to the satisfaction of any Agency or eligible user; (2) Had a contract terminated by any Agency or eligible user for cause; or (3) Failed to sign a contract awarded by any Agency. 		

f. Certification of Representations Per Sections 287.042, 287.133 and 287.134, Florida Statutes

By checking the "True" box in the Master Certification and signing the same, I hereby certify the Vendor is not listed on the Suspended Vendors List maintained pursuant to Rule 60A-1.006, F.A.C., Convicted Vendors List created and maintained pursuant to Section 287.133, F.S., or on the Discriminatory Vendors List created and maintained pursuant to Section 287.134, F.S, and for Federal funds, not be listed on the governmentwide exclusions in the System for Award Management (SAM).

TIE BREAKING CERTIFICATIONS

Statutory Preferences When Awarding Contracts

Various provisions of Chapters 287 and 295, F.S., provide qualifying Vendors the advantage of "tie breakers" whenever two or more bids, Proposals, or replies received by an agency are equal with respect to price, quality, and service. In order to take advantage of the below "tie breakers," a Vendor who meets the statutory qualifications for one or more of these "tie breakers" must certify that it qualifies for the cited preference. Completion of the certification is optional for qualifying Vendors; however, a Vendor waives all rights to consideration of a "tie breaker" if it fails to submit the certification on or before the deadline to submit its bid, Proposal or reply.

MASTER CERTIFICATION – TIE-BREAKING CERTIFICATIONS

As the Authorized Representative of the Vendor, _____ (legal name of Vendor), I confirm that I have fully informed myself of all terms and conditions of RFP # _____ (the RFP), the facts regarding the Proposal submitted by the Vendor in response to the RFP and the truth of each statement contained in Certifications (g) through (k) and certify, by checking one or more of the boxes below and affixing my signature hereto, that each statement in each checked certification is true.

Check the box next to the title to each certification that is true:

g. Certification of a Certified Minority Business Enterprise

h. Certification of a Certified Veteran Business Enterprise

i. Certification of a Florida Business

j. Certification of a Foreign Manufacturer with a Factory in Florida

k. Certification of a Drug Free Workplace

The content of each certification named above, set forth below, is incorporated into this Master Certification as if fully recited herein and, for each certification marked "true," above, the below signature is deemed to be affixed to each such certification. I agree that any certification not marked above will be deemed "false."

Signature of Authorized Representative:	Date:
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g. Certification of a Certified Minority Business Enterprise

By checking the "True" box in the Master Certification – Tie-Breaking Certifications and signing the same, I hereby certify that my organization is a Certified Minority Business Enterprise in accordance with Section 287.0943, Florida Statutes.

h. Certification of a Florida Certified Veteran Business Enterprise

By checking the "True" box in the Master Certification – Tie-Breaking Certifications and signing the same, I hereby certify that my organization is a Certified Veteran Business Enterprise in accordance with Section 295.187, Florida Statutes.

i. Certification of a Florida Business

By checking the "True" box in the Master Certification – Tie-Breaking Certifications and signing the same, I hereby certify that my organization's principal place of business is located within Florida in accordance with Section 287.084, Florida Statutes.

j. Certification of a Foreign Manufacturer with a Factory in Florida

By checking the "True" box in the Master Certification – Tie-Breaking Certifications and signing the same, I hereby certify that my manufacturing organization has a factory in Florida that employs over 200 employees working in Florida in accordance with Section 287.092, Florida Statutes.

k. Certification of a Drug Free Workplace

By checking the "True" box in the Master Certification and signing the same, I hereby certify the Vendor currently maintains a drug-free workplace environment in accordance with Section 287.087, Florida Statutes, and will continue to promote this policy through implementation of that Section.

APPENDIX III: QUESTION SUBMITTAL FORM

Each Vendor may complete the form provided based on its questions relating to this RFP. The completed form shall be submitted in accordance with the instructions provided in **Section 2.5** of the RFP. This form may be expanded as needed to facilitate response to this requirement.

Vendor Name: [Enter Legal Name of Vendor]

Question Number	RFP Section Number	Question
1		
2		
3		
4		
5		

APPENDIX IV: SUBCONTRACTOR LIST

List the subcontractors who will perform work under the contract(s) resulting from this solicitation.

CHECK HERE IF NO SUBCONTRACTORS WILL BE UTILIZED:

Subcontractor Name:	
Business Type:	
Subcontracted Services:	
Address:	
City, State Zip	
Phone #	
FEIN #	

Subcontractor Name:	
Business Type:	
Subcontracted Services:	
Address:	
City, State Zip	
Phone:	
FEIN #	

Subcontractor Name:	
Business Type:	
Subcontracted Services:	
Address:	
City, State Zip	
Phone #	
FEIN #	

Subcontractor Name:	
Business Type:	
Subcontracted Services:	
Address:	
City, State Zip	
Phone:	
FEIN #	

[Duplicate table as necessary for additional subcontractors.]

APPENDIX V: BUDGET SUMMARY AND DETAIL INSTRUCTIONS

The project budget summary should display all costs to be paid by the Department for the delivery of services resulting from this RFP. Use the Project Budget Summary format and list the appropriate amounts for all line items that will be expended during the budget period. The format displays the suggested line items to be covered for this project, other line items may be added, if necessary. "Miscellaneous" and "Other" are not acceptable line items.

In addition to and in support of the Project Budget Summary, a detailed description must be provided for each line item displaying the methodology used to calculate the total for the line item. Documentation must show the percentage of costs being charged to the Department, if the Vendor has another source of income providing funding to this project. Items requiring estimated costs must be accompanied by sufficient documentation or explanation to support the estimate. An estimated number of units must be provided for each line item calculated using a unit rate x unit cost calculation. In addition:

- Salaries provided must be comparable with similar positions in the surrounding labor market and a job description must be provided for each position listed. Include the number of FTEs to be funded in whole or in part by this project.
- Fringe benefits must display the calculation of costs, specifically the percentages or rates for each benefit being charged to this project.
- Vendor's Travel Expenses shall be included in the costs submitted in the Vendor's Financial proposal.
- Office expenses should be based on prior history, a reasonable estimated monthly expense, or written Vendor policy.
- Rental or use of space must show the address, the square footage, and the rate per square footage.
- Rental equipment necessary to carry out the delivery of services must include the unit cost (per month) and the number of months the item(s) will be used.
- Insurance costs must provide sufficient documentation to explain the percentage of cost being charged to this project and the calculation of the cost and the insurance coverage being provided.
- Advertising/outreach costs must show the estimated number of units (publications or media events) and the estimated cost for each publication or event.
- Membership fees and subscriptions necessary for the delivery of services must show the estimated costs and number of units projected.
- Client education and training tools must provide the types of services to be provided, the estimated number of clients to be served, and the estimated unit cost of each service.
- Information Resource Technology (IRT) includes computers, monitors and other technology items costing less than \$1,000 each and must include a brief description of the item(s) to be purchased, the unit cost for each item and justification for each item. For recurring costs, must show the estimated unit cost for each recurring cost associated with the delivery of services, including internet access, computer/network/printer maintenance, SAVE system access, etc.

- Subcontracted services such as janitorial services or security services must show the monthly rate and the number of months for which service is required.
- Subcontracted client services providing direct services to clients must include the Vendor(s) to be subcontracted with, the services to be provided, the estimated number of clients to be served and the unit cost for service(s).
- Financial audits being covered in part or in whole with project funds must show the rate used to calculate this cost or the percentage of cost being allocated to this project.
- Operating capital outlay (OCO) to be purchased for use under this project must show the number of units to be purchased, the estimated cost for each unit and justification for the item(s) being purchased.
- Office equipment (non-OCO) to be purchased under this contract (costing less than \$1,000 each) for use under this project must show the number of units to be purchased, the estimated cost for each unit and justification for the item(s) being purchased. Purchases must be estimated in accordance with the State's guidelines found at <https://www.myfloridacfo.com/division/aa/Memos/default.htm>
- Indirect costs being charged to the project must show the percentage of funding required by the Vendor to carry out the common or joint tasks covered by this line item. A summary of the expenditures covered by these funds is required.

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APPENDIX VI: PROJECT BUDGET SUMMARY

Vendor Name		FFY (Insert Year) - (Insert Dates)	
Budget Line Item		Line Item Totals	Category Total
Personnel Category			
A.	Personnel	\$ -	
B.	Fringe Benefits	\$ -	
C.	Other Personnel Services (OPS)	\$ -	
D.	Background Checks	\$ -	
Total Personnel Category:			\$ -
Travel Category			
E.	Staff Travel & Training	\$ -	
F.	Client Transportation	\$ -	
Total Travel Category:			\$ -
Expense Category			
G.	Office Expenses		
1.	Utilities	\$ -	
2.	Telephone	\$ -	
3.	Postage/Shipping	\$ -	
4.	Copies/Printing	\$ -	
5.	Office Supplies	\$ -	
6.	Janitorial Supplies	\$ -	
7.	Building Maintenance/Repair	\$ -	
8.	Equipment Repair	\$ -	
9.	Security Services	\$ -	
10.	Office Equipment/Furniture	\$ -	
Total Office Expenses:		\$ -	
H.	Rental or Use of Space	\$ -	
I.	Rental Equipment	\$ -	
J.	Insurance	\$ -	
K.	Advertising/Outreach	\$ -	
L.	Membership Fees & Subscriptions	\$ -	
M.	Client Educational and Training Tools	\$ -	
N.	Fixed Price Services	\$ -	
O.	Information Resource Technology	\$ -	
P.	Subcontracted Services	\$ -	
Q.	Subcontracted Client Services	\$ -	
R.	Financial Audit	\$ -	
Total Expense Category:			\$ -
Direct Costs Category			
S.	Operating Capital Outlay (OCO->\$1,000.00)		\$ -
T.	Indirect Costs _____% of Total Direct Costs		\$ -
Subtotal Direct Costs:			\$ -
Total Project Budget			\$ -

Sample Format; Columns and rows can be added as needed.

APPENDIX VII: EVALUATION CRITERIA

Reference	PAGE NUMBER(S) WHERE INFO. IS LOCATED (To be Completed by Vendors)	Business/Corporate Experience and Qualifications (Possible Points 200)	Total Possible Points	Points Awarded <u>Note: This column is for the Department's Evaluators to complete.</u>
Category I				
Section 4.2.4.2		1. To what extent does the Vendor's Executive Overview provide an explanation of their governance structure outlined in this RFP? (Poor - 12.50; Adequate - 25.00; Good - 37.50; Exceptional - 50)	50	
Section 4.2.4.2		2. To what extent does the Vendor's Executive Overview describe its experience and achievements that are relevant to the services outlined in this RFP? (Poor - 12.50; Adequate - 25.00; Good - 37.50; Exceptional - 50)	50	
Section 4.2.6.1		3. To what extent does the Vendor describe its Core Team Qualifications, as outlined in this RFP? (Poor - 12.50; Adequate - 25.00; Good - 37.50; Exceptional - 50)	50	
Section 4.2.6.2		4. To what extent does the Vendor detail its operational approach, as outlined in this RFP? (Poor - 12.50; Adequate - 25.00; Good - 37.50; Exceptional - 50)	50	
Total Points Awarded - Category I - Business/Corporate Experience and Qualifications				_____

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Reference	PAGE NUMBER(S) WHERE INFO. IS LOCATED (To be Completed by Vendors)	Service Delivery Approach (Possible Points 550)	Total Possible Points	Points Awarded <u>Note: This column is for the Department's Evaluators to complete.</u>
Category II				
Exhibit B Exhibit C B-1 C-1		<p>1. To what extent does the Vendor's detailed approach to service delivery demonstrates an ability to provide a cloud-based Travel Mileage Application that will automate mileage tracking by CPIs, APIs and FSS located in all seven (7) regions of the Department, as outlined in this RFP?</p> <p>(Poor - 18.75; Adequate - 37.50; Good - 56.25; Exceptional - 75)</p>	75	
Exhibit B Exhibit C B-3 C-1.2		<p>2. To what extent does the Vendor's written plan demonstrate that the web-based application can be customized to generate reports and forms that users have to submit for reimbursement, as outlined in this RFP?</p> <p>(Poor - 18.75; Adequate - 37.50; Good - 56.25; Exceptional - 75)</p>	75	
Exhibit C C-1.3		<p>3. To what extent does the Vendor's written plan demonstrate that the web-based application has the capability and features, which include, but not limited to, general ease of use, ease of installation, and configuration, data security, speed and responsiveness, integration of app to leverage device data such as date/time, GPS, or real-time notifications, as outlined in this RFP?</p> <p>(Poor - 18.75; Adequate - 37.50; Good - 56.25; Exceptional - 75)</p>	75	
Exhibit E E-1.4		<p>4. To what extent does the Vendor's written plan demonstrate its ability to provide end-user training to the Department's staff, as outlined in this RF?</p> <p>(Poor - 18.75; Adequate - 37.50; Good - 56.25; Exceptional - 75)</p>	75	

Reference	PAGE NUMBER(S) WHERE INFO. IS LOCATED (To be Completed by Vendors)	Service Delivery Approach (Possible Points 550)	Total Possible Points	RFP Section Reference
Category II (cont.)				
Exhibit C C-2.4		5. How appropriate is the Vendor's written description of how they will meet the reporting requirements in Exhibit C of this RFP and how well does the description include the methodology for complying with each of these requirements as outlined in this RFP? (Poor - 18.75; Adequate - 37.50; Good - 56.25; Exceptional - 75)	75	
Exhibit C Exhibit D Exhibit F		6. To what extent does the Vendor's written proposal, demonstrate its ability to accomplish the Service Tasks, Deliverables, Performance Measures and demonstrate their understanding of Financial Consequences, as outlined in this RFP? (Poor - 18.75; Adequate - 37.50; Good - 56.25; Exceptional - 75)	75	
Exhibit A A-5 Exhibit C C-3		7. To what extent does the Vendor's written plan demonstrate its ability to ensure compliance with Section 501.171, F.S. and the Florida Information Protection Act of 2014 (FIPA) in safeguarding Personally Identifiable Information (PII), as outlined in this RFP? (Poor - 18.75; Adequate - 37.50; Good - 56.25; Exceptional - 75)	75	
Exhibit C		8. To what extent does the Vendor's written plan demonstrate that the web-based application has an element of GEO-mapping and the GEO mapping data can be pulled for reporting purposes? (Poor - 6.25; Adequate - 12.50; Good - 18.75; Exceptional - 25) - 18.75; Exceptional - 25)	25	
Total Points Awarded - Category II - Service Delivery Approach				_____

SUBTOTAL OF TECHNICAL POINTS AWARDED:

CATEGORY I _____ CATEGORY II _____

EVALUATOR'S NAME: _____

EVALUATOR'S SIGNATURE: _____

COST POINTS WILL BE DETERMINED BY THE OFFICE OF CONTRACTED CLIENT SERVICES

The Cost Proposal Sheet, with the lowest verified Grand Total Price will be awarded 250 Cost points. All other Cost Proposals will receive points according to the following formula:

$$(N / X) \times 250 = Z$$

Where: N = Lowest Grand Total Price received by any Proposal.
X = Vendor's Grand Total Price.
Z = Cost Points Awarded.

The Department may reject any Proposal not submitted in the manner specified by the solicitation documents.

COST POINTS AWARDED: _____

DCF Representative calculating Cost Points:

NAME: _____ SIGNATURE: _____

FINAL SCORE (Total of Technical & Cost Points): _____

DCF Representative calculating the Final Score:

NAME: _____ SIGNATURE: _____

APPENDIX VIII: STANDARD CONTRACT PART I

The Department's Standard Contract Part I is available as a separate document on the Vendor Bid System along with the advertisement for this RFP.

APPENDIX IX: STANDARD CONTRACT PART 2

EXHIBIT A - SPECIAL PROVISIONS

The following provisions supplement or modify the provisions of Items 1 through 9 of the Standard Contract, as provided herein:

1. ENGAGEMENT, TERM AND CONTRACT DOCUMENT

There is no change from the information stated in the RFP 0309GN1

2. STATEMENT OF WORK

There is no change from the information stated in RFP 0309GN1

3. PAYMENT, INVOICE AND RELATED TERMS

There is no change from the information stated in the RFP 0309GN1

4. GENERAL TERMS AND CONDITIONS GOVERNING PERFORMANCE

There is no change from the information stated in the RFP0309GN1

5. RECORDS, AUDITS AND DATA SECURITY

The Vendor bears sole responsibility for ensuring that its audits fully complies with all State and Federal laws governing the monitoring, interception, recording, use or disclosure of wire, oral or electronic communications, including, but not limited to the Florida Security of Communications Act, Section 934.01, et seq., F.S.; and the Electronic Communications Privacy Act, 18 U.S.C Section 2510 et seq. The Vendor shall ensure all electronic mail communications are in accordance with Department policy.

The Vendor shall use the Department's encryption software when corresponding with the Department via electronic mail. Any costs associated with obtaining the Department's encryption software shall be at the Vendor's expense and at no cost to the Department.

The Vendor shall ensure all data, including, but not limited to, any Personally Identifiable Information (PII), is secure and protected in accordance with Section 501.171, F.S., and the Florida Information Protection Act of 2014 (FIPA). PII is the first initial or name, last name, and any information, including, but not limited to:

- Identification (ID) Card Number such as a Driver's License, Military ID number, passport number or any such number present on a government document which can be used to verify the identity of an individual.
- Social Security Number
- Debit/credit card number of any financial account number in combination with the password, access code, or security code that allows access to an individual's account.
- Email addresses or usernames in combination with passwords or security questions and answers that can be used to access an individual's online account.

6. PENALTIES, TERMINATION AND DISPUTE RESOLUTION

There is no change from information stated in the Standard Contract Part 1.

7. **OTHER TERMS**

Exclusive Property of Provider

The Contract is for the purchase of licensed services on a subscription basis as set forth in the Contract. The Provider retains the exclusive rights, title, and ownership to any and all pre-existing materials owned or licensed to Provider including, but not limited to, all pre-existing software, licensed products, associated source code, machine code, text images, audio and/or video, and third-party materials, delivered by Provider under the Contract, whether incorporated in a deliverable or necessary to use a deliverable.

Annual Payment

Access rights to the system by any users is by license only and only during the term for which full annual payment is made by the Department. If full annual payment is not made for access to the system or if the Contract is otherwise terminated (or expired), then access to the system under the Contract will terminate at that time.

8. **FEDERAL FUNDS APPLICABILITY**

There is no change from the information stated in RFP 0309GN1.

9. **CLIENT SERVICES APPLICABILITY**

There is no change from the information stated in RFP 0309GN1.

EXHIBIT B - SCOPE OF WORK

B-1. SCOPE OF SERVICE

Currently, Adult Protective Investigators (APIs), Child Protective Investigators (CPIs), and Field Support Staff (FSS), when using personal vehicles for business purposes, are spending many hours, manually recording travel miles for reimbursement. This process includes keeping a manual travel log, transferring this data weekly or monthly onto to the required Department of Financial Services (DFS) and Department of Children and Families (DCF) Travel Forms for submission and reimbursement.

The Department of Children and Families, (Department), Office of Innovation, is seeking a Vendor to provide an automated cloud-hosted, web-based Travel Mileage Application to replace, the labor-intensive process of manually recording business miles driven in personal vehicles.

B-2. MAJOR CONTRACT GOALS

The major goal of this contract is to induce innovation by automating the manual process, currently used by state-wide Protective Investigators, Adult Protective Investigators and Field Support Staff, of calculating, recording and reporting travel mileage for reimbursement, when using personal vehicles for business purposes.

B-3. SERVICE AREA/LOCATIONS/TIMES

The web-based Travel Mileage application shall be available to all identified CPIs, APIs and FSS and supervisors, located throughout all DCF's seven (7) regions - (Central, Headquarters, Northeast, Northwest, Southern, Southeast, Suncoast) of the State of the Florida; and available 24-hours per day, 7-days per week, 365-days per year, except for scheduled down-time. Scheduled down time shall be communicated, in writing, to the Departments project manager in advance of the scheduled maintenance window.

B-4. CLIENTS TO BE SERVED

An estimated 2000 end-users consisting of Child Protective Investigators, Adult Protective Investigations and Field Support Staff in the seven (7) regions of the state will need subscription.

B-5. CLIENT ELIGIBILITY

N/A

B-6. CLIENT DETERMINATION

N/A

B-7. EQUIPMENT

The Department shall not provide any equipment (hardware, software, office space, office supplies, technological support, etc.).

B-8. CONTRACT LIMITS

There is no change from the information stated in RFP 0309GN1, Sections 1.2 and 3.2.1. of this RFP.

EXHIBIT C - TASK LIST

The Provider shall perform all functions necessary for the proper delivery of services including, but not limited to, the following:

C-1. SERVICE TASKS

- C-1.1 Provide a secure, user friendly, online, cloud-hosted Travel Mileage Application capable of tracking, logging calculating, and reporting Travel mileage for Child Protective Investigators, Adult Protective Investigators, Field Support Staff, when using personal vehicles for business purposes.
- C-1.2 Provide a Commercial-off-the-shelf (COTS) software Travel Mileage Application that can be customized to generate data reports that will adhere to Agency Operating Procedure CFOP-1 (chapter 5-6) policy and guidelines in computing travel mileage (**Attachment 1-A**), using the Department of Transportation mileage calculator(**Attachment 1-B**), and able to calculate mileage trip and export trip data into the two required Department of Financial Services (DFS) Forms "Voucher for Reimbursement of Travelling Expenses' Form DFS-AA-15 (**Attachment 1-C**) and "Vicinity Mileage Log" Form DCF-C676VM " (**Attachment 1-D**).
- C-1.3 Provide an application which features include, but not limited to, ease of installation and configuration, speed and responsiveness, integration of app to leverage device data such as date and time, GPS, or notifications, ability to record vehicle mileage at place of origin, accuracy of mileage compared to vehicle odometer, etc.
- C-1.4 Provide an application that has an element of GEO-mapping and that the GEO mapping data can be used for reporting purposes.
- C-1.5 Provide training to end-users (CPIs, APIs and FSS) in all seven regions of the state who have subscription to the application.
- C-1.6 Provide 24 hours help desk support to end-users (CPI, APIs, FSS) of the application.

C-2. ADMINISTRATIVE TASKS

C-2.1. Staffing

The Vendor shall have adequately trained and physically able staff readily available to perform services 24-hours per day, seven (7) days per week, 365 days a year. Staffing levels shall be sufficient to deliver the services described in this RFP.

- C-2.1.1 The Vendor shall have direct oversight and responsibility for the performance of all its staff. The Vendor shall monitor the performance of all its staff, ensuring they follow the staffing requirements to support this RFP.
- C-2.1.2 The Vendor's staff shall liaise with, and maintain a good working relationship with, Department staff, and others working with the Department.

C-2.1.3 The Vendor shall provide a list of all current staff providing services in any resulting contract(s). This list shall include the staff member's title, certifications (if applicable), and if the staff member is Full-Time, Part-Time, or Temporary, within 10 business days of any resulting Contract(s) execution.

C-2.2. Subcontracting

There is no change from information stated in the Standard Contract Part 1, Section 4.3.

C-2.3 Records and Documentation

The Vendor shall maintain all records and documentation resulting from this RFP.

C-2.4. Reports (programmatic and to support payment)

The Vendor shall submit and maintain the following records and documentation on-site, and ensure they are available for review as requested by the Department, or as otherwise specified. The Department reserves the right to require ad-hoc, and/or additional reporting requirements, as necessary. The Vendor shall comply with all programmatic reporting requirements established by the Department, or as otherwise specified. In no circumstance should records be stored outside of the United States.

The Vendor's Proposal shall provide a detailed description of how it will meet the reporting requirements for the report described below. This description shall list any non-Department forms to be utilized to meet the requirements.

C-2.4.1 Monthly Summary Report: The Vendor shall provide a Monthly Summary Report, for each user - CPI, API, FSS by region, to the Department's Project Manager, or designee, by the 10th calendar day of each month following the month when services were provided. The following information should be included in the report:

- C-2.4.1.1** The Name of the User and Region (Central, Headquarters, Northeast, Northwest, Southern, Southeast, Suncoast);
- C-2.4.1.2** Date and time the request for service(s) was received;
- C-2.4.1.3** Type of service(s) requested; and
- C-2.4.1.4** Date and time the service(s) was provided.

C-2.4.2 Down-Time Report: The Vendor shall provide a Monthly Application Down-Time Report, for each Region, to the Department's Project Manager, or designee, by the 10th calendar day of each month following the month when services were provided. The following information should be included in the report:

- C-2.4.2.1** The Region Name (Central, Headquarters, Northeast, Northwest, Southern, Southeast, Suncoast);
- C-2.4.2.2** Date and time the web-based application was unavailable (crashed); and
- C-2.4.2.3** Date and time the web-based application became available (functioning).

C-2.4.3 Help Desk Support Report: The Vendor shall provide a Monthly Help Desk Support Report, for each Region, to the Department's Project Manager, or designee, by the 10th calendar day of each month following the month where services were provided. The following information should be included in the report for each service type provided:

C-2.4.3.1 The Region Name (Central, Headquarters, Northeast, Northwest, Southern, Southeast, Suncoast);

C-2.4.3.2 Date and time the Help Desk was initiated; and

C-2.4.3.3 Length of time taken to resolve each Help Desk inquiry.

C-2.4.4 Training Report: The Vendor shall provide a Monthly User Training Report, for each Region, to the Department's Project Manager, or designee, by the 10th calendar day of each month following the month when training was provided. The following information should be provided:

C-2.4.4.1 The name of end user and region Name (Central, Headquarters, Northeast, Northwest, Southern, Southeast, Suncoast).

C-3. STANDARD CONTRACT REQUIREMENTS Provider will perform all acts required by the Standard Contract. In addition, the Vendor shall ensure all data, including, but not limited to, any Personally Identifiable Information (PII), is secure and protected in accordance with Section 501.171, F.S., and the Florida Information Protection Act of 2014 (FIPA).

EXHIBIT D - DELIVERABLES

The following services or service tasks are identified as deliverables for the purposes of any resulting Contract. Based on the proposals received, the department may request additional deliverables from the selected vendor.

- D-1.** The Vendor shall provide a secure, user-friendly, cloud-storage, web-based Travel Mileage Application.
- D-2.** The Vendor shall provide a Monthly Summary Report, in accordance with **Section C-2.4**.
- D-3.** The Vendor shall ensure the web-based Travel Mileage Application is fully operational during a minimum of 98% of the service times stated in **Section B-3**.
- D-4.** The Vendor shall provide end-user training for and on how to use the Travel Mileage App as stated in **Section C-1.5** and **Section C-2.4.5**.
- D-5.** The Vendor shall provide help desk support, allowing for an end-user to call or email a representative for technical assistance, and in accordance with **Section C-2.4.3**
- D-6.** The Vendor shall ensure all data is secured and protected in accordance with **Exhibit A-5**

EXHIBIT E - MINIMUM PERFORMANCE MEASURES

E-1. MINIMUM PERFORMANCE MEASURES

The Department desires to Contract with a Vendor who clearly demonstrates its willingness to be held accountable for the achievement of certain Performance Measures in successfully delivering services under any Contract(s) resulting from this RFP. Therefore, the Department has developed the following Performance Measures which shall be used to measure the awarded Vendor's performance and delivery of services.

Listed below are the key Performance Outcomes, Measures, and Standards deemed most crucial to the success of the overall desired service delivery. The Vendor shall ensure that the stated performance outcomes and standards (level of achievement) are met.

E-1.1 Performance Measure#1 - Monthly Summary Report

Outcome: The Vendor shall provide a Monthly Summary Report for the previous month's web-based Travel Mileage Application services, in a Department approved format, via email, to the Department's Project Manager, or designee, no later than the 10th calendar day of each month following the month that services were provided.

Measure: The Department's Project Manager will review for submission of this report on a monthly basis, as required. Should the 10th calendar day fall on a Saturday, Sunday or State holiday, the Monthly Summary Report shall be due the business day prior.

Standard: All of the Monthly Summary Reports shall be submitted by the 10th calendar day of each month, following the month in which services were provided.

Financial Consequence: If the Vendor fails to meet the performance measure as outlined above, the Department shall assess financial consequences in the amount of \$250.00 for each calendar day the report is late after the 10th calendar day of the month, until the time in which the report is received.

E-1.2 Performance Measure #2 - Web-based Application Down-time Report

Outcome: The Vendor shall provide a Monthly Application Down-Time Report, for each Region, to the Department's Project Manager, or designee, by the 10th calendar day of each month following the month where services were provided. This report shall include approved scheduled downtime.

Measure: The web-based Travel Mileage application shall be fully operational 98% of the time specified in Section B-3. The Vendor shall submit a Monthly Application Down-Time Report, for each Region, to the Department's Project Manager, or designee, by the 10th calendar day of each month following the month where services were provided.

Standard: The web-based application shall be fully operational a minimum of 98% of the time as specified in Section B-3.

Financial Consequence: If the Vendor fails to meet the performance measure as outlined above, the Department shall assess financial consequences in the amount of \$250.00 for each percentage point or portion thereof below than 98%.

E-1.3 Performance Measure #3 – Help Desk Support Report

Outcome: The Vendor shall provide a Help Desk Support for the web-based application to the Department’s Child Protective Investigators, Adult Protective Services Investigators and Field Support Staff, 24-hours per day, 7-days per week, 365 days per year.

Measure: The Vendor shall submit a monthly Help Desk Support Report, for each Region, to the Department’s Project Manager, or designee, by the 10th calendar day of each month following the month where services were provided.

Standard: The Vendor shall provide help desk support 24-hours per day, seven (7) days per week, 365 days per year.

Financial Consequence: If the Vendor fails to meet the performance measure as outlined above, the Department shall assess financial consequences in the amount of \$250.00 for each percentage point or portion thereof less than 100%.

E.1.4 Performance Measure #4 – End-User Training Report

Outcome: The Vendor shall provide an End-User Training Report for each user of the Travel Mileage application to the Department’s Project Manager, or designee, by the 10th calendar day of each month following the month where services were provided.

Measure: The Vendor shall submit a monthly End-User Training Report, for each user, to the Department’s Project Manager, or designee, by the 10th calendar day of each month following the month where services were provided.

Standard: All the Monthly Summary Reports shall be submitted by the 10th calendar day of each month, following the month in which services were provided.

Financial Consequence: If the Vendor fails to meet the performance measure as outlined above, the Department shall assess financial consequences in the amount of \$250.00 for each calendar day the report is late after the 10th calendar day of the month, until the time in which the report is received.

EXHIBIT F - METHOD OF PAYMENT

F-1. Payment Methodology

F-1.1. This is a subscription-based, fixed-rate contract for a period of one (1) year. The Department will release payment to the awarded vendor every month for the licenses assigned to the Department enabling use of the cloud-storage, web-based Travel Mileage Application in accordance with the terms and conditions of the Departments Standard Contract and this RFP. The total monthly dollar amount will be paid less any reduction(s) applied due to any financial consequence assessed.

F-2. Invoice Requirements

F-2.1. The awarded vendor shall request payment on a monthly basis through the submission of a properly completed and signed invoice. Invoices and all supporting documentation are due no later than the 10th of the month following the month of service provision.

F-3. Financial Consequences

F-3.1. The Department shall approve monthly payments following receipt of accurately completed invoices and documentation required to be attached to the invoice

F-3.2. If the awarded vendor does not meet a performance measure in Exhibit E, the Department shall reduce the payment due for that service period by the amount stated in the financial consequence portion of the performance measure not met.

F-3.3. If the awarded vendor does not meet the same measure for three (3) or more consecutive months, the Department may, at its discretion, initiate a Corrective Action Plan and may result in a reduction in future payment(s) under the resulting contract.

ATTACHMENT 1 : A-D
SAMPLE TRAVEL MILEAGE INFORMATION & RELATED FORMS

A. CF Operating Procedure No. 40.1

<http://eww.dcf.state.fl.us/asg/pdf/040-1.pdf>

B. FDOT Official Highway Viewer

<https://fdotewp1.dot.state.fl.us/CityToCityMileage/viewer.aspx>

C. Vicinity Mileage Log



Vicinity Mileage
Log(c676).pdf

D. VOUCHER FOR REIMBURSEMENT (Sample)



Voucher for
Reimbursement DFS