



**STATE OF FLORIDA
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
BID LIST REGISTRATION**

August 27, 2012

With this sheet you have received solicitation documents for the following:

Solicitation Number: **ITN 019-12 REBID**
Number of Addenda as of above date: **None**
Item(s) of Bid **FRVIS Equipment Refresh**
Commodity Code **933-020, 933-780, 933-900**
Date and Time Due **September 17, 2012, no later than 2:30 PM Eastern Time**

The solicitation documents you received are subject to change. To receive electronic notices of addenda to this solicitation, please fill in the information below and send to the Procurement Officer identified in section 1.3 of this solicitation or fax to the Bureau of Purchasing & Contracts at (850) 617-5115, or mail to:

Department of Highway Safety and Motor Vehicles
Neil Kirkman Building, Room B412, Mail Station 31
2900 Apalachee Parkway
Tallahassee, Florida 32399-0524

It is important that proposers monitor the Vendor Bid System (VBS) for any changes to this solicitation. It is the proposer's responsibility to be aware of any changes posted to the VBS. REGISTRATION WITH THE DEPARTMENT FOR THIS SOLICITATION IS NOT A REQUIREMENT TO SUBMIT A PROPOSAL.

Company Name: _____
Address: _____
City, State & Zip: _____
Email: _____
Telephone: () _____ Fax: () _____
Federal Tax Identification Number: _____
Signed: _____ Date: _____

For further information on this process, you may telephone (850) 617-3203.

To receive information on DHSMV solicitations 24 hours a day, 7 days a week, visit the Vendor Bid System at http://vbs.dms.state.fl.us/vbs/search.criteria_form

TABLE OF CONTENTS

Solicitation Introduction

1.0 PURPOSE AND GENERAL INFORMATION

1.1 Purpose.....7

1.2 Glossary.....7

1.3 Procurement Officer.....9

1.4 Contract Manager.....9

1.5 Mandatory Requirements.....9

1.6 Non-Responsive Proposals, Non-Responsive Respondents.....10

1.7 Costs of Developing and Submitting Proposal, Ownership.....10

1.8 Authorized Representative.....10

1.9 Addenda.....10

1.10 Employment of Unauthorized Aliens.....10

1.11 Drug-Free Workplace Program.....10

1.12 Public Access to Documents.....10

1.13 Public Entity Crimes.....10

1.14 Diversity.....10

1.15 Discrimination.....10

1.16 Taxes.....11

1.17 Extraneous Terms and Conditions.....11

1.18 Cancellation.....11

1.19 Termination for Cause.....11

1.20 Termination by Mutual Consent.....11

1.21 Termination in the Best Interests of the State.....11

1.22 Contractor’s Responsibilities Upon Termination.....11

1.23 Delivery.....12

1.24 Contractual Submissions.....12

1.25 Contractor Responsibility.....12

1.26 Discussions.....12

1.27 Non-Exclusive Rights.....12

1.28 Assignment of the Contract.....12

1.29 Benefit.....12

1.30 Intentions.....12

1.31 Minor Bid Exceptions.....12

1.32 Silence of Specifications.....12

1.33 Small Business Participation.....12

1.34 Contract.....13

1.35 Default.....13

1.36 PRIDE.....13

1.37 RESPECT.....13

1.38 Additions/Upgrades/Deletions.....13

1.39 Economy of Presentation.....13

1.40 Accessibility for Disabled Persons.....13

1.41 Specification Exceptions, Omissions, or Errors.....13

1.42 Site Rules and Regulations.....13

1.43 Liability.....13

1.44 Submission of Proposal.....14

1.45 Proposal Tenure.....14

1.46 Proposer’s Responsibility.....14

1.47 Posting of Tabulation.....14

1.48 Response Clarification.....14

1.49 Notice of Solicitation Protest Bonding Requirement.....14

1.50 Legal Requirements.....15

1.51 Applicable Laws and Rules.....15

1.52 Severability.....15

1.53 Force Majeure.....15

1.54 MyFloridaMarketPlace Transaction Fee.....15

1.55 Registration Required for Florida Vendors.....15

2.0 SPECIAL CONDITIONS

- 2.1 Calendar of Events16
- 2.2 Term of Contract.....17
- 2.3 Proposal Bond.....17
- 2.4 Performance Bond.....17
- 2.5 Damages Bond.....17
- 2.6 Liquidated Damages.....18
- 2.7 Proposer’s Inquiries.....18
- 2.8 Independent Capacity of Contractor.....18
- 2.9 Technical Documentation.....19
- 2.10 Invoices.....19
- 2.11 Bid Opening.....19
- 2.12 Project Planning Requirements.....19
- 2.13 Standard Deliverable Review.....19
- 2.14 System Software and Proprietary Software License.....19
- 2.15 Custom Software.....20
- 2.16 Implementation Dates.....20
- 2.17 Status Reporting.....20
- 2.18 Compliance Review.....20
- 2.19 Acceptance Period.....21
- 2.20 System Demonstrations.....21
- 2.21 Contractor’s Insurance.....21
- 2.22 Fingerprint Requirements.....22
- 2.23 CJIS Personnel Security Policy and Procedures.....23
- 2.24 E-verify Requirements.....23

3.0 SCOPE OF WORK

- 3.1 Background.....25
- 3.2 Objectives.....25
- 3.3 Current Process.....25
- 3.4 Current Equipment.....26
- 3.5 Description of Current Decal Description.....26

4.0 MANDATORY REQUIREMENTS

- 4.1 System Requirements.....27
- 4.2 Equipment/Software/Services.....27
 - 4.2.1 General System Requirements.....28
 - 4.2.2 Servers.....29
 - 4.2.3 Workstations.....30
 - 4.2.4 Laptops.....31
 - 4.2.5 Decal and Other Forms Printer.....31
 - 4.2.6 Mailroom High Speed Decal Printer.....32
 - 4.2.7 Switches.....32
 - 4.2.8 Office Wiring.....33
- 4.3 System Installation.....33
- 4.4 Existing FRVIS Equipment.....34
- 4.5 Designated Personnel.....34
- 4.6 Toner.....35
- 4.7 Site Readiness.....35
- 4.8 Additional System Requirements.....36
- 4.9 Maintenance Requirements.....36
 - 4.9.1 Repair and Maintenance Plan.....36
 - 4.9.2 Remedial Maintenance.....37
 - 4.9.3 Service Calls.....39
 - 4.9.4 Preventative Maintenance.....39
 - 4.9.5 Site Inventory.....40
 - 4.9.6 Transfer of Equipment.....40
 - 4.9.7 Engineering Changes.....40

- 4.9.8 Incident Reports.....41
- 4.9.9 Maintenance Support Exceptions.....41
- 4.10 Installation, De-Installation and Relocation Services.....41
- 4.11 Security.....43

5.0 INSTRUCTIONS FOR PREPARING STATEMENT OF QUALIFICATIONS AND SERVICES OFFERED

- 5.1 Two Stage Process.....44
- 5.2 Labeling.....44
- 5.3 Copies of Proposals.....44
- 5.4 Document Delivery.....44
- 5.5 Inspection or Examination of SQSO's.....44
- 5.6 Withdrawal of SQSO.....44
- 5.7 Execution of SQSO.....44
- 5.8 SQSO Format.....44
 - 5.8.1 Transmittal Letter.....44
 - 5.8.2 Invitation to Negotiate Cover Sheet.....44
 - 5.8.3 Executive Summary.....45
 - 5.8.4 Project Organization and Plan.....45
 - 5.8.5 Customer References.....45
 - 5.8.6 System Requirements.....45
 - 5.8.7 Assumptions.....45
 - 5.8.8 Small Business Enterprise Participation.....45
 - 5.8.9 Price Proposal Format.....45

6.0 EVALUATION OF SQSO

- 6.1 Statement of Qualifications and Services Offered.....46
- 6.2 Executive Summary.....46
- 6.3 Project Organization and Plan.....46
- 6.4 Customer References.....46
- 6.5 Equipment/Software.....46
- 6.6 System Installation.....46
- 6.7 Existing FRVIS Equipment.....46
- 6.8 Designated Personnel.....46
- 6.9 Toner.....46
- 6.10 Site readiness.....46
- 6.11 Additional System Requirements.....46
- 6.12 Maintenance Requirements.....46
- 6.13 Installation, De-installation, Relocation Services.....46
- 6.14 Security.....46
- 6.15 Criteria for awarding Points to SQSO Sections.....46
- 6.16 Price Proposal.....46

7.0 INSTRUCTIONS FOR PREPARING PROPOSALS

- 7.1 Submission.....47
- 7.2 Labeling.....47
- 7.3 Copies of Proposals.....47
- 7.4 Document Delivery.....47
- 7.5 Inspection or Examination of Proposals.....47
- 7.6 Withdrawal of Proposals.....47
- 7.7 Execution of Proposals.....47
- 7.8 Proposal Format.....47
 - 7.8.1 Transmittal Letter.....47
 - 7.8.2 Executive Summary.....48
 - 7.8.3 Project Organization and Plan.....48
 - 7.8.4 System Requirements.....48
 - 7.8.5 Assumptions.....48
 - 7.8.6 Price Proposal Format.....48
 - 7.8.7 Proposal Bond.....48

8.0 EVALUATION OF PROPOSALS

8.1 Technical Proposal49
 8.2 Executive Summary.....49
 8.3 System Demonstration.....49
 8.4 Project Organization and Plan.....49
 8.5 Equipment/Software.....49
 8.6 System Installation.....49
 8.7 Existing FRVIS equipment.....49
 8.8 Designated Personnel.....49
 8.9 Toner.....49
 8.10 Site Readiness.....49
 8.11 Additional System Requirements.....49
 8.12 Maintenance Requirements.....49
 8.13 Installation, De-installation, and Relocation Services.....49
 8.14 Security.....49
 8.15 Price Proposal.....49
 8.16 Tie Proposal.....50
 8.17 Criteria for Awarding Points to Technical Proposal Sections.....50

9.0 PRICE PROPOSAL FORM

- TABLE A
- TABLE B
- TABLE C

ATTACHMENTS

ATTACHMENT A Decal Specifications.....61
ATTACHMENT B Equipment Accident Damage or Misuse Procedure.....66
ATTACHMENT C Desktop Hardware Accidental Damage or Misuse Repair Form.....67
ATTACHMENT D Office Locations.....68
ATTACHMENT E Hardware Inventory by Location.....81

ATTACHMENT I PUR1000.....82
ATTACHMENT II PUR1001.....89
ATTACHMENT III Identical Tie Bid Forms.....92
ATTACHMENT IV Documentation of Savings/Discounts/Price Reductions.....93
ATTACHMENT V Checklist.....94
ATTACHMENT VI Certification of Site Survey.....95
ATTACHMENT VII References.....96

SOLICITATION INTRODUCTION

The 10 Most Critical Things to Keep in Mind When Responding to a Solicitation for the Florida Department of Highway Safety and Motor Vehicles

1. **Read the entire document.** Note critical items such as: mandatory requirements; bond(s) requirements (proposal, performance and/or damages) sample(s) required, supplies/services required; submittal dates; number of copies required for submittal; funding amount and source; contract requirements (i.e., contract performance security, insurance requirements, performance and/or reporting requirements, etc.).
2. **Note the Procurement Officer's name, address, phone numbers and e-mail address.** This is the only person you are allowed to communicate with regarding the Solicitation and is an excellent source of information for any questions you may have.
3. **Attend the pre-proposal conference.** (If applicable)
4. **Take advantage of the “question and answer” period.** Submit your questions to the Procurement Officer by the due date listed in the Calendar of Events and view the answers given in the formal “addenda” issued for the Solicitation. All addenda issued for a Solicitation are posted on the Vendor Bid System’s website (http://vbs.dms.state.fl.us/vbs/search.criteria_form) and will include all questions asked and answered concerning the Solicitation.
5. **Follow the format required in the Solicitation** when preparing your response. Provide point-by-point responses to the required sections in a clear and concise manner.
6. **Provide complete answers/descriptions.** Read and answer **all** questions and requirements. Don't assume the Department or evaluation committee will know what your company capabilities are or what items/services you can provide, even if you have previously contracted with the Department. The proposals are evaluated based solely on the information and materials provided in your response.
7. **Use the forms provided: for example;** Bid List Registration page, Site Survey forms, Certification forms, Price Proposal forms, Certificate of Drug Free Workplace, Savings / Discount / Price Reduction, Customer References or the like.
8. **Check the Vendor Bid System website for Solicitation addenda.** Before submitting your response, check the Vendor Bid System website to see whether any addenda were issued for the Solicitation, some addenda require that you sign and return them with the bid.
9. **Review and read the Solicitation document again** to make sure that you have addressed all requirements. Your original response and the requested copies must be identical and be complete. The copies are provided to the evaluator/evaluation committee members and will be used to score your response.
10. **Submit your response on time.** Note all the dates and times listed in the Calendar of Events and within the document, and be sure to submit all required items on time. Faxed, emailed or late proposal responses are never accepted.

1.0 PURPOSE AND GENERAL INFORMATION

1.1 PURPOSE: The Department of Highway Safety and Motor Vehicles, hereinafter called the Department, requests proposals be submitted to obtain offers from qualified firms for the purpose of a technology refresh for equipment used for the Florida Real-time Vehicle Information System (FRVIS) in Tax Collector offices and State facilities. This ITN includes new equipment, system software, maintenance and other services. The replacement equipment will provide over-the-counter issuance of decals, vehicle, vessel and mobile home registrations, titles and other forms.

Solicitations containing terms and conditions conflicting with those contained in this solicitation may be rejected, if they are not approved by the Department prior to BAFO submissions.

NOTE: Solicitations will be considered only from proposers who are regularly engaged in the service/products business, are financially responsible and who have the necessary equipment and personnel to provide the services and goods required by the solicitation.

1.2 GLOSSARY: See attached PUR 1000, Paragraph 1, and PUR 1001, Paragraph 1 for further definitions.

BAFO: Best and Final Offer. This ITN includes a two-stage process of contractor selection (see Section 5).

Contract: The notice of award and/or direct order(s) and/or contract(s) issued by the Department to the proposer awarded this solicitation, which shall incorporate, among other provisions, the contents of this solicitation, and the successful proposer's proposal, except as specifically provided to the contrary in the Notice of Intended Award and/or direct order(s) and/or contract(s).

Contractor: The proposer who is awarded a contract as a result of this solicitation.

Day: A calendar day.

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

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

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

FRVIS: Florida Real-time Vehicle Information System, the computer system for DMV processing and document issuance.

ISA: Information Systems Administration of the Department of Highway Safety and Motor Vehicles.

ITN: This Invitation to Negotiate

Machine Or Machines: Equipment, equipment components and/or their features, model conversions, equipment elements and accessories submitted by the contractor in response to this ITN.

Maintenance Diagnostic Routines: The diagnostic process customarily used by the contractor to test equipment for proper functioning and reliability.

Number of Verbs or Nouns: Throughout this solicitation, the singular may be read as the plural and the plural as the singular.

Packing: 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 packing shall become and remain Department property.

Period of Maintenance Coverage: That period of time, as selected by the Department, during which maintenance services are provided by the contractor. The Period of Maintenance Coverage consists of the Principal Period of Maintenance.

Principle Period of Maintenance: Principal period of maintenance shall be twelve (12) working hours per day, from 7:00 a.m. to 7:00 p.m. Eastern Time, Monday through Friday. At the discretion of the State, the principal period of maintenance may be changed for an installation site by attaching an amendment that states the alternative hours of maintenance for that site.

Preventive Maintenance: Maintenance performed on a scheduled basis by the contractor, which is designed to keep the equipment in proper operating condition.

Proposer: Any firm or person who submits a proposal to the Department in response to this solicitation.

Proposal: All information and materials submitted by a proposer in response to this solicitation.

Public Entity Crimes: As defined in paragraph 287.133(1)(g), Florida Statutes, "public entity crime" means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any solicitation or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other or of the United States and involving antitrust fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

Remedial Maintenance: 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 proposal to the Department in response to this ITN.

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

SQSO: Statement of Qualifications and Services Offered. This ITN includes a two-stage process of contractor selection (see Section 6).

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.

TCP/IP: Transmission Control Protocol/Internet Protocol.

TAC: Technical Assistance Center. The Department's information technology help desk.

Valid Proposal: A responsive offer in full compliance with the solicitation's specification and conditions by a responsible person or firm. The responsiveness of the proposal and the qualifications or responsibility of the proposer will be determined as of the time the proposal is publicly opened.

- a. Responsive proposer means a person or firm, which has submitted a proposal, which conforms in all material respects to the solicitation.
- b. Responsible or qualified proposer means a person or firm with the capability in all respects to perform fully the contract requirements and the integrity and reliability to assure good faith performance. Failure to provide information to determine responsibility in response to a condition of a proposal requiring information may be cause for such proposal to be rejected.

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

1.3 PROCUREMENT OFFICER: The Procurement Officer, acting on the behalf of the Department, is the sole point of contact outside of official conferences and meetings with the agency's team, with regard to all procurement matters relating to this solicitation, from the date of release of the solicitation until the Department's Notice of Intended Award or Decision is posted. All questions and requests for clarification outside the above referenced meetings are to be directed to:

Jon Kosberg, Purchasing Manager, Bureau of Purchasing and Contracts
 Florida Department of Highway Safety and Motor Vehicles
 Neil Kirkman Building
 2900 Apalachee Parkway, Room B 412, Mail Station 31
 Tallahassee, FL 32399-0524
 Telephone: (850) 617-3203
 Fax: (850) 617-5115
 Email: Jonkosberg@flhsmv.gov

Florida Statute Section 287.057(23) requires that 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.

Any questions arising from this solicitation must be forwarded, in writing, to the Procurement Officer identified above. The Department's written response to those inquires will be posted on the Florida Vendor Bid System at http://vbs.dms.state.fl.us/vbs/search.criteria_form and on the Department's web site at http://www.flhsmv.gov/purchasing/html/bid_log.html under the above referenced solicitation number. It is the responsibility of all potential proposers to monitor this site for any changing information prior to submitting their proposal.

1.4 CONTRACT MANAGER: The Department's employee identified below is designated as Contract Manager and shall act on the Department's behalf for the ongoing administration of contractual matters after the Notice of Agency Decision has been posted, the contract is executed, and/or the purchase order is issued.

Denise Rodenbough, Contract Manager
 Information Systems Administration
 Neil Kirkman Building, Mail Station 11
 2900 Apalachee Parkway
 Tallahassee, FL 32399-0524

1.5 MANDATORY REQUIREMENTS: The Department has established certain mandatory requirements which must be included as part of any proposal. The use of the terms "shall", "must", or "will" (except to indicate simple futurity) in this solicitation indicates a mandatory requirement or condition.

The words "should" or "may" in this solicitation indicate desirable attributes or conditions, but are permissive in nature. Deviation from, or omission of, such a desirable feature will not itself cause rejection of a proposal.

Exception: This is a negotiation process. The DHSMV reserves the right to accept alternative means of accomplishing mandatory requirements, with reasonable assurance of satisfactory results, without addendum to this ITN. Such alternative(s) should be clearly identified by the Respondent firm in its proposal. The evaluation criteria set forth herein, and their relative weights, are also subject to modification in the negotiation process.

1.6 NON – RESPONSIVE PROPOSALS, NON – RESPONSIBLE RESPONDENTS: Proposals which do not meet all requirements of this solicitation or which fail to provide all required information, documents, or materials will be rejected as non – responsive. Material requirements of the solicitation are those set forth as mandatory or without which an adequate analysis and comparison of proposals are impossible, or those which affect the competitiveness of proposals or the cost to the Department. Proposers whose proposals, past performance or current status do not reflect the capability, integrity or reliability to fully and in good faith perform the requirements of the Contract may be rejected as non – responsible. The Department reserves the right to determine which proposals meets the material requirements of the solicitation, and which proposers are responsible. See also Section 1.5, “Exception”.

Proposals containing terms and conditions conflicting with those contained in this solicitation shall be rejected.

Solicitations will be considered only from respondents who are regularly engaged in the subject service/products business, are financially responsible and who have the necessary equipment and personnel to provide the services and goods required by the solicitation.

Responsible or qualified proposer means a person or firm with the capability in all respects to perform fully the contract requirements and the integrity and reliability to assure good faith performance. Failure to provide information to determine responsibility in response to a condition of a proposal requiring information may be cause for such proposal to be rejected.

1.7 COSTS OF DEVELOPING AND SUBMITTING PROPOSAL, OWNERSHIP: Neither the Department nor the State is liable for any of the costs incurred by proposers in preparing and submitting a proposal. All proposals become the property of the Department upon receipt and will not be returned to the proposer once opened. The Department shall have the right to use any and all ideas or adaptations of ideas contained in any proposal received in response to this solicitation. Selection or rejection of the proposal will not affect this right.

1.8 AUTHORIZED REPRESENTATIVE: A representative who is authorized to contractually bind the proposer shall sign the proposal and any addenda. Only written inquiries from proposers, which are signed by persons authorized to contractually bind that company, will be recognized by the Department as duly authorized expressions on behalf of the proposer. See attached Form PUR 1001, paragraph 5.

1.9 ADDENDA: Any and all addenda to this solicitation will be issued in writing and posted on the Florida Vendor Bid System at: http://vbs.dms.state.fl.us/vbs/search.criteria_form , and on the Department's web site at http://www.flhsmv.gov/purchasing/html/bid_log.html. Proposers may be required to acknowledge receipt of addenda in writing.

Any addenda or written answers supplied by the Department Procurement Officer to participating proposer's written questions become part of this solicitation.

1.10 EMPLOYMENT OF UNAUTHORIZED ALIENS: The Department shall consider the employment by any proposer of unauthorized aliens a violation of the Immigration and Nationalization Act. Such violation shall be cause for unilateral cancellation of the contract.

1.11 DRUG FREE WORKPLACE PROGRAM: The proposer agrees to implement a drug free workplace program as defined in 287.087, Florida Statutes.

1.12 PUBLIC ACCESS TO DOCUMENTS: This contract may be unilaterally canceled by the Department for refusal by the proposer to allow public access to all documents, papers, letters, or other material made or received by the proposer in conjunction with this contract, unless the records are exempt from Section 24(A) of Article 1 of the State constitution and Section 119.07(1), Florida Statutes.

1.13 PUBLIC ENTITY CRIMES: See attached Form PUR 1001, Paragraph 7.

1.14 DIVERSITY: This contract shall be interpreted with diversity in mind to unite Floridians behind a shared vision of opportunity and diversity in state contracting without discriminating against one racial group or another.

1.15 DISCRIMINATION: See attached Form PUR 1001, Paragraph 8.

1.16 TAXES: See attached Form PUR 1000, Paragraph 16. The Department shall have no responsibility for the payment of taxes which become payable by the contractor or its subcontractor in performance of the contract.

1.17 EXTRANEIOUS TERMS AND CONDITIONS: See attached Form PUR 1000, Paragraph 42 and PUR 1001, Paragraph 4.

1.18 CANCELLATION: This contract shall be subject to cancellation by DHSMV should DHSMV determine that either one of the following events has occurred:

- a. The contractor has failed to comply with the terms and conditions contained herein, or
- b. The contract has become the subject of a cause of action or challenge in any State or Federal Court or administrative forum.

1.19 TERMINATION FOR CAUSE: The Department reserves the right to terminate the contract by providing written notice to the contractor(s) in accordance with the attached Form PUR 1000, Paragraph 23.

1.20 TERMINATION BY MUTUAL AGREEMENT: With the mutual agreement of both parties, the contract or any part of the contract may be terminated on an agreed date prior to the end of the contract period without penalty to either party.

1.21 TERMINATION IN THE BEST INTERESTS OF THE STATE: See Form PUR 1000, Paragraph 22.

1.22 CONTRACTOR'S RESPONSIBILITIES UPON TERMINATION: After receipt of notice of termination, and except as otherwise specified by the Department, the contractor(s) shall:

- a. Stop work under this contract on the date, and to the extent specified, in the notice.
- b. 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.
- c. Complete performance of such part of the work as shall not have been terminated by the Department; and
- d. 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 the Department has or may acquire an interest.

Upon the effective date of termination of the contract, the Contractor shall transfer, assign, and make available to the Department of Highway Safety and Motor Vehicles all property and materials belonging to the Contractor, all rights and claims to any and all reservations, contracts and arrangements with subcontractors, or others, and shall 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 shall assume the obligations of the Contractor if any, on all non-cancelable contracts with third parties.

Upon termination of the contract by the Department of Highway Safety and Motor Vehicles, the Contractor shall be deemed to have released and relinquished to the Department of Highway Safety and Motor Vehicles 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, except as otherwise provided in this solicitation.

1.23 DELIVERY: All prices shall be freight on board (FOB) destination in accordance with 672.319(1)(b), Florida Statutes. The Department will not pay freight charges. Delivery shall be to:

Installation and service locations are outlined in Attachment D, Office Locations. Attachment D is current as of the date this solicitation is issued. As office locations may change over time, an updated list of Office Locations will be provided to the Awarded Contractor at the start of the project and as required during the statewide rollout.

Installation and/or delivery dates and destinations may be changed by mutual consent of the Awarded Contractor and the Department. Such mutual consent must be in writing and signed by the Awarded Contractor and the Department.

1.24 CONTRACTUAL SUBMISSIONS: A proposer's final response to this solicitation shall be considered as the proposer's formal offer. There will be no separate contract other than the purchase order.

1.25 CONTRACTOR RESPONSIBILITY: The Department will consider the contractor to be the sole point of contact with regard to contractual matters. The contractor will assume sole responsibility for providing the commodities and services offered in its proposal whether or not the contractor is the supplier of said commodities and services or any component.

1.26 DISCUSSIONS: Prior to the Department determining whether proposals have been submitted in accordance with the requirements of this solicitation, any discussion by the proposer with an employee or authorized representative of the State involving cost information will result in rejection of said proposer's response.

No negotiations, decisions, or actions shall be initiated or executed by a proposer as a result of any discussion with any state employee. Only those communications which are in writing from the Bureau of Purchasing and Contracts may be considered as a duly authorized expression on behalf of the Department. Any inquiries from proposers shall be submitted in writing as required in Section 1.3 or in accordance with the attached PUR 1001, Paragraph 5.

1.27 NON-EXCLUSIVE RIGHTS: The right to provide the commodities and services, which will be granted under the contract shall not be exclusive. The Department reserves the right to contract for and purchase commodities and services from as many firms as it deems necessary without infringing upon or terminating the contract.

1.28 ASSIGNMENT OF THE CONTRACT: See attached Form PUR 1000, Paragraph 29. The contract is not assignable except with prior written approval of the Department.

1.29 BENEFIT: The contract is for the benefit of the Department and the contractor and not for the benefit of any third party or person.

1.30 INTENTIONS: It is the intent of the Department to acquire a complete working system. Any incidental items omitted from these specifications shall be provided as part of the proposer's price proposal in order to deliver a working system and be in compliance with the specifications and requirements of this solicitation.

1.31 MINOR BID EXCEPTIONS: This Department reserves the right to waive minor deviations or exceptions in proposals providing such actions are in the best interest of the State of Florida. Minor deviations/exceptions are defined as those that have no adverse effect upon the Department's interest and would not affect the outcome of the award by giving a proposer an advantage or benefit not enjoyed by other proposers.

1.32 SILENCE OF SPECIFICATIONS: The apparent silence of specifications set forth in the solicitation and contract to any details or the omission from it of a detailed description, concerning any point shall be regarded as meaning that only the best commercial practices are to prevail and that only materials and workmanship of first quality is to be used. All interpretations of this solicitation shall be made upon the basis of this statement.

1.33 SMALL BUSINESS PARTICIPATION: Florida is a state rich in its diversity. The Department of Highway Safety & Motor Vehicles is dedicated to fostering the continued development and economic growth of small and minority and women-owned businesses. Central to this is the participation of a diverse group of vendors doing business with the state.

To this end, it is vital that minority and women-owned business enterprises participate in the State's procurement process as both prime contractors and subcontractors under prime contracts. Small and minority and women-owned businesses are strongly encouraged to submit replies to this solicitation.

1.34 CONTRACT: The contract resulting from this solicitation process shall consist solely of the purchase order issued by the Department to the successful proposer, this solicitation and any addenda thereto, and the proposal, including any license/use agreement submitted by the successful proposer as part of its proposal except to the extent of any conflict with Florida law or terms and conditions of the proposal. In the event of a conflict among any of the documents referenced herein, the following priority shall apply, with the language of each listed document governing the documents listed below it:

- a. The purchase order
- b. Any addenda to the solicitation
- c. The solicitation
- d. The awarded proposal including any agreements. Any agreements which include, but are not limited to installation, licensing, maintenance, software, etc. must be submitted with the proposal and agreed to by the Department during negotiations.

1.35 DEFAULT: Failure of the contractor to perform according to the contract shall be cause for the contractor to be found in default. In the event of default, any and all reprourement costs, along with any other remedies provided in the solicitation, contract and/or by rule or law, may be charged against the contractor.

1.36 PRIDE: Prison Rehabilitative Industries and Diversified Enterprises, Inc. (PRIDE) The State supports and encourages the use of Florida Correctional work programs. See attached Form PUR 1000, Paragraph 40. Suppliers will use PRIDE commodities/services where applicable.

1.37 RESPECT: The State Supports and encourages the gainful employment of citizens with disabilities. See attached Form PUR 1000, Paragraph 41. Suppliers will use RESPECT commodities/services where applicable.

1.38 ADDITIONS/UPGRADES/DELETIONS: During the term of the contract resulting from this solicitation, the Department shall have the right to add/delete services/products upon mutual written agreement of both parties. If a contractor has newer technology the Department may exercise the right to upgrade to that technology by way of an amendment agreeable to both parties. Quantities in commodity purchases may be modified within the limits of the Category thresholds set in 287.017 F.S.

1.39 ECONOMY OF PRESENTATION: Each proposal shall be prepared simply and economically, providing a straightforward, concise delineation of the proposer's capabilities to satisfy the requirements of this solicitation. Fancy bindings, colored displays, and promotional material are not desired. Emphasis in each proposal must be on completeness and clarity of content. In order to expedite the evaluation of solicitations, it is essential that proposer's follow the format and instructions contained herein.

1.40 ACCESSIBILITY FOR DISABLED PERSONS: If special accommodations are needed, please advise the Bureau of Purchasing and Contracts at (850) 617-3203 no later than five working days prior to the event.

1.41 SPECIFICATION EXCEPTIONS, OMISSIONS, OR ERRORS: Specifications are based on the most current literature available. Proposers shall notify the Bureau of Purchasing and Contracts, Department of Highway Safety and Motor Vehicles, in writing, no less than ten (10) days prior to the bid opening, of any change, omission or error in the manufacturer's specifications which conflict with the solicitation specifications.

1.42 SITE RULES AND REGULATIONS: The proposer shall use its best efforts to assure that its employees and agents, while on any State, County or Agent premises, shall comply with the rules and regulations applicable to that site.

1.43 LIABILITY: The contractor shall hold harmless and indemnify the Department from any and all liability in damages arising out of covenants and agreements in this ITN, as set forth in paragraph 19 of PUR 1000 (Attachment I), it being specifically understood that it is an independent contractor to furnish commodities or service upon its own credit and it is not an employee, agent, servant or representative of the Department.

1.44 SUBMISSION OF PROPOSAL: *This language takes precedence over PUR 1001 (Attachment II) Paragraph 3.* The proposal forms furnished must be submitted with your proposal. Forms to be filled out in pen and ink or typewritten with no alterations, changes or amendments made within. All forms to be signed and dated.

Offers by telegram, telephone, email, or facsimile will not be accepted.

Submit your proposal in accordance with the Calendar of Events (Section 2.1) to:
 Department of Highway Safety and Motor Vehicles
 Bureau of Purchasing and Contracts
 Neil Kirkman Building, Room B412, Mail Station 31
 2900 Apalachee Parkway
 Tallahassee, Florida 32399-0524

Mark on the envelope/container in which your proposal is submitted: Proposal Title, Solicitation No. and time of proposal opening. Please note that an unlabeled proposal submission may be received late.

All proposers are advised to examine their response carefully. All prices and quantities shown on the final bid sheets submitted are firm and mistakes will be at the proposer's risk. Proposals received shall be evaluated by the Purchaser for compliance with the general and technical requirements contained herein.

Prices shall be net delivered to the location noted in this solicitation.

IMPORTANT: Mark on the envelope/container in which your bid is submitted: **Bid Number ITN 019-12 REBID, Tax Collector Equipment Refresh to be filed September 13, 2012 at 2:30 pm.**

1.45 PROPOSAL TENURE: All proposals are binding for one hundred eighty (180) days following the proposal opening date.

1.46 PROPOSER'S RESPONSIBILITY: *This language takes precedence over PUR 1001 (Attachment II) Paragraph 3.* All proposers are advised to examine their proposals carefully. Assure that the proposal is delivered at the proper time and place of the proposal opening. Proposals that for any reason are not so delivered will not be considered.

Offers by telegram, telephone, email, or facsimile will not be accepted.

It is the responsibility of the proposer to understand and comply with all terms and conditions of this solicitation, any contract resulting from the proposal, and all Purchase Orders to the proposer referencing this solicitation.

Any or all items delivered to the purchaser not meeting specifications or found to be defective will not be accepted, but returned to proposer at the proposer's expense for rebate or replacement. Since it is impossible for this Department to inspect all items on arrival, a reasonable opportunity must be allowed for inspection and returning of defective items to the proposer.

1.47 POSTING OF TABULATION: The Notice of Intended Award will be posted in accordance with the attached Form PUR 1001, Paragraphs 12 and 13.

1.48 RESPONSE CLARIFICATION: The Department reserves the right to contact any and all proposers for clarification of responses to this solicitation in accordance with the attached Form PUR 1001, Paragraph 15.

1.49 NOTICE OF SOLICITATION PROTEST BONDING REQUIREMENT: See the attached Form PUR 1001, Paragraph 20. Any person who files a formal written protest shall, at the time of filing the formal written protest, post a bond as set forth in Section 287.042(2) c, Florida Statutes.

1.50 LEGAL REQUIREMENTS: See attached Form PUR 1000, Paragraph 30. Applicable provisions of all Federal, State, County and local laws and administrative procedures, regulations, or rules shall govern the development, submittal and evaluation of all proposals received in response hereto and shall govern any and all claims and disputes which may arise between proposer's submitting a proposal hereto and the Department. Lack of knowledge of the law or applicable administrative procedures, regulations or rules by any proposer shall not constitute a cognizable defense against their effect.

1.51 APPLICABLE LAWS AND RULES: The contractor shall comply with all Federal and Florida State laws, regulations, and directives issued by any public health agency pertaining to the Workers Compensation Act and shall conduct said operation in a safe, efficient and sanitary manner. The contractor is responsible for complying with any applicable local, Florida, or national codes and/or ordinances. If applicable all necessary permits and licenses shall be the responsibility of the contractor.

1.52 SEVERABILITY: See attached Form PUR 1000, Paragraph 47.

1.53 FORCE MAJEURE: See attached Form PUR 1000, Paragraph 24.

1.54 MYFLORIDAMARKETPLACE TRANSACTION FEE: All payments shall be assessed a Transaction Fee of one percent (1.0%), which the contractor shall pay to the State. See attached Form PUR 1000, Paragraph 14.

1.55 REGISTRATION REQUIRED FOR FLORIDA VENDORS: Each proposer doing business with the State for the sale of commodities or contractual services as defined in Section 287.012., Florida Statutes shall register in the MyFloridaMarketPlace system, unless exempted under subsection 60A-1.030(3), Florida Administrative Code. Also, an agency shall not enter into an agreement for the sale of commodities or contractual services as defined in Section 287.012 Florida Statutes with any proposer not registered in the MyFloridaMarketPlace system, unless exempted by rule. A proposer not currently registered in the MyFloridaMarketPlace system shall do so within 5 days after posting of intent to award. Information about the registration is available, and registration may be completed, at the MyFloridaMarketPlace website (<http://www.myflorida.com>). Those lacking Internet access may request assistance from the MyFloridaMarketPlace Customer Service at 866-352-3776 or from State Purchasing, 4050 Esplanade Drive, Suite 300, Tallahassee, FL 32399.

2.0 SPECIAL CONDITIONS

2.1 CALENDAR OF EVENTS: The following time schedule will be strictly adhered to in all actions relative to this solicitation, unless modified by the Department by addendum to this solicitation.

August 27, 2012	Solicitation issued.
September 4, 2012	All questions and/or proposed changes to the solicitation must be submitted in writing to the issuing officer by 4:00 PM Eastern Time (may be submitted earlier.) See Section 1.26.
September 10, 2012	Responses to written inquires and proposed changes will be posted on the Florida Vendor Bid System at: http://vbs.dms.state.fl.us/vbs/search.criteria_form .
September 17, 2012	Respondents' "Statements of Qualifications and Services Offered" are due. Responses must be received as specified in Section 1.44 of this solicitation, no later than 2:30 PM Eastern Time . Responses must be addressed to the Procurement Officer as specified in Section 1.3. All responses will be opened by Department employees starting at or after 2:30 PM Eastern Time at the Neil Kirkman Building, Room B409, 2900 Apalachee Parkway, Tallahassee. The public may attend the opening but may not review any proposals submitted until they become public records in accordance with Section 119.07, Florida Statutes. The names of respondents and the names of firms submitting "no proposal" responses will be read aloud.
September 24, 2012	There will be a public meeting of the evaluation committee for the purpose of evaluating Statements of Qualifications and Services Offered at 2:00 PM Eastern Time, in Room A427 of the Neil Kirkman Building, 2900 Apalachee Parkway, Tallahassee, FL.
September 25, 2012	Posting of one or more respondents selected for negotiations.
October 1 - 5, 2012	Demonstrations and Negotiations will be scheduled for up to the three (3) highest scoring SQSO Proposals in the auditorium of the Neil Kirkman Building, 2900 Apalachee Parkway, Tallahassee, Florida. Respondents may set up starting as early as 9:00 AM Eastern Time, the day before they are scheduled. Demonstrations will begin at 9:00 AM Eastern Time on the scheduled day.
October 16, 2012	Best and final offers to be submitted in writing as specified in Section 1.44 of this solicitation, no later than 2:30 PM Eastern Time .
October 29, 2012	There will be a public meeting of the evaluation committee for the purpose of evaluating final offers at 2:00 PM Eastern Time , in Room B130 of the Neil Kirkman Building, 2900 Apalachee Parkway, Tallahassee, FL.
October 30, 2012	Post notice of intended award. Performance and Damage Bonds due from selected contractor within fourteen (14) days.
October 26, 2012	Project Starts.
November 2012	Install Pilot Sites.
January 2013	Start Statewide Rollout.
December 2013	Complete Statewide Rollout.

Note: The performance bond is due within fourteen (14) calendar days of award.

2.2 TERM OF CONTRACT: Refer to attached Form PUR 1000, Paragraph 27. The contract shall be in effect upon issuance of a direct order or a contract is signed by both parties through June 30, 2016. Term shall be as specified on the Direct Order issued pursuant to this contract, with two (2) one (1) year renewal options at Department discretion contingent upon satisfactory service, unless terminated earlier by the Department under the terms provided herein, subject to an annual appropriation by the State Legislature. If at any time the contract is canceled, terminated, or expires, and a contract is subsequently executed with a firm other than contractor, contractor has the affirmative obligation to assist in the smooth transition of contract services to the subsequent contractor. In the event this solicitation includes renewals, the requirements of Section 287.057, Florida Statutes, shall apply.

2.3 PROPOSAL BOND: Each respondent selected to participate in negotiations shall submit with their written offer a proposal bond in the form of a cashier's check or surety bond, payable to the State of Florida in the amount of five percent (5%) of the total cost for the project. A Certificate of Deposit from a federally chartered financial institution may be submitted for the proposal bond as an alternative to a bond or cashier's check provided that the Certificate of Deposit is payable to the Department of Highway Safety and Motor Vehicles without recourse or reserve. The proposal bond will be returned to the successful proposer after the bid award has completed posting and after submission of the performance bonds, to unsuccessful proposers after award. The State will not consider alternative proposal and/or performance securities.

FAILURE TO SUBMIT A PROPOSAL (BID) BOND WILL CAUSE YOUR BID TO BE NON-RESPONSIVE.

2.4 PERFORMANCE BOND: The successful proposer shall supply, no later than the date specified in the Calendar of Events (Section 2.1), a Performance Bond issued by an insurance company licensed by the Florida Department of Insurance, covering the faithful performance of this contract, in all terms and conditions thereof throughout the full term thereof, between the Department and the proposer and which will further indemnify and save harmless the Department from all costs and damages by reason of the proposer's default, breach or failure to satisfactorily complete any of the following items:

- a. Payment to all entities, individuals, and the like furnishing labor or materials in connection with this contract.
- b. Successful, full and satisfactory completion, including the dates specified between the Department and the proposer, of the installation, ongoing operation and performance, consumable supplies and maintenance herein concerned.

In the event of any breach on the part of the proposer, the surety and/or the Department shall have the right to take possession, custody, and control of any work site and/or installation and to complete and operate same forthwith, with any costs attributable thereto borne by the Customer or the surety. In the event of control and operation of any site(s) by the Department or surety, the Department shall incur no financial obligation to the contractor, and shall recover from the contractor or surety any costs of cover, i.e. additional costs, if any, incurred by the Department in operating any site(s) during the breach by the contractor.

The performance bond must be in the amount of the total contract value/cost, not the annual cost. Performance bonds may be submitted with annual term dates but the total amount of the bond must be in the amount of the total contract cost/value. The performance bond amount shall not include the cost of any renewal option years.

A Letter of Credit may be submitted in lieu of a performance bond only when issued by a financial institution organized under the laws of Florida. A Letter of Credit issued by an out of state bank will not be accepted.

2.5 DAMAGES BOND: The proposer shall supply to the Department with the performance bond a bond for the payment of any liquidated damages as may become due and payable to the Department arising hereunder, in the face amount of 5% of the total cost for the project. The bond must be renewed annually no later than fourteen (14) business days prior to the beginning of the next contract or renewal period (**if renewed**). For the second and subsequent contract and renewal periods, the renewal bond amount must equal or exceed five percent (5%) of the total price amount proposed for the corresponding contract or renewal period in the proposer's proposal.

2.6 LIQUIDATED DAMAGES:

- a. Inasmuch as failure to implement the contract described herein by installation of half of the sites in the first fiscal year and the remaining sites in the second fiscal year, will result in substantial injury to the Department of Highway Safety and Motor Vehicles, the Awarded Contractor agrees to pay the State the cost of all sites that were not installed and operational in the scheduled fiscal year, except as otherwise agreed by the Department, not as a penalty, but as liquidated damages. Operational for purposes of this section means that the System performs as set forth in the ITN and the contractor's proposal. Liquidated damages shall be deducted from the monies due the contractor, except the contractor shall not be liable if failure to perform arises out of cause beyond the control and without the fault or negligence of the contractor (Acts of God, the public enemy, fires, floods, strikes, freight embargoes, regulated telephone company delays, etc.).
- b. If the contractor fails to successfully complete on-site repairs of the equipment or fails to provide like equipment on a loan basis with the time frame specified in Section 4.9, Maintenance Requirements for ninety seven percent (97%) of the reported monthly incidents, it is understood, and the contractor hereby agrees that the amount of one-hundred (\$100) per work hour for each hour the site is normally scheduled to be opened, not to exceed five-hundred (\$500) per day, per affected site, not to exceed fifty-thousand (\$50,000) per month shall be deducted from the monies due the contractor, not as a penalty, but as liquidated damages. Except the contractor shall not be liable if failure to perform arises out of cause beyond the control and without the fault or negligence of the contractor (Acts of God, the public enemy, fires, floods, strikes, freight embargoes, regulated telephone company delays, etc.)

2.7 PROPOSER'S INQUIRIES: The respondent shall examine this solicitation to determine if the Department's requirements are clearly stated. If there are any requirements which restrict competition, the respondent may request, in writing, to the Procurement Officer identified in Section 1.3 that the specifications be changed. The respondent who requests changes to the Department's specifications must identify and describe the respondent's difficulty in meeting the Department's specifications, must provide detailed justification for a change, and must provide recommended changes to the specifications. Questions concerning conditions and specifications of this solicitation, and/or requests for changes to the solicitation must be received in writing by the Issuing Officer no later than the date and time specified in the Calendar of Events (Section 2.1). A respondent's failure to request changes by the date described above, shall be considered to constitute respondent's acceptance of Department's specifications. The Department shall determine what changes to the solicitation shall be acceptable to the Department. If required, the Department shall issue an addendum reflecting the acceptable changes to this solicitation, which shall be posted on the State's Vendor Bid System at http://vbs.dms.state.fl.us/vbs/search.criteria_form in order that all respondents shall be given the opportunity of submitting proposals to the same specifications. Respondents submitting a proposal must submit by the Statement of Qualifications and Services Offered (SQSO) or best-and final-offer (BAFO) deadline, whichever follows any addendum, written acknowledgment of the addendum.

2.8 INDEPENDENT CAPACITY OF CONTRACTOR: The parties hereto agree that the proposer, its officers, agents and employees, in the performance of this Contract, shall act in the capacity of an independent contractor and not as an officer, employee or agent of the State. Proposer agrees to take such steps as may be necessary to ensure that each sub-contractor of proposer will be deemed to be an independent contractor and will not be considered or permitted to be an agent, servant, joint venturer, or partner of State. All persons furnished, used, retained, or hired or on behalf of proposer or such sub-contractor, and proposer shall be responsible for payment of any and all unemployment, social security, and other payroll taxes for such persons, including any related assessments or contributions required by law.

2.9 TECHNICAL DOCUMENTATION: All products bid must meet or exceed all conditions and specifications of the solicitation. When technical documentation is required by this solicitation, its purpose is to demonstrate compliance of the product bid with applicable technical requirements of the solicitation and to allow a technical evaluation of the product. Failure to provide the required technical documentation with the bid submittal shall make the proposal non-responsive, unless the Bureau of Purchasing and Contracts, in its sole discretion and in the best interest of the Department, determines the acceptability of the products offered through technical documentation available within the Department of Highway Safety and Motor Vehicles, as of the date and time of the bid opening.

Such authority of the Bureau of Purchasing and Contracts shall in no way relieve the proposer from the ultimate responsibility to submit the required technical documentation, nor shall any proposer assume that such documentation is otherwise available to the Bureau. The Department shall not be responsible for the accuracy of the technical documentation in its possession.

2.10 INVOICES: All invoices will be submitted in accordance with the attached Form PUR 1000, Paragraph 15. Invoices for services will reference a valid purchase order number and be submitted to the Contract Manager specified in Section 1.4 of this solicitation.

Invoices for commodities will reference a valid purchase order number and be submitted to:

Department of Highway Safety and Motor Vehicles
Bureau of Accounting, Accounts Payable Section
Neil Kirkman Building, Room A414, MS-22
2900 Apalachee Parkway
Tallahassee, Florida 32399-0514

2.11 BID OPENING: Bids will be opened in Room B409, Neil Kirkman Building, at the date and time shown in the Calendar of Events (Section 2.1 of the solicitation).

2.12 PROJECT PLANNING REQUIREMENTS: The department may request changes to the project plan submitted as part of the contractor's proposal. The project plan must be submitted in Microsoft Project. Additionally, prior to the start of the task that produces it, the contractor will draft a detailed description and approach for each deliverable. The department shall review the description and approach and shall request changes, if necessary, until it is satisfied that the deliverable will produce a product that meets requirements. The contractor and the department will mutually agree to review periods for the specified deliverables at the time the project plan is developed.

2.13 STANDARD DELIVERABLE REVIEW REQUIREMENTS: Each contractor deliverable described in the project plan shall be reviewed by the Department and shall require formal approval from the Department prior to acceptance. The primary focus of the Department review will be to determine compliance with the agreed plan and content of the deliverable and with the terms of the contract. The contractor shall include at least three (3) work days in the project work plan per deliverable for Department staff to conduct a complete review and to document findings. Based on the review findings, the Department may grant approval, may reject, or may request that contractor revisions be made. Additional review periods may be required when revisions are requested or a deliverable is rejected. Each deliverable shall be complete within and of itself, and shall be consistent with any previous deliverables produced.

The Department reserves the right to require the contractor to revise deliverables previously approved or to reject current deliverables based on inconsistency among deliverables.

2.14 SYSTEM AND PROPRIETARY SOFTWARE LICENSE: The contractor 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 system 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. Notwithstanding the foregoing, the Department acknowledges that its use of "commercial off the shelf" (COTS) licensed software and other pre-existing commercial software provided under this Agreement as part of the System provided hereunder is subject to the terms, conditions, use limitations and license terms contained in the COTS license accompanying the software or the end-user licensing agreement required by the licensor as a precondition to the use of the pre-existing commercial software by the Department. The Department acknowledges that the terms of such licensing agreements may differ from the foregoing provision.

The documentation that the contractor must furnish shall include all 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 deliver to the Department three (3) copies of the documentation or alternatively make the documentation available for download. 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 System which will be delivered under this contract as the Department deems necessary. The Department acknowledges that COTS licensing and other licensing agreements for pre-existing commercial software contain provisions relating to the licensed use of documentation accompanying the software with which the Department hereby agrees to comply. The Department may make one (1) backup or archive copy of the Software for the Installation Site.

Any copies of the Software and documentation which the Department acquires pursuant to the 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 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 System described in this ITN.

2.15 CUSTOM SOFTWARE: 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, documents, and materials prepared and created by the contractor for or in connection with the 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.

However, the Department understands that the contractor will not transfer ownership to portions of the custom software that embody 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 contractor has included in the custom software under a license from the third party. 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.

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 contractor or its subcontractors develop arising out of their performance under this contract, and, subject to the security requirements of the Department and prior written approval by the Department, contractor shall be free to provide the Custom Software developed under this Agreement 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 this Agreement. No ideas, concepts, techniques or custom software developed for this System and Agreement shall be provided to others without the prior written consent of the Department. The Department prefers that the contractor will complete and finalize all design/technical specifications, development, and testing on site in the Kirkman Building. However, the Department understands that it may not be practical to perform all development activities on site. The Respondent may state in his proposal a plan that includes some off-site development but the plan is subject to final approval by the Department prior to implementation. The contractor must submit to the Department for its approval proposed design documents and screen layouts of all custom software provided to meet the requirements of this ITN.

2.16 IMPLEMENTATION DATES: 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.

2.17 STATUS REPORTING: All work performed pursuant to the contract shall be reviewed in weekly status meetings with the Department's Contract Manager, commencing seven (7) calendar days following award of the contract. Status meetings will be held in the Neil Kirkman Building, Tallahassee, Florida, or other mutually agreed site. The contractor's Project Manager shall submit a monthly written status report to the Department's Contract Manager showing project tasks completed and tasks planned for completion during the next reporting period. The progress report will analyze progress to date, plans for the next period, and indicate any areas of concern. Work determined by the Department to be in non-compliance with the contract shall be brought into conformance by the contractor at no expense to the Department within ten (10) calendar days of written notice from the Department unless a longer time period for compliance is contained in the written notice from the Department.

2.18 COMPLIANCE REVIEW: The contractor is responsible for the implementation approach and schedule identified in the Calendar of Events. The contractor is required to pass a *COMPLIANCE REVIEW at a minimum of six pilot sites and up to ten pilot sites as designated by the state.* The State will verify, for a period not to exceed twenty (20) working days, that all the features and functions which the contractor proposed have been delivered and that they operate as set forth in the ITN and the contractor's proposal, then the State shall notify the contractor in writing that the system has successfully passed the *COMPLIANCE REVIEW*.

If the State determines that the system does not meet the requirements specified in this ITN and the contractor's proposal, the State will notify the contractor, in writing, of all deficiencies. The contractor shall correct the deficiencies within 20 working days, notify the State in writing, and the State will re-evaluate the system for another period not to exceed 20 working days.

No charges shall be paid for equipment, software, services, or supplies issued at the compliance site until the system at the pilot sites has passed the *COMPLIANCE REVIEW*. The System will not be installed in any other sites until the contractor has been notified in writing that the *COMPLIANCE REVIEW* has been successfully completed.

2.19 ACCEPTANCE PERIOD: Following installation, beginning on the date each system (group of machines and software installed at a single site) is turned over to the State, "Ready For Use", there shall be a five (5) day acceptance period.

A system shall be considered to have successfully completed the acceptance period if there have been no contractor-related problems for a period of five (5) days. A system that experiences a contractor-related problem will be considered to have failed the acceptance period.

In the event the system fails the acceptance period, the acceptance period shall begin anew when the contractor notifies the State that the system has been repaired and is ready to begin the acceptance period.

In the event the system has not passed the acceptance period within three (3) months from the date that the State has been notified that the system is "Ready For Use", the contractor must replace the entire system at the failed site.

2.20 SYSTEM DEMONSTRATIONS: The proposer is required to bring their equipment to the Department of Highway Safety and Motor Vehicles, Neil Kirkman Building, Tallahassee, Florida 32399-0560, during the week specified in the Calendar of Events. Specific date and time for each vendor's demonstration will be determined by the Department. The System Demonstration will be scored in the BAFO Evaluation.

Proposer shall demonstrate a complete system, composed of all hardware and software during the week specified in the Calendar of Events. The proposer will briefly discuss the features, ease of use, and durability of the equipment.

The proposer will produce thirty (30) sample decals. DHSMV will test the sample decals by comparing toner adhesion and overall appearance of the documents to those that are printed with the current equipment and toner. DHSMV employees will conduct timings during the demonstration as described below. Proposer will demonstrate printer toner replacement and any printer cleaning required when the toner is replaced, and cleaning that must be performed when the printer reaches its duty cycle. DHSMV will provide a representative set of FRVIS transactions that exercise the functionality of the equipment.

The Department will provide a limited number of sample media (registration/decals, temporary tags, and sample titles) and a DVD containing test images for fifteen (15) decals/registrations, a temporary tag, and a vehicle title in the format that FRVIS produces. The instructions for each test within the demonstration appear below. For those respondents selected for the negotiations and demonstration, the DVD and sample media may be obtained by submitting a written request to the Purchasing officer on or after the date specified in the timeline that the Department will post one or more respondents selected for negotiations.

The proposer may use these files to prepare for the Decal Timing Test, Decal/Toner Test, and the Additional Printer Demonstration tests prior to the scheduled demonstration.

Decal Timing Test

- 1) The proposer will produce one (1) test print of the configuration sheet from the printer.
- 2) The proposer will immediately produce fifteen (15) sample decals. DHSMV will record the time it takes for the fifteen (15) decals to come out of the printer.

Decal/Toner Test

DHSMV will produce sample decals as outlined below and test the sample decals by comparing toner adhesion and overall appearance of the documents to those that are printed with the current equipment and toner.

- 1) Print the decal, then immediately DHSMV will do the following:
 - While decal is still attached to registration:
 - a. Scratch the decal with fingernail
 - b. Rub the decal with finger
 - c. Put soap and water on the decal
- 2) Print another decal, then immediately DHSMV will do the following:
 - Place the decal on metal license plate and perform the following:
 - a. Scratch the decal with fingernail
 - b. Rub the decal with finger
 - c. Put soap and water on the decal

Additional Printer Demonstrations

The following additional printer demonstrations are vital functions of the printer and require the documents to be clear and legible, and the toner to adhere to the stock used for these functions. NOTE: There is no timing test for these additional documents.

- 1) The vendor must demonstrate printing two (2) individual temporary tags.
- 2) The vendor must demonstrate printing two (2) individual vehicle titles (must print duplex as described in Section 4.2.5 Decal and Other Forms Printer).

2.21 CONTRACTOR'S INSURANCE: See attached Form PUR 1000, Paragraph 35. The contractor shall not commence any work in connection with the contract until he has obtained all of the following types of insurance and such insurance has been approved by the purchaser, nor shall the contractor allow any subcontractor to commence work on a subcontract until all similar insurance required of the subcontractor has been so obtained and approved.

- a. **WORKERS COMPENSATION INSURANCE:** The contractor shall take out and maintain during the life of this agreement, Worker's Compensation Insurance for all of his employees connected with the work of this project and, in case any work is sublet, the contractor shall require the Subcontractor similarly to provide Worker's Compensation Insurance for all of the latter's employees unless such employees are covered by the protection afforded by the contractor. Such insurance shall comply fully with the Florida Worker's Compensation law. In case any class of employees engaged in hazardous work under this contract at the site of the project is not protected under the Workman's Compensation statute, the

contractor shall provide, and cause each Subcontractor to provide, adequate insurance, satisfactory to the purchaser, for the protection of his employees not otherwise protected.

- b. CONTRACTOR'S PUBLIC LIABILITY AND PROPERTY DAMAGE INSURANCE:** The contractor shall take out and maintain during the life of this agreement Comprehensive General Liability and Comprehensive Automobile Liability insurance that will protect the proposer from claims for damage for personal injury, including accidental death, as well as claims for property damages which may arise from operating under this agreement whether such operations are by the proposer or by anyone directly or indirectly employed by the proposer, and the amount of such insurance shall be the minimum limits as follows:
1. Contractor's Comprehensive General Liability Coverage, Bodily Injury & Property Damage: \$100,000.00 Each Occurrence, Combined Single Limit.
 2. Automobile Liability Coverage, Bodily Injury & Property Damage: \$ 50,000.00 Each Occurrence, Combined Single Limit Insuring clause for both Bodily Injury & Property Damage shall be amended to provide coverage on an occurrence basis.
- c. SUBCONTRACTOR'S PUBLIC LIABILITY AND PROPERTY DAMAGE INSURANCE:** The contractor shall require each of his subcontractors to secure and maintain during the life of the subcontract, insurance of the type specified above or insure the activities of his subcontractors in his policy as specified above.
- d. LOSS DEDUCTIBLE CLAUSE:** The Department shall be exempt from, and in no way 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 providing such insurance.

2.22 FINGERPRINT REQUIREMENTS: The contractor selected is required to have all of their employees, working in any phase of the design, maintenance, operation, or other delivery of the service required by this contract, to complete a fingerprint background check with the Florida Department of Law Enforcement. Fingerprint processing will be coordinated by the Division of Administrative Services to ensure that the department's records of building access are accurate. Unfavorable background check results may require a change in contractor personnel. This decision is the sole discretion of the Department. The fingerprint background check and non-disclosure form must be completed prior to obtaining access. Please see Attachment F entitled "DHSMV Fingerprint Confirmation" and Attachment G entitled "Non-Disclosure Agreement."

2.23 CJIS PERSONNEL SECURITY POLICY AND PROCEDURES

The Awarded Vendor must meet the following requirements:

1. Prior to granting access to CJI, the Awarded Vendor must verify identification of their employees via a state of residency and national fingerprint-based record check. Vendor and subcontractor personnel with access to physically secure locations or controlled areas (during CJI processing) must be subject to a state and national fingerprint-based record check unless these individuals are escorted by authorized personnel at all times and also must successfully complete a CJIS web based training class.
2. If a record of any kind is found, the Department must be formally notified and system access shall be delayed pending review of the criminal history record information.
3. When identification of the applicant with a criminal history has been established by fingerprint comparison, the Department shall review the matter.
4. An employee of the Awarded Vendor or subcontractor found to have a criminal record consisting of felony conviction(s) shall be disqualified.
5. An employee of the Awarded Vendor or subcontractor must also be disqualified on the basis of confirmations that arrest warrants are outstanding for such applicants.

6. The Awarded Vendor must maintain a list of personnel who have been authorized access to CJI and will, upon request, provide a current copy of the access list to the Department.
7. If the Department determines that access to CJI by an employee of the Awarded Vendor or subcontractor would not be in the public interest, access shall be denied and the employee's appointing authority must be notified in writing of the access denial.

2.24 E-VERIFY REQUIREMENT: Pursuant to the State of the Florida Executive Orders Nos.: 11-02 and 11-116, Awarded Contractor is required to utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment of all new employees hired by the Contractor during the contract term. Also, the Awarded Contractor shall include in related subcontracts a requirement that subcontractors performing work or providing services pursuant to the state term contract utilize the E-Verify system to verify employment of all new employees hired by the subcontractor during the contract term.

3.0 PURPOSE AND GENERAL INFORMATION

3.1 BACKGROUND: The FRVIS system, which was funded by a transaction per vehicle registration fee, provided computer hardware, software, services, and data circuits to each of the offices maintained by Florida tax collectors for issuance of motor vehicle titles and registrations.

In 2005/06, the Department was funded for statewide replacement of the Tax Collector computer equipment through a five (5) year installation purchase contract, which is expired. Equipment includes servers, workstations, notebooks, docking stations, monitors, printers, switches, keyboards/mice, and Uninterrupted Power Supplies (UPS). The equipment is now at the end of its useful life and needs replacing.

3.2 OBJECTIVES: The objective of this project is to provide a technology refresh of the computer equipment and system software, hardware maintenance, consumables, and services within the current budget funding.

3.3 CURRENT PROCESS: Currently, there are over three-hundred (300) Tax Collector Agencies statewide. See Attachment E for Office Locations. The Tax Collectors act as agents of the Department of Highway Safety and Motor Vehicles and are responsible for performing a wide variety of transactions.

The Division of Motorist Services headquarters has the same capability to also perform these transactions. However, Motorist Services has basically decentralized its operations; about ninety-five percent (95%) of all transactions are processed by local Tax Collector offices. The registration and title transactions that are performed at headquarters are handled through the Customer Service Walk-In Section and Fast Title Service Center, respectively.

FRVIS is a client server custom system designed to assist the Tax Collector and Departmental personnel process vehicle and vessel title and registration applicants. FRVIS currently operates on Windows 2003 servers and Windows XP and Windows 7 workstations, laser printers and a local area network connected via a TCP/IP wide-area network to a centralized Oracle database. It is written in Uniface, which is a model-driven, fourth generation language and uses a SOLID database on the local server to store code tables and transaction data. FRVIS is loaded on the server but the executable is run on the workstation.

FRVIS includes the following functions:

- Provides real-time access to a central database to obtain customer, vehicle, vessel, handicap parking, and history information.
- Provides real-time update for vehicle, vessel, and handicap parking transactions.
- Provides daily activity reports.
- Interfaces to the National Motor Vehicle Title Information System (NMVTIS), which is a national system designed to deter title fraud.
- Processes commercial motor vehicle operators to meet the requirements of the International Registration Plan (IRP), which is apportioned registration for interstate carriers and International Fuel Use Tax Agreement (IFTA), which is apportioned fuel tax payments for interstate carriers.
- Computes fees and updates the collection and distribution of revenue.
- Prints over-the-counter decals, registrations, title applications and other documents.
- Prints over-the-counter titles.

Many of the Tax Collectors maintain their own networks and have commercial applications such as cashiering systems that access FRVIS data stored on the local server. Other commercial software (including customer queuing systems, cashiering systems, property tax, hunting and fishing, word processing and email), purchased by the Tax Collectors runs on the Department-owned workstations, which is permitted as long as it does not interfere with FRVIS operations. The hunting and fishing application also uses a printer that is connected to the FRVIS workstation using a serial port. Many of the Tax Collector offices also provide driver license services using the Florida Driver License Information System (FDLIS). The Department's Digitized Imaging System (DIS) interfaces with FDLIS, document scanning of identity documents, image capture and the Automated Driver License Testing system (ADLTS).

FDLIS is a client server custom system designed to assist the driver license examiner efficiently and effectively process driver licenses, identification cards, and administrative hearing applicants. FDLIS operates on Windows XP workstations, a variety of printers, and a local area network connected via a TCP/IP wide-area network to a centralized Oracle database. FDLIS uses a graphical user interface. It is written in Uniface, which is a model-

driven, fourth generation language and uses a SOLID database on the local server to store code tables and transaction data. FDLIS is loaded on the server but the executable is run on the workstation. The FDLIS equipment has been refreshed through a separate contract.

The DIS runs on the same server and workstations as FDLIS and integrates scanning of identity documents and image capture and produces the DL/ID card. The DIS uses a number of peripheral devices including DL/ID card printers, document scanners, cameras, barcode readers and signature pads.

3.4 CURRENT EQUIPMENT: The chart below is a description of the current equipment and counts.

Type	Equipment Description	Total
Switch	Hewlett Packard ProCurve 2600 Series Switch 2650-48 (167) and 22610-48 Switch, 2626-24 and 2610-24 Switch (200)	367
Server	Hewlett Packard ProLiant ML 370 G4 Server and Hewlett Packard ProLiant ML 370 G5 Server	278
Monitor	Hewlett Packard L1706 17 inch Flat Panel LCD Monitor Hewlett Packard L1710 17 Inch Flat Panel LCD Monitor	4627
PC	Hewlett Packard Compaq dc7600 Convertible Minitower PC Hewlett Packard Compaq dc7700 Convertible Minitower PC Hewlett Packard Compaq dc7800 Convertible Minitower PC	4431
Docking Station	Docking Station for Notebook PC	126
UPS	Belkin 1000VA Small Enterprises UPS	315
UPS	Belkin 1500VA Small Enterprises UPS	277
Notebook PC	Hewlett Packard nc6400 Notebook PC Hewlett Packard 6910p Notebook PC	157
Laser Printer	Samsung ML-3561N Monochrome Laser Printer Samsung ML-4050ND Monochrome Laser Printer	5006
Mouse	Hewlett Packard Notebook USB Scroll Mouse (HP part #DC369A)	142
Keyboard	Hewlett Packard Notebook USB Keyboard (HP part #DT5267A)	142

3.5 DESCRIPTION OF THE CURRENT DECALS: The ITN does not include decal/registration paper. Decals and registrations must adhere to specifications described in Attachment A. Toner ink adhesion is a component of these specifications.

4.0 MANDATORY REQUIREMENTS

Awarded Contractor must bear full responsibility to ensure successful installation, implementation, operation and maintenance of all hardware and software associated with this ITN.

4.1 SYSTEM REQUIREMENTS:

1. Prospective Contractor must identify equipment name, model and feature numbers, and quantities for all equipment proposed. Describe how the equipment meets the technical requirements 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 equipment weight and dimensions. Identify environmental requirements. Identify power requirements. Identify date when the equipment was made available for general sale.
2. Prospective Contractor must identify all software by name and version number. Describe how the software meets the requirements in the ITN. Briefly identify any additional relevant features. Prospective Contractor must identify all printer consumables (excluding paper) and their product yield assuming a five percent (5%) coverage area.
3. Awarded Contractor must provide complete systems meeting the specifications described herein. All proposed hardware must be new, not reconditioned or refurbished. All hardware must be at the latest engineering change level as offered by the original manufacturer and must have been manufactured within the last twelve (12) months. All hardware and "off-the shelf" software technology proposed must be available at the time of the required demonstration. Quantities of equipment per office location are specified in the Attachment E, Hardware Inventory by Office Location.
4. All software must be current versions containing the latest security patches at the time of install, unless otherwise agreed to by the Department. It is the responsibility of the Awarded Contractor to have staff with sufficient expertise to make recommendations for configuration of purchased software.
5. All prices must include delivery to end user site, installation of all hardware and software, connection of all peripheral devices and testing of final installed system to ensure operational status of all devices. All servers and associated system and application software are to be pre-staged at Awarded 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.
6. Some Tax Collector offices that issue driver licenses may have FDLIS servers and other equipment that was provided by the vendor of the Digitized Driver License contract as well as FRVIS workstations and other equipment. This equipment was recently refreshed and will not be replaced again in this acquisition. The installation of FRVIS workstations and other equipment in these offices is the responsibility of the Awarded Contractor. The Awarded Contractor must work with digitized driver license vendor, L-1, and the Department regarding these installations to make any changes required on the server for the new FRVIS workstations and other equipment.
7. Some Tax Collectors who maintain their own networks prefer to connect the printers locally via a USB or parallel port. If they chose to do so, they must provide the printer cable. If the printers reside on the Department's network, the printers will be connected via the network.

4.2 EQUIPMENT/SOFTWARE/SERVICES: The Department has listed mandatory requirements for Prospective Contractors.

4.2.1. GENERAL SYSTEM REQUIREMENTS:

1. Workstation configuration must allow comfortable operation of both camera and keyboard by office employees. Display units must include reflections/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. Printer noise level must not exceed seventy-five (75) decibels.
2. 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.
3. All electrical equipment must include surge suppresser that meets UL Standard 1449. The number of surge protectors should be equal to the number of workstations, plus the number of title printers, plus one surge protector for every two (2) decal high-speed printers.
4. All computer devices and peripherals must be certified for FCC, Class A operations.
5. All computer devices and peripherals must operate normally under room temperature extremes (20 – 100 degrees Fahrenheit.)
6. Equipment quantity by type is defined in the chart below:

Type	Quantity	Comments
Switch 24 port	200	
Switch 48 port	167	
Server	249	Decrease due to virtualization of servers located at headquarters
Server monitor	249	
PC	4431	
PC monitor	4200	Some tax collectors purchase their own monitors
Docking Station	157	
UPS Server	249	
UPS Switch	315	
Notebook PC	157	
Laser Printer	5006	Includes mailroom high speed decal printers
Surge Protectors	8000	

4.2.2 SERVERS:

Make	Dell, Hewlett Packard
Processor	Intel E5-2670
Memory	8GB minimum
Disk Storage	Five (5) disks, minimum 10k rpm, 300GB minimum, two (2) (raid1), three (3) (raid 5) hot swappable drives. The Department will work with the Contractor in determining how the partitions will be sized.
NIC and Power Supply	Must provide redundant NIC and power supply
UPS	External auto switching uninterruptible Power Supply (UPS) with batteries to provide at least twenty (20) minutes of server, router and switch 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.
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	Standard Windows Keyboard USB
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	Desktop Style Enclosure with rack mount kit
CD/DVD RW	Minimum 16x DVD + RW
Operating System Software	Windows 2008 R2 Server with latest Service pack and "hot fixes" installed. Must be purchased with volume licensing that does not require activation of each individual operating system after it has been installed. The Department will purchase the operating system software directly from State Contract.
Virus and Spyware Protection Software	The Department is licensed for Symantec EndPoint Protection.
Internet Explorer	Version to be specified by the Department
Backup and Recovery Software	The Department is licensed for Symantec Backup Exec. It is the responsibility of the Contractor to encrypt the backup set and demonstrate the recovery/restore of a file from the encrypted backup as part of the initial server build.
Image Software	The Department is licensed for Symantec Ghost; however, the Department will consider alternate solutions providing the Contractor provides any software licensing required. Alternate solutions must be approved by the Department prior to the BAFO.
Backup Flash Drives	Eight (8) 128 GB flash drives per server
Remote Console Management	Remote console management with server power on/off. Include client server licensing as necessary.

4.2.3 WORKSTATIONS:

Make	Dell, Hewlett Packard
Processor	Intel Core i5-2500
Memory	Four (4) GB minimum
Disk Storage	250 GB SATA minimum. The Department will work with the Contractor in configuring the size of C and D drives.
Parallel port	With at least one available beyond what is required for the new equipment.
Serial ports	At least one (1) available. Include price for an additional serial port adaptor in the Supplemental Cost Sheet in case they are needed by some of the tax collectors. This will be determined in the site survey.
USB 2.0 or 3.0 with backward compatibility	With at least four (4) available ports. Include price for an additional USB card in the Supplemental Cost Sheet in case they are needed by some of the tax collectors. This will be determined in the site survey.
Enclosure	The workstation processor must be able to be converted from a desktop to a tower as specified for each office.
Network Connection	Ethernet network interface connection using TCP/IP protocol over UTP for 100BASE-T/1000BASE-T with RJ-45 connector
Extension cables	Include extension cables for video, keyboard, and mouse to permit desk side placement with display, keyboard, and mouse on tabletop in the Supplemental Cost Sheet in case they are needed by some of the tax collectors. This will be determined in the site survey.
Monitor	22 inch (21.5 inch) flat panel (thin) LCD monitor that supports 1680 x 1050 screen resolution; Backlight Tech: LED; DVI-D ; Stand Adjustable
Keyboard	Standard Windows Keyboard USB
Mouse	USB Optical scroll mouse
DVD RW	Minimum 16X DVD +-RW
Operating System Software	Windows 7 Professional or higher 32 bit. Must be purchased with volume licensing that does not require activation of each individual operating system after it has been installed.
Virus and Spyware Protection Software	The Department is licensed for Symantec EndPoint Protection
Internet Explorer	Version will be specified by the Department.

4.2.4 LAPTOPS:

Make	Dell, Hewlett Packard
Processor	Intel Core i5-2540M
Memory	4 GB minimum
Disk Storage	250 GB SATA minimum. The Department will work with the Contractor in configuring the partitioning of C and D drives.
Network Connection	Ethernet network interface connection using TCP/IP protocol over UTP for 100BASE-T/1000BASE-T with RJ-45 connector
Display	15.6 diagonal LED backlit anti-glare
Keyboard	Standard Windows Keyboard
Mouse	USB Optical scroll mouse
DVD RW	Minimum 8X DVD+RW
Operating System Software	Windows 7 Professional. Must be purchased with volume licensing that does not require activation of each individual operating system after it has been installed.
Virus and Spyware Protection Software	The Department is licensed for Symantec EndPoint Protection
Internet Explorer	Version will be specified by the Department.
Docking Station	Minimum Dual monitor support for 1 VGA and 2 DVI; 2 Display Ports; 5 USB
Battery	6 cell
NIC	Wireless Integrated

4.2.5 DECAL AND OTHER FORMS PRINTER: A sturdy business/office oriented workhorse printer is required with a strong duty cycle that prints relatively fast, with high print quality, a compact footprint, and reasonable toner costs.

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) decals per minute
Network	Must be networkable but also must be able to be connected parallel or USB (see Section 4.1.7)
Toner	Must strongly adhere to the decal. Must be OEM.
Consumables	Must provide all consumables except paper. Include the cost of all consumables (including toner, drum, etc.), except paper, in the Cost Tables.
Paper trays	Must provide two (2) trays that hold a minimum of five-hundred (500) documents each plus a manual feed.
Paper size	Letter and smaller
Manual feed	Must provide a means to validate a check.
Resolution	Minimum of 600 X 600 dpi
Automatic Duplexer	Yes. 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.
Print Drivers	Must be standard printer drivers. No custom drivers.
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.

Operating Systems Support	<ul style="list-style-type: none"> • Microsoft Windows 7 • Microsoft Windows Vista • Microsoft Windows XP

Prospective Contractor must provide the following information for the printer model proposed:

Print Speed:	___ ppm
Resolution:	
Estimated Cost Per Page (Plain Text Page (Highest yield vendor ink)):	\$__.
Toner Cartridge Number	
Cartridge Yield	
*Start-Up Cartridge Yield (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

***NOTE:** Initial Start-up Cartridge yield is for information purposes only. This yield quantity must not be included in the cost calculation for toner related requirements in the cost sheet.

4.2.6 MAILROOM HIGH SPEED DECAL PRINTER: Mail room (high speed) renewals are processed through the FRVIS application. The FRVIS application reads a flat file of multiple transaction ids and prints the registrations using a “print farm” set up at the agency. Multiple printers operating as a print farm are acceptable to meet the performance requirements and 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 makes the modifications and supports the modified software for the life of the Contract. Must meet the same requirements as described in section 4.2.5 and the following:

Speed	Must print a minimum of ninety (90) decals per minute
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4.2.7 SWITCHES: Each office will have an intelligent, fast Ethernet 10/100/1000–Base T autosensing switch, sized for all networkable devices in the office. Switches are not required for servers located in the Neil Kirkman Building [except there will be two (2) in the software development area and not required for offices that have servers and switches provided by the L1- Identity Solutions Contract (see Attachment E, Current Inventory by Office Location)]. Prospective Contractor must include one (1) port for each device, the router and five (5) additional ports for growth at each site.

1. Must fit in a nineteen (19) inch rack (may use racks that are currently installed in each office).
2. Must be stackable and managed as a single device (20% of the switches need to come fully equipped with all of the necessary hardware or software required to be stackable).
3. Must support full Rmon standard (RFC1271 – must support four (4) of the nine (9) groups).
4. Must automatically detect newly connected devices.
5. All devices including print servers must be connected to the switch.
6. Must include a UPS with the same requirements described for the server.

The Department has developed a standard based solution requiring the use of Cisco switches going forward. The Prospective Contractor must provide a Cisco switch model that allows for complete application and hardware system functionality.

4.2.8 OFFICE WIRING: Due to budget constraints, the Department may use existing wiring for installation and upgrade the cabling after the equipment is installed, in year three (3) of the Contract. However, if there are sufficient funds to upgrade the cabling at the time of installation, we may choose to do so at that time. When the new cabling is installed, the old cables must be removed. The Department will consider equivalent networking cable, jacks, racks, and distribution panels as substitutes for the parts detailed in this section if they serve the same purpose and meet the minimum network cabling standards.

1. Awarded Contractor must provide a nineteen (19) inch wide relay rack (may use racks that are currently installed in each office).
2. Each device location must have one (1) run pulled to the relay rack.
3. Each room must be wired with category 5E or category 6, unshielded 4 pair wires with ECO category 5/6 outlet.
4. Each wire must be pinned out to the 8 position 568A standard 4. The first outlet on the wall jack (AMP Part #557691-1) must be designated for telephone use and must be almond in color (RJ45). Remaining outlets must be black (RJ45 – AMP Part #557818-4) to indicate data. The two (2) remaining outlets are for growth and must have a "Blank" insert (RJ45 – AMP Part #557626-1).
5. Each face plate's wires must terminate in the closet on an AMP Distribution Panel – Part #55743-1, and be labeled according to room number and face plate number.
6. Phones and data cables can be connected to appropriate rooms by patch cables. These cables are category 5E or 6 with 568A 8 position RJ45 connectors.
7. Black to represent data and blanks for growth.
8. A wire management panel, part #558331-1, must be installed in the rack between the switch and distribution panel to manage patch cables.

4.3 SYSTEM INSTALLATION:

1. Prospective Contractor must include a proposed work plan, to include time frames, outlining the statewide installation. Provide job descriptions and number of personnel to be assigned to equipment installation, testing, and implementation of the project. Include any assumptions made developing the installation plan.
2. The Department anticipates after the Compliance Review that about one half of the sites will be installed before July 1, 2013 and the remaining sites will be installed before December 31, 2013. Installation schedule to be jointly developed by DHSMV and Awarded Contractor subject to concurrence from appropriate Tax Collectors. The schedule will be kept up to date through the term of the installation by mutual agreement of both parties.
3. Awarded Contractor is responsible for complete installation of all hardware and software and training at each site. Complete installation includes, but is not necessarily limited to site surveys, cables, computer, computer peripherals, system software, application software and end user training. In sites that have a driver license server, the Awarded Contractor is responsible for installing all FRVIS equipment and any changes required on the server. Awarded 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 new equipment is complete.
4. Awarded Contractor must provide hardware and software specialists during the equipment installation at each office and they must remain at the site until the system is operational and problem free.
5. At the time of installation, Awarded Contractor is responsible for providing written guidelines to each office location to include but not limited to: Equipment system overview; Equipment operational instructions; Device connectivity information; Cleaning instructions; Instructions for changing toner; Other operator related responsibilities instructions; and General user troubleshooting information.

6. Installation of the System must be accomplished in the designated field offices during weekend hours, unless otherwise agreed to by the Department and appropriate Tax Collector. The Awarded Contractor must plan installation as follows:

Friday night after 6 p.m. through Sunday

Install new equipment, run new installation hardware diagnostics, install software.

Monday

Train office personnel on proper method of operating equipment. Turn system over to office personnel for normal operation. Hardware and software personnel must be at site to answer questions and resolve problems.

At the time of each site installation, Awarded Contractor must provide a service log to be maintained at that site. This service log must contain at least the information described in 4.9.8 entitled "Incident Reports," about each maintenance call made to that site.

4.4 EXISTING FRVIS EQUIPMENT: FRVIS equipment owned by the Department currently installed, which will be replaced as a result of this ITN must be de-installed by Awarded Contractor and removed from the site by Awarded Contractor at the time of new equipment installation. De-installation is to include wiping all the information on the hard drives on workstations and servers using a secure delete utility (approved by DHSMV) to permanently and securely delete files so that they may not be undeleted. All FRVIS equipment owned by the Department which will be replaced by this ITN must be taken in trade by the Awarded Contractor with the exception that the Department may want to retain 1100 workstations and up to 81 existing printers. After the devices are wiped, the Department will either arrange for them to be picked up or pay for their shipment.

4.5 DESIGNATED PERSONNEL:

1. For the term of the contract, Prospective Contractor must designate a Service Coordinator to handle coordination of all service calls between DHSMV staff, Awarded Contractor, and Tax Collector personnel. The Service Coordinator must be available during business hours by email and phone. This individual must have a working knowledge of the equipment being serviced through this contract. This working knowledge must be sufficient for the individual to fully understand the repairs being made at the sites and communicate with both Awarded Contractor's field service personnel and Department's technical staff.
2. Prospective Contractor must designate a Project Manager from beginning of project until all new systems are installed and fully operational. The Project Manager is required to be at the Department of Highway Safety and Motor Vehicles, Neil Kirkman Building, 2900 Apalachee Parkway, Tallahassee, Florida for the status meetings described in section 3.11 and may be required to be on site more often if issues/problems need to be addressed. The Project Manager is required to be available by phone during business hours and when installations are occurring.
3. The Department will designate a Project Manager and a backup project manager from beginning of project until all new systems are installed and fully operational.
4. Occasionally Tax Collectors open, relocate or close offices. For the term of this Contact, the Prospective Contractor must provide qualified staff that upon request can install equipment and relocate equipment to new offices. Staff must have:
 - an in-depth knowledge of servers, workstation, and troubleshooting techniques;
 - a thorough knowledge of hardware configuration and network connectivity; and experience with installing and configuring server hardware in a Windows Server 2008 environment, Microsoft Active Directory, and in deploying Windows 7 workstations.
5. The Awarded Contractor will ensure that backup personnel are kept up to date with the project so that backup personnel can fill in if the primary personnel are not available. All contract personnel will be highly skilled and have previous experience in the area of expertise they are assigned.

6. Awarded Contractor's project manager and key technical leads assigned to the project may not be reassigned by the Awarded Contractor to other projects without the written approval of the Department. Awarded Contractor personnel assigned to the project may not be reassigned by the Department to other projects without the written approval of the Awarded Contractor.
7. If, in the Department's sole opinion, Awarded Contractor personnel assigned to project do not exhibit the knowledge, skills, abilities and other qualities necessary to ensure timely and successful completion of the projects, the Department will provide written notice and justification for replacement of the personnel. The Contractor will have ten (10) days from the receipt of such request to resolve the issues. If the issues are not resolved within ten (10) the Awarded Contractor must replace the individual(s) with a more qualified individual(s) within one (1) month from receipt of such notification by the Department. Should the Awarded Contractor wish to change the employees named in their proposal the Department must approve the proposed replacements.
8. Vacation time due Awarded Contractor personnel assigned to the project must be coordinated with the designated Department employee. Awarded Contractor must work with the Department regarding scheduling of vacation time for Awarded Contractor employees and must make all reasonable efforts to comply with the Department's requirements.
9. The Prospective contractor must identify all key personnel who will be providing maintenance on the System, furnish the Department with a means of identifying these personnel, furnish the Department with credentials on these personnel and notify the Department at least thirty (30) days in advance of any reductions in staffing levels of key personnel at any local or district office serving the Department.
10. All personnel performing maintenance must be trained to service the equipment covered by this contract. Training must be completed before individual is assigned to service the equipment covered by this contract. Training must be provided to whatever level is necessary to ensure the individual has the requisite qualifications to perform satisfactory maintenance service

4.6 TONER: The Prospective Contractor will provide the cartridge model number and yield. The Department provides each office with the estimated toner cartridges required to print decals, titles, and other forms based on the office production of those forms last fiscal year. Many Tax Collectors purchase additional toner needed above the allotment and the Awarded Contractor must provide the same cartridges to the Tax Collector at the same price entered in the Cost Table A. The number of toner cartridges in the cost sheets is based on a twelve thousand (12,000) cartridge yield. If the Prospective Contractor's cartridge yield does not equal twelve thousand (12,000), the Prospective Contractor must calculate the number of toner cartridges required based on the percentage of the Prospective Contractor's toner yield compared to twelve thousand (12,000). As stated in Section 4.2.5 Decal and Other Forms Printer, for purposes of these calculations, Prospective Contractors may not include the initial Start-up Cartridge yield for cartridges that are shipped with the printer. If there are also drum requirements or other multiple consumable components relating to toner to be purchased, these must be included and be calculated in a similar manner as described for toner. For instance, if the Prospective Contractor's toner yield is twenty-four thousand (24,000), the number of cartridges would be fifty percent (50%) of the number of cartridges in Cost Table A. The cost of toner cartridges (and drums or similar consumables if required) for the duration of the project must be entered in the cost sheets for purposes of determining the total cost of the solution provided and will be used in the price evaluation; however, the Department may choose to bid the cartridges to obtain the best pricing.

4.7 SITE READINESS: Prospective Contractor must state in their response the minimum acceptable site and environmental standards that are required for site installation,

1. Awarded Contractor must perform a site survey of each site at least ninety (90) days prior to the scheduled installation at that site, except the site survey for the Pilot Sites must be performed as soon as reasonable after award of the contract. As a result of the site survey, Awarded Contractor must notify the Department in writing, at least seventy five (75) days prior to the scheduled installation at that side, except the Awarded Contractor must notify the Department in writing for the Pilot Sites as soon as reasonable after award of the contract, of any situations at that site which do not conform to Awarded Contractor's minimum acceptable standards for proper operation of the equipment to be installed.

2. Awarded Contractor, as part of the site survey, must identify all modifications required to the electrical power supply of each office to properly accommodate the equipment bid. Notification of required electrical modifications must be given to the Department in writing at least seventy five (75) days prior to the scheduled installation at that site, except the Awarded Contractor must notify the Department in writing for the Compliance Site as soon as reasonable after award of the contract.
3. It is the Department's responsibility to have the site prepared in accordance with Awarded Contractor's minimum site and environmental requirements prior to the agreed upon delivery date of the equipment. The Department will make every effort to ensure the site is prepared fifteen (15) days prior to scheduled delivery of the equipment.
4. It is the Awarded Contractor's responsibility to inspect the site at the completion of the Department's preparation. If the site is not prepared in compliance with the Awarded Contractor's minimum site and environmental requirements, Awarded Contractor must notify the Department in writing, listing all deficiencies within fifteen (15) days. The Department will make every effort to correct the listed deficiencies as rapidly as possible. This inspection and notification procedure must be repeated, if necessary, until the site is in compliance with Awarded Contractor's minimum site and environmental requirements.

4.8 ADDITIONAL SYSTEM REQUIREMENTS:

The Department, at its discretion, may upon ninety (90) days written notice require that the Awarded Contractor provide additional complete systems or components to satisfy its operational needs. This could be in addition to the number of systems specified in the Cost Tables. Equipment/software must be offered at the original proposal price or current state government pricing, or at a negotiated price, whichever is lower. In addition, the Department reserves the right to move any and all equipment from one location to another in order to meet its operational requirements. The Awarded Contractor will be notified in writing, thirty (30) days in advance, of any changes required. During the term of the contract, additional offices may be added or existing offices closed.

Tax Collectors may purchase additional equipment to supplement the equipment provided by the Department. The Awarded Contractor must provide a means for Tax Collectors to purchase additional equipment directly from the Awarded Contractor at the same pricing as provided to the Department. Tax Collectors may choose to purchase additional equipment directly from the Awarded Contractor or through the Department, with the Department coordinating the purchase and obtaining reimbursement from the Tax Collector. The Awarded Contractor must provide the Tax Collectors with the image components of the new workstation and a means to purchase a new workstation ahead of time so that they can develop their own workstation image prior to their installation date, if they choose to do so.

4.9 MAINTENANCE REQUIREMENTS: Briefly discuss any additional but relevant features or services. Include preventative maintenance procedures required for Motorist Services/Tax Collectors/Agents and the Prospective Contractor. For printers, state the printer duty cycle period, the type of cleaning and cleaning consumables required and describe the cleaning process. Include a justified frequency of preventive maintenance by the Prospective Contractor, a description of how parts supply and back-up equipment availability will be assured statewide, a detailed explanation of response times for unscheduled service needs, escalation procedures, and the number of representatives available and their office locations in the State. Briefly discuss any additional but relevant features or services. Include preventative maintenance procedures required for Motorist Services/Tax Collectors/Agents and the Prospective Contractor. Include a justified frequency of preventive maintenance by the Prospective Contractor, a description of how parts supply and back-up equipment availability will be assured statewide, a detailed explanation of response times for unscheduled service needs, escalation procedures, and the number of representatives available and their office locations in the State.

4.9.1 REPAIR AND MAINTENANCE PLAN: Prospective Contractor must provide a detailed repair and maintenance plan that describes how the plan meets the requirements of the ITN.

1. During the entire term of the contract and any renewal periods, Awarded Contractor must render maintenance to keep the system in, or restore the system to, good working order. For purposes of the contract, hardware and/or software restored to good condition will be defined as hardware and/or software that must perform all functions as prescribed in this ITN and the manufacturer's published specifications for such hardware and/or software as originally manufactured.\

2. Principal period of maintenance shall be twelve (12) working hours per day, from 7:00 a.m. to 7:00 p.m. Eastern Time, Monday through Friday. At the discretion of the Department, the principal period of maintenance may be changed for an installation site by attaching an amendment that states the alternative hours of maintenance for that site.
3. Awarded Contractor must provide adequate staff 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 directly to the agency. In most cases, replacement of keyboards, mouse, and monitors will be performed by office personnel but in few cases where office personnel are unable to perform the replacement, the replacement will be done by the Awarded Contractor, at no additional charge.
4. Maintenance service must include unlimited replacement parts and unlimited service calls to any and all sites during the principal period of maintenance.
5. Space for Awarded Contractor personnel and warehousing of spare parts, supplies, and equipment must be at the Awarded Contractor's expense and will not be provided by the Department.

4.9.2 REMEDIAL MAINTENANCE: Prospective Contractor must provide a detailed remedial maintenance plan that describes how the plan meets the requirements of the ITN.

1. Awarded Contractor must provide a central dispatch office to which the Department may place all calls for remedial maintenance. The central dispatch office must have a toll free telephone number for use by the Department in placing calls for remedial maintenance. Awarded Contractor must ensure sufficient telephone lines and personnel are in place in its central dispatch office to receive all calls for remedial maintenance placed by the Department during the principal period of maintenance. Prospective Contractor Must establish a procedure by which Department calls can bypass normal query-before-dispatch process. .
2. DHSMV has a centralized service desk called TAC (Technical Assistance Center) that is the central point of contact for incidents and standard changes. TAC provides records and tracks incidents in a Service Management System, provides level-one support, escalates to level-two support, if needed, and escalates to the Awarded Contractor if it appears there is a malfunction with the equipment covered by this contract. Each call placed to the central dispatch office must use the reference number assigned by TAC and may also be given a unique reference number by the central dispatch office. The reference number assigned by TAC will be used by both Awarded Contractor and Department personnel when reporting required information or attempting to resolve associated problems.
3. All requests for remedial maintenance must be acknowledged to the Department by the appropriate service personnel within one (1) hour after the Department has placed a call for remedial maintenance to the Awarded Contractor's central dispatch office. For servers and switches on-site remedial maintenance by the Awarded Contractor must be completed and the site returned to full operational status within four (4) working hours after notification by the Department that the equipment and/or software provided by Awarded Contractor is inoperable, unless the Department and Awarded Contractor mutually agree to another period of time and ends when the Awarded Contractor turns the system over to tax collector personnel, Ready For Testing (RFT). If the system is not operational when the tax collector personnel test the system, the fix time continues from the last RFT to the next. For all other equipment on site remedial maintenance by the Awarded Contractor must be completed and the equipment returned to full operational status by the close of the second business day. Full operational status 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. Specifically, full operational status means all operating system, software applications, drivers and other associated or required software reloaded on the machine.
4. It is the responsibility of the Awarded Contractor to build server and workstation images that includes all Awarded Contractor provided software and Department supplied software for full operational status (including FRVIS, FDLIS, and Capture) for the initial installation and subsequent restoration of workstations and servers). Workstations at the Department's headquarter location

are different than those in field offices. It is the responsibility of the Awarded Contractor to build images for those workstations that include all Department-owned software. The Department will provide the list of base image components for headquarters.

5. The Awarded Contractor must deliver a workstation and server build document that details the image process and keep the documentation up to date for the Contract period. If the server and workstation models change over the contract period, due to obsolescence of the proposed models, it is the responsibility of the Awarded Contractor to build new configurations and develop new images within sixty (60) days of email notification. If the Department updates operating system patches and other versions of Department software that require new images, it is the responsibility of the Awarded Contractor to develop new images within sixty (60) days after email notification. However, if the Department makes a specification change after sixteen (16) days of the original email notification, the Awarded Contractor will have an additional forty five (45) days from the specification change date to complete the image. The Department will not request more than one image update per quarter. The workstation image is stored on the local server. 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.
6. If the server is operational but remedial maintenance is required, remedial maintenance may be performed on a scheduled basis.
7. Notebook battery and UPS battery replacement must be included in the maintenance cost.
8. Only new parts approved by the original equipment manufacturer for the specific device being serviced must be used when replacement parts are required, unless new parts are unavailable. If new parts are unavailable, manufacturer certified refurbished parts are acceptable.
9. Upon completing the required remedial maintenance, and before leaving the site, or before leaving the site if remedial maintenance is incomplete, Awarded Contractor's maintenance personnel must notify the site's office manager and email TAC to report the site status and time of departure or notify TAC as agreed upon the Department and the Awarded Contractor. TAC will update the incident resolution time in the Service Management System. Incidents are not considered closed until the Contractor emails the TAC that the incident is closed. Incidents not closed by the Awarded Contractor within the completion times required are subject to liquidated damages as defined in Section 2.6.
10. Prospective Contractor must establish an escalation procedure whereby the service personnel assigned to perform the remedial maintenance may get assistance in problem determination and/or resolution if necessary to ensure a timely repair of the device out of service. A copy of Awarded Contractor's escalation procedure must be given to the Department's contract manager prior to the installation of the first site.
11. Awarded Contractor is responsible for O/S support within the scope of backup and recovery. The Department will maintain the day to day operation of the O/S including MS patches and overall performance. Liquidated damages will only apply to the OS when it is related to backup/recovery.
12. Awarded Contractor is responsible for firmware and hardware related software. This process will be done in collaboration with ISA resources who will be actively involved.
13. In the event that any component of the System is inoperative due to a contractor-Supplied equipment failure for any one time of eight (8) working hours or more, or for more than three (3) times, in any thirty (30) calendar day period, the Awarded Contractor must replace the component, upon the Department's request, within twenty one (21) calendar days of notification, during the term of this contract. In case of replacement, the Awarded Contractor must follow the Department's procedures regarding DHSMV's property tags, transfer documents, etc.
14. In the event that any component of the System 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 Awarded Contractor must replace the component, upon the Department's request,

within twenty one (21) calendar days of notification, during the term of the contract. In case of replacement, the Awarded Contractor must follow the Department's procedures regarding DHSMV's property tags, transfer documents, etc.

4.9.3 SERVICE CALLS: Prospective Contractor must provide a detailed service call plan that describes how the plan meets the requirements of the ITN.

1. Awarded Contractor's Service Coordinator must keep Department personnel adequately informed on the status of all service calls outstanding, including estimated time to repair, estimated arrival of parts, and any other information the Department may request about any calls for remedial maintenance. Awarded Contractor's liaison must participate in telephone conferences with Department personnel in the Neil Kirkman Building, Tallahassee, Florida to discuss and reconcile any problems or potential problems on an as needed basis.
2. All calls for service will be placed by TAC to the Awarded Contractor's central dispatch office. Requests for service of equipment covered by this contract, initiated by anyone other than those individuals working within TAC, must not be honored by the Awarded Contractor.
3. Priorities for service calls, while generally the responsibility of the Awarded Contractor's central dispatch office and/or the appropriate Awarded Contractor supervisory personnel may be altered by the Department from time to time, as the Department deems necessary.
4. While the Department makes every effort to confirm the need for remedial maintenance prior to placing a call for such service, there are times when service personnel may arrive at the designated site and find no trouble. When this occurs during the principal period of maintenance there must be no additional cost to the Department.
5. When a problem is not originally identifiable as a hardware problem as opposed to a software, modem, or communication facility problem and remedial maintenance service is requested, there must be no additional cost to the Department if the service personnel diagnose or assist in the diagnosis of the problem, regardless of the source of the problem, if such diagnostic service occurs during the principal period of maintenance.

4.9.4 PREVENTATIVE MAINTENANCE: Prospective Contractor must provide a detailed preventative maintenance plan that describes how the plan meets the requirements of the ITN.

1. Preventive maintenance (PM) must be scheduled on a regular basis as recommended by the original equipment manufacturer. Unless the maintenance requires the system to be inoperable or interrupt field office service, PM will be performed during normal operating hours at a time mutually agreed to by office supervisor and Awarded Contractor. Normal hours of operation for each office will be provided upon execution of the contract. If the equipment does not have a PM schedule, meaning "as needed", the equipment must be cleaned whenever the equipment is being repaired.
2. Prospective Contractor must include a description of PM activities that they will perform as a part of this Contract in the ITN response and how PM activities will be reported to the Department.
3. All servers must be cleaned after business hours, according to the procedures below at least once per year. This procedure requires a safe shutdown of the server and the office will be out of service. Estimated time for this procedure is one (1) hour.
 - Coordinate with local office personnel concerning the server PM event.
 - Before beginning, verify with office personnel that the server is fully functional including FRVIS and FDLIS.
 - Shut down the server.
 - Disconnect the power from the server.
 - Maneuver the server to be able to open the server access cover and to inspect the server interior.

- Open the server access cover and using compressed air and/or 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.
- Verify that all cooling fans spin freely. Fans which are frozen or stuck should be replaced.
- Close the server access cover and verify that all cables are properly attached to server including keyboard, mouse, monitor, network and peripherals.
- Place the server back into the proper operational location.
- Reconnect the power to the server.
- Start up the server.
- Have office personnel verify the system is fully functional including FRVIS and FDLIS before the engineer departs.

4.9.5 SITE INVENTORY: Prospective Contractor must provide a detailed response that describes how they will provide the services described in this section.

Awarded Contractor must maintain an up to date site inventory that includes the number of equipment items in each location by model type and the associated equipment serial numbers. The Awarded Contractor must make this information available electronically in Excel to the Department upon request. Attachment E, is a spreadsheet of the equipment and serial numbers in each location.

4.9.6 TRANSFER OF EQUIPMENT: Prospective Contractor must provide a detailed response that describes how they will provide the services described in this section.

1. The Department reserves the right to transfer, without prior notice to the Awarded Contractor, any piece of equipment from one location in a site to another location in a site or from one site to another site. The Department will attempt to notify the Awarded Contractor, in writing prior to the transfer. The Department reserves the right to transfer "hot spare" systems or components, regardless of ownership, from one location to a site that is inoperable due to equipment malfunction. All maintenance requirements must apply to such transferred equipment.
2. Awarded Contractor will be notified by email by the Department, of equipment transferred between sites where the Department is aware of the transfer. This notification will require the Awarded Contractor to modify its site records to indicate the correct equipment at each site. Tax Collectors sometimes transfer equipment between offices without the Department's knowledge and if the Awarded Contractor becomes aware of discrepancies while at the site, the Awarded Contractor will modify its site records.

4.9.7 ENGINEERING CHANGES: Prospective Contractor must provide a detailed response that describes how they will provide the services described in this section.

Maintenance must include installation of all announced engineering changes applicable to any piece of equipment covered by this 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. Awarded Contractor must notify the Department in writing of all mandatory and safety related engineering changes. Engineering changes which are recommended but which are neither mandatory nor for safety reasons must be installed within a reasonable period of time after the Awarded Contractor has notified the Department of such changes and the Department has authorized the installation of such changes. Such notification by the Awarded Contractor and authorization by the Department must be in writing. 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 Awarded Contractor's responsibility to determine what engineering changes are available, whether they are mandatory changes, safety changes, or other changes. Furthermore, it is the Awarded Contractor's responsibility to initiate the installation of all such changes.

4.9.8 INCIDENT REPORTS: Prospective Contractor must provide a detailed response that describes how they will provide the services described in this section.

1. On request, the Awarded Contractor must provide the Department with a detailed report of all malfunction incident reports for the Contract period. The report should be submitted in electronic format and emailed to an address that will be provided. The report must contain the following information:
 - i. Service Manager ticket number and contractor ticket number if applicable.
 - ii. Type and serial number(s) of equipment affected.
 - iii. Description of malfunction.
 - iv. Description of resolution.
 - v. Date and time contractor notified.
 - vi. Date and time of contractor's arrival.
 - vii. Time spend on repair or replacement of equipment.
 - viii. Date and time of completion of repair or replacement of equipment.
 - ix. List of all parts repaired.
 - x. List of all parts replaced.
 - xi. Name of individual responsible for maintenance.
 - xii. Location of equipment serviced.
2. Each month, the Awarded Contractor must provide a report that summarizes the number of incidents by equipment type.
3. The Department will prepare a monthly incident report for the previous month. The report will contain the Service Manager ticket number, the Awarded Contractor's ticket number, description of the malfunction, description of the resolution, date and time the Awarded Contractor was notified, date and time the incident was closed, whether the Service Level Agreement (SLA) was met and any associated liquidated damages.

4.9.9 MAINTENANCE SUPPORT EXCEPTIONS: Prospective Contractor must provide a detailed response that describes how they will provide the services described in this section.

1. The Awarded Contractor will not be held accountable for meeting the service level agreement (SLA) described above if the site is not operational due to a problem outside of the Awarded Contractor's responsibilities as defined by the ITN or if there is a misdiagnosis from the Department's help desk as to which device is inoperable. If the Awarded Contractor is not allowed to stay on site after hours, the time to fix will only be based on the time the Awarded Contractor is allowed to work on the problem.
2. Maintenance support does not cover damage or failure caused by neglect, improper use, fire or water damage, electrical disturbances, transportation by Customer work or modification by people other than Awarded Contractor employees or subcontractors.
3. Damage that is caused by accidental damage or misuse will be billed to the department on a monthly basis and the department will bill the Tax collector office for the repair. See Equipment Accident Damage or Misuse Procedure, Attachment B.

4.10 INSTALLATION, DE-INSTALLATION, AND RELOCATION SERVICES: Prospective Contractor must provide a detailed response that describes how they will provide the services described in this section.

1. Tax Collector requests for additional equipment, installation, de-installation or relocation services are sent to the Department and approved by ISA Management.

2. Whenever possible, requests for additional equipment are provisioned from spare equipment that has been returned to the Department as a result of office closures. If the Tax Collector elects to purchase new equipment, the ISA Service Coordinator requests a hardware configuration and maintenance quote from the Awarded Contractor. The Awarded Contractor may need to contact the Tax Collector's coordinator for additional information needed to prepare a quote. Equipment is purchased and shipped to the site. The ISA Service Coordinator schedules an installation date that is acceptable to both the Tax Collector and the Awarded Contractor and notifies Department resources who may be involved in the project. Awarded Contractor must provide services within thirty (30) calendar days from the date of notification, if requested.
3. For relocations or new installations, the ISA Service Coordinator will notify the Awarded Contractor and the Awarded Contractor contacts the Tax Collector to determine what services are needed and prepares a quote. Tax Collectors may choose to pay the Awarded Contractor directly for services or ask the Department to pay for services, which will be reimbursed by the Tax Collector.
4. After services are provided both the Tax Collector representative and the Awarded Contractor will sign a document that states that the hardware has been installed and contains the serial numbers of the installed equipment. The ISA Service Coordinator will email the sign-off document to the Awarded Contractor and request an invoice. Invoices that are billed to the Department will be reimbursed by the Tax Collector.
5. For new offices, a site survey will be completed. Cost of the site survey will be billed by the rate entered in Cost Table C. Costs in Table C must be inclusive of travel costs, minimum charges and after hours work.
6. For new installations or complete office moves, the cost will be based on the number of workstations installed (enter the cost for these services in Cost Table C). Cost will include the installation of all equipment covered under this contract for that office. Tax Collectors who have their own technical staff may choose to relocate their workstations and printers but the Department prefers that the server installations be performed by the Awarded Contractor.
7. Tax Collectors occasionally need additional cabling. Some Tax Collectors hire their own cabling contractor while others ask the Department to provide these services. Cabling costs are based on a cost per drop and a cabling trip charge (enter the cost for these services in Cost Table C).
8. Miscellaneous installation services will be billed at the hourly rate entered in Cost Table C. The hourly rate will include associated travel expenses and travel time. The hourly rate will begin when the Awarded Contractor arrives at the site and ends when the Awarded Contractor leaves the site.
9. Depending on the Tax Collector's preference work may be performed during business hours, after business hours or on the weekends.
10. Occasionally, Tax Collectors need to cancel or reschedule service requests. There will be no charges for cancellation or rescheduling of services unless the Awarded Contractor arrives at the site and did not receive prior notice of the cancellation.
11. The service request history for July 1 2010 through June 30, 2011 is summarized below:

Services	January	February	March	April	May	June	July	August	September	October	November	December	Total
Server installation													
Server and up to 5 workstations installation	1												1
Server and up to 10 workstations installation			1		1								2
Server and up to 20 workstations installation													
Server and up to 30 workstations installation	1												1
Server and > 30 workstations installation													
Site survey cost	2		1	1	2	2		3	1		1		13
Cabling trip cost				1	1				2				4
Cabling cost per drop				3	3				5				11
Other installation cost per hour			32	35.1	86	24	27.5	125	32.5		27		388.8

4.11 SECURITY: Prospective Contractor must briefly describe their general security philosophy, posture and approach to ensure optimal information security protection would be achieved for the technology systems deployed, as a result of this ITN.

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:

1. The Awarded Contractor must provide to the Department and Tax Collector an electronic Excel spreadsheet of all equipment installed in Tax Collector or DMV 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. Vendor will describe how it will be identified.
2. All system operational software must include the following security levels:
 - Management/Supervisor Level: User ID and Password
 - Clerk Level: User ID and Password
 - Maintenance Technician: User ID and Password
3. Any entry of passwords or security codes must not display as clear text on the workstation.
4. Awarded Contractor must ensure that operating systems are deployed and configured to meet the security requirements of DHSMV. Server operating systems must be hardened according to IT industry best practices. At a minimum, securing operating systems should include:
 - a. Patch and upgrade the operating system.
 - b. Remove or disable unnecessary services and applications.
 - c. Configure operating system user authentication.
 - d. Test the security of the operating system.
5. Awarded Contractor must ensure all computer and data storage equipment serviced under this contract is properly sanitized prior to disposal, replacement, reuse or removal. Acceptable methods of sanitization include software to overwrite data on computer media, degaussing, or physical destruction. File deletion and formatting media are not acceptable methods of sanitization. Prospective Contractor must provide a detailed description of how they will comply with this section.

5.0 INSTRUCTIONS FOR PREPARING STATEMENT OF QUALIFICATIONS AND SERVICES OFFERED

5.1 TWO STAGE PROCESS: This ITN includes a two-stage process of contractor selection. In the first stage, each interested contractor is to submit a "Statement of Qualifications and Services Offered," (SQSO) by the date and time set forth in the Calendar of Events.

5.2 LABELING: The face of the envelopes or other containers shall contain the following information as applicable:

Statement of Qualifications and Services Offered
ITN NUMBER 019-12 REBID
Tax Collector Equipment Replacement
Name of Respondent

Price Proposal
ITN Number 019-12 REBID
Tax Collector Equipment Replacement
Name of Respondent

5.3 COPIES OF PROPOSALS: Prospective Contractor s shall deliver an ORIGINAL, FIVE COPIES OF THE STATEMENT OF QUALIFICATIONS AND SERVICES OFFERED, and a CD with an electronic copy (Must be in Microsoft Word but will accept PDF format for some attachments that are not available in Microsoft Word) to the Department no later than the date and time in which all proposals must be timely submitted.

5.4 DOCUMENT DELIVERY: It is the Prospective Contractor 's responsibility to ensure that its SQSO is delivered by the proper time at the office identified on the cover of this ITN. SQSO's, which for any reason are not timely received, will not be considered. Late SQSO's will be declared non-responsive, and will not be scored. Unsealed and/or unsigned SQSO's by telegram, telephone, email, or facsimile transmission or other means are not acceptable, and will be declared non-responsive, and will not be scored.

5.5 INSPECTION OR EXAMINATION OF SQSO's: SQSO's are not public records subject to the provisions of Section 119.07(1), Florida Statutes until such time as the Department provides notice of a final decision pursuant to Section 120.53(5), Florida Statutes.

5.6 WITHDRAWAL OF SQSO: Withdrawal of SQSO's may be requested within seventy two (72) hours (excluding State holidays, Saturdays, and Sundays) after the opening time and date. Requests received in accordance with this provision may be granted by the Department upon proof of the impossibility to perform based upon an obvious error.

5.7 EXECUTION OF SQSO: Each SQSO must contain the company name and F.E.I.D. or social security number and the original signature of an authorized representative of the Prospective Contractor. Each SQSO must be typed. Each SQSO should be submitted with Prospective Contractor's name and page number on each page.

5.8 SQSO FORMAT: The objective of the SQSO is to demonstrate the proposing firm's ability to successfully deliver the commodities and services requested. In order to assist the Department in reviewing SQSO's, each SQSO shall be prepared utilizing the following format and headings:

5.8.1 TRANSMITTAL LETTER: Identify the SQSO as "SQSO to the State of Florida Department of Highway Safety and Motor Vehicles, for the Tax Collector Equipment Replacement." Identify the firm, its address, telephone number and the name and title of the authorized representative submitting the SQSO. The letter must clearly indicate that the person signing the SQSO is authorized to bind the Prospective Contractor. The letter must identify any and all joint proposing firms and/or subcontractors.

5.8.2 INVITATION TO NEGOTIATE, GENERAL CONDITIONS AND GENERAL INSTRUCTIONS TO PROSPECTIVE CONTRACTORS, DMS FORMS 1000 and 1001, THE COVER SHEETS ISSUED WITH THIS INVITATION TO NEGOTIATE: This form must be properly completed, and signed by the authorized representative of the responding firm.

5.8.3 EXECUTIVE SUMMARY: Include a description of the scope of services to be provided by the Prospective Contractor. Include a statement describing how Prospective Contractor resources and experience will support this project, including access to back-up staff if needed. The Prospective Contractor shall clearly specify its competitive advantage and its proposed ability to meet the terms, conditions, and requirements as defined in this ITN.

5.8.4 PROJECT ORGANIZATION AND PLAN:

Provide the following information:

- a. Provide an organizational chart for the project. The chart shall identify all project team members by name and their responsibilities. This section shall also include a resume, not to exceed one page in length, of all professional staff assigned to the project. Resumes should include name, education, programming experience, information technology experience, and related experience.
- b. Submit a detailed and specific work plan that provides for a phased-in statewide implementation of all proposed sites by the dates specified in the Section "Calendar of Events". Define phases, milestones, activities, tasks, task duration, deliverables, and task dependencies. Any requirements for implementation for Department personnel shall be clearly stated in the project plan.

5.8.5 CUSTOMER REFERENCES: The Department is interested in the Prospective Contractor's performance and responsibility in projects such as this system. Include three (3) references of successful installations with operation of products or services comparable to those proposed for this system. Prospective Contractor must provide customer's name, point of contact, telephone number, email address, contract beginning and ending dates, and an explanation as to the relevance or similarity to this project. Adverse or unverifiable reference may cause the proposal to be rejected by the Department.

5.8.6 SYSTEM REQUIREMENTS: Prospective Contractor must address all subsections listed under Sections 3 and 4. Prospective Contractor must label each subsection in Sections 3 and 4 of the proposal with the name and number of the corresponding section and address each requirement in that section.

5.8.7 ASSUMPTIONS: Prospective Contractors must identify any assumptions that were made in their response. **All assumptions must be approved by the State during the demonstrations/negotiations prior to the best and final offers (BAFOs). Unapproved assumptions will cause the proposal to be non-responsive.**

5.8.8 SMALL BUSINESS ENTERPRISE PARTICIPATION: The Department of Highway Safety and Motor Vehicles wishes to encourage award of the Contract, or subcontracting of portions of the Contract to, or purchase of goods and services from, State of Florida Small Business Enterprises (SBEs). Each Prospective Contractor must state whether or not they are an SBE, and if not, what percentage of the total Contract price will be spent with SBE firms who will be supplying them. The SBE participation claimed in the technical proposal must be substantiated in the price proposal. NOTE: Not all minority business enterprises are presently certified by the State of Florida. However, only certified minority business enterprises (SBEs) will be considered in evaluating this portion of a Prospective Contractor's proposal. A directory of SBEs is available for review on the Office of Supplier Diversity web page at <http://www.osd.dms.state.fl.us/dirhome.htm>.

Prospective Contractors may also obtain information on SBEs by contacting:

Office of Supplier Diversity
4050 Esplanade Way, Suite 380
Tallahassee, Florida 32399-0950
Telephone (850) 487-0915
Fax: (850) 922-6852

5.8.9 PRICE PROPOSAL FORMAT: Each Prospective Contractor must submit a separately bound and sealed cost proposal. Prices quoted are to be inclusive of all costs, fees, expenses, travel, lodging materials, services, etc. No costs in addition to quoted prices will be paid to the Awarded Contractor. Cost will not be considered in the SQSO evaluation but must be submitted.

6.0 EVALUATION OF SQSO

6.1 STATEMENT OF QUALIFICATIONS AND SERVICES OFFERED:

(Maximum 100 points)

The Department will appoint an Evaluation Committee. The committee shall complete the evaluation of all valid SQSO's, in accordance with the criteria set forth in this section. Up to the top three (3) scoring proposals will move on the Best and Final offer (BAFO) Stage.

6.2 EXECUTIVE SUMMARY: (0 points, pass/fail) (refer to 5.8.3)

6.3 PROJECT ORGANIZATION AND PLAN: (10 points, refer to 5.8.4)

6.4 CUSTOMER REFERENCES: (10 points, refer to 5.8.5)

6.5 EQUIPMENT/SOFTWARE: (maximum 40 points, refer to 4.1 through 4.2)

6.6 SYSTEM INSTALLATION: (maximum 10 points, refer to 4.3)

6.7 EXISTING FRVIS EQUIPMENT: (pass/fail, refer to 4.4)

6.8 DESIGNATED PERSONNEL: (maximum 5 points, refer to 4.5)

6.9 SITE READINESS: (pass/fail, refer to 4.7)

6.10 ADDITIONAL SYSTEM REQUIREMENTS: (pass/fail, refer to 4.8)

6.11 MAINTENANCE REQUIREMENTS: (maximum 15 points, refer to 4. 9)

6.12 INSTALLATION, DE-INSTALLATION AND RELOCATION SERVICES: (maximum 10 points, refer to 4.10)

6.13 SECURITY: (pass/fail, refer to 4.10)

6.14 CRITERIA FOR AWARDING POINTS TO SQSO SECTIONS:

Excellent response: 90 to 100% of the maximum score.
 Good response: 80 to 89% of the maximum score.
 Fair response: 70 to 79% of the maximum score.
 Poor response: 0 to 69% of the maximum score.

Rounding will be to the nearest tenth of a point.

In determining whether a response is excellent, good, fair or poor a reviewer may use a combination of an "absolute" approach and a "comparative" approach. Example: If two (2) firms are competing on the basis of relevant experience, and one has fifteen (15) years of experience while the other has sixteen (16), the reviewer may score both as excellent, with the same number of points, because fifteen (15) or sixteen (16) years is "absolutely" excellent. However, the reviewer might feel that eight (8) years versus sixteen (16) represented a ninety percent (90%) "excellent" versus a one-hundred percent (100%) "excellent."

6.15 PRICE PROPOSAL: Price must be submitted but will not be considered in the evaluation of the SQSO. However, the evaluation team will see the SQSO pricing after the evaluation of the SQSO and before the receipt of the BAFO.

7.0 INSTRUCTIONS FOR PREPARING PROPOSALS

7.1 SUBMISSION: Prospective Contractor selected by the Evaluation Committee, to participate in negotiations, will submit firm, final written offers following this format. Prospective Contractors will use Microsoft Word to track changes made to original proposals.

7.2 LABELING: The face of the envelope or other container shall contain the following information as applicable.

Technical Proposal
ITN NUMBER 019-12 REBID
Tax Collector Equipment Replacement
Name of Prospective Contractor

Price Proposal
ITN Number 019-12 REBID
Tax Collector Equipment Replacement
Name of Prospective Contractor

7.3 COPIES OF PROPOSALS: Prospective Contractors shall deliver an ORIGINAL, FIVE COPIES, and a CD with an electronic copy of both the technical proposal and the price proposal to the Department no later than the date and time in which all proposals must be timely submitted. Electronic technical proposal be in Microsoft Word and the price proposal must be in Microsoft Excel.

7.4 DOCUMENT DELIVERY: It is the Prospective Contractor's responsibility to ensure that its proposal is delivered by the proper time at the office identified on the cover of this ITN. Proposals, which for any reason are not timely received, will not be considered. Late proposals will be declared non-responsive, and will not be scored. Unsealed and/or unsigned proposals by telegram, telephone, email, or facsimile transmission or other means are not acceptable, and will be declared non-responsive, and will not be scored.

7.5 INSPECTION OR EXAMINATION OF PROPOSALS: Proposals are not public records subject to the provisions of Section 119.07 (1), Florida Statutes until such time as the Department provides notice of a final decision pursuant to section 120.53 (5), Florida Statutes.

7.6 WITHDRAWAL OF PROPOSAL: Withdrawal of proposals may be requested within 72 hours (excluding State holidays, Saturdays and Sundays) after the opening time and date. Requests received in accordance with this provision may be granted by the Department upon proof of the impossibility to perform based upon an obvious error.

7.7 EXECUTION OF PROPOSALS: Each proposal must contain the company name and F.E.I.D. or social security number and the original signature of an authorized representative of the Prospective Contractor. Each proposal must be typed. Each proposal should be submitted with Prospective Contractor's name and page number on each page.

7.8 PROPOSAL FORMAT: The objective of the proposal is to demonstrate the proposing firm's ability to successfully deliver the commodities and services requested. In order to assist the Department in reviewing proposals, each proposal shall be prepared utilizing the following format and headings.

7.8.1 TRANSMITTAL LETTER: Identify the proposal as "proposal to the State of Florida Department of Highway Safety and Motor Vehicles, for the Tax Collector Equipment Replacement." Identify the firm, its address, telephone number and the name and title of the authorized representative submitting the proposal. The letter must clearly indicate that the person signing the proposal is authorized to bind the Prospective Contractor. The letter must identify any and all joint proposing firms and/or subcontractors. The letter must also identify any changes from the Statement of Qualifications and Services Offered.

7.8.2 EXECUTIVE SUMMARY: Include a description of the scope of services to be provided by the Prospective Contractor. Include a statement describing how Prospective Contractor resources and experience will support this project, including access to back-up staff if needed. The Prospective Contractor must clearly specify its competitive advantage and its proposed ability to meet the terms, conditions, and requirements as defined in this ITN.

7.8.3 PROJECT ORGANIZATION AND PLAN: Provide the following information:

- a. Provide an organizational chart for the project. The chart shall identify all project team members by name and their responsibilities. This section shall also include a resume, not to exceed one page in length, of all professional staff assigned to the project. Resumes should include name, education, programming experience, data processing experience, and related experience.
- b. Submit a detailed and specific work plan that provides for a phased-in statewide implementation of all proposed sites by the dates specified in the Section "Calendar of Events". Define phases, milestones, activities, tasks, task duration, deliverables, and task dependencies. Any requirements for implementation for Department personnel shall be clearly stated in the project plan.

7.8.4 SYSTEM REQUIREMENTS: Prospective Contractors must address all subsections listed under "Sections 3 and 4. Prospective Contractor must label each subsection of the proposal with the name and number of the corresponding section and address each requirement in that section.

7.8.5 ASSUMPTIONS: Prospective Contractors must identify any assumptions that were made in their response. **All assumptions must be approved by the State during the demonstrations/negotiations prior to the best and final offers (BAFOs). Unapproved assumptions will cause the proposal to be non-responsive.**

7.8.6 PRICE PROPOSAL FORMAT: Each Prospective Contractor must submit a separately bound and sealed cost proposal. Prices quoted are to be inclusive of all costs, fees, expenses, travel, lodging materials, services, etc. No costs in addition to quoted prices will be paid to the Awarded Contractor. Proposals not including all required and offered equipment, software and services will not be considered. The number of decals issued per contract year is estimated and does not represent a guarantee of work for number of consumables.

7.8.7 PROPOSAL BOND: Prospective Contractors must include the proposal bond referenced in Section 2.3 with the BAFO.

8.0 EVALUATION OF PROPOSALS

8.1 TECHNICAL PROPOSAL:

(maximum 120 points)

The Department will appoint an Evaluation Committee. The committee shall complete the evaluation of all valid proposals, in accordance with the criteria set forth in this section. Award will be to the highest scoring proposal, considering the technical proposal scoring and all costs for the contract period, evaluated as described in this ITN.

8.2 EXECUTIVE SUMMARY: (0 points, pass/fail) (refer to 7.8.2)

8.3 SYSTEM DEMONSTRATION:

(maximum 25 points)

- Demonstration of the equipment describing its features, ease of use, durability, changing the toner and printer maintenance. (maximum 10 points)
- Decal Timing Test. (0 points if less than 15 decals per minute are produced; 5 points if at least 15 decals per minute are produced. Refer to Section 2.20).
- Decal/Toner Test (0 points if the toner adhesion is judged to be less than produced by the current system; 5 points if the toner adhesion is judged to be as good or better than the current system. Refer to Section 2.20).
- Additional Printer Demonstration (temporary tags) (0 points if the overall quality is judged to be less than produced by the current system; 3 points if the overall quality is judged to be as good or better than the current system. Refer to Section 2.20).
- Additional Printer Demonstration (vehicle titles) (0 points if the overall quality is judged to be less than produced by the current system; 2 points if the overall quality is judged to be as good or better than the current system. Refer to Section 2.20).

8.4 PROJECT ORGANIZATION AND PLAN: (maximum 15 points, refer to 7.8.3)

8.5 EQUIPMENT/SOFTWARE/SERVICES: (maximum 35 points, refer to 4.1 through 4.2)

8.6 SYSTEM INSTALLATION: (maximum 10 points, refer to 4.3)

8.7 EXISTING FRVIS EQUIPMENT: (pass/fail, refer to 4.4)

8.8 DESIGNATED PERSONNEL: (maximum 5 points, refer to 4.5)

8.9 SITE READINESS: (pass/fail, refer to 4.7)

8.10 ADDITIONAL SYSTEM REQUIREMENTS: (pass/fail, refer to 4.8)

8.11 MAINTENANCE REQUIREMENTS: (maximum 20 points, refer to 4.9)

8.12 INSTALLATION, DE-INSTALLATION AND RELOCATION SERVICES: (maximum 10 points, refer to 4.10)

8.13 SECURITY: (pass/fail, refer to 4.10)

8.14 PRICE PROPOSAL: (maximum 80 points) The lowest total cost proposal will be awarded 80 points. Lowest total cost (LC) divided by proposal being considered (PC) times maximum points score (80) equals points awarded.

Formula: $LC/PC \times 80 = \text{Score}$.

No points are allocated to prices on the Supplemental Cost Sheet; however, price provided in the Supplemental Cost Sheet will be considered in the evaluation score of Section 4.10, Installation, De-Installation and Relocation Services.

8.15 TIE PROPOSAL: In event of a tie between two or more proposers with the highest number of points, the proposer with the most points for the Demonstration evaluation shall be awarded the contract. In the event that two or more proposers are still tied, the award will be made with the proposer with the overall lowest cost. In the event the two or more proposers are still tied, the award will be made in accordance with Section 60a-1.011, Florida Administrative code (refer to Attachment 5).

8.16 CRITERIA FOR AWARDING POINTS TO TECHNICAL PROPOSAL SECTIONS:

EXCELLENT RESPONSE: 90 TO 100% OF THE MAXIMUM SCORE.

GOOD RESPONSE: 80 TO 89% OF THE MAXIMUM SCORE.

FAIR RESPONSE: 70 TO 79% OF THE MAXIMUM SCORE.

POOR RESPONSE: 0 TO 69% OF THE MAXIMUM SCORE.

Rounding will be to the nearest tenth of a point.

In determining whether a response is excellent, good, fair or poor a reviewer may use a combination of an "absolute" approach and a "comparative" approach

9.0 PRICE PROPOSAL FORM

(Prepare According to the Services or Commodities to be Acquired.)

See attached Cost Sheets.

Depending on official start dates, the Department reserves the right to pro-rate costs as necessary in order to accommodate timeframes.

RESPONDENT: _____
ADDRESS: _____
CITY: _____ STATE: _____ ZIP _____
AUTHORIZED SIGNATURE: _____
TITLE: _____

Cost Table A

Hardware Cost Sheet
July 1, 2012 through June 30, 2013

Hardware Items	Quantity	Unit Price	Total Price
Server	125		
Server UPS	125		
Server Monitor	125		
Workstation	2216		
Workstation Monitor	2100		
Decal/Other Document Printer	2503		
High Speed Decal Printer (included in Decal/Other Document Printer Total)			
Switch 24 port	100		
Switch 48 port	84		
Switch UPS	158		
Surge Protector	4000		
Notebook PC	157		
Docking Station	157		
TOTAL			1A <input type="text"/>

Note: Enter items not included above - expand table as necessary

COMPANY:	
RESPONDENT:	
AUTHORIZED SIGNATURE:	

Cost Table A

Hardware Cost Sheet
July 1, 2013 through June 30, 2014

Hardware Items	Quantity	Unit Price	Total Price
Server	124		
Server UPS	124		
Server Monitor	124		
Workstation	2215		
Workstation Monitor	2100		
Decal/Other Document Printer	2503		
High Speed Decal Printer (included in Decal/Other Document Printer Total)			
Switch 24 port	100		
Switch 48 port	83		
Switch UPS	157		
Surge Protector	4000		
TOTAL			1B <input type="text"/>

Note: Enter items not included above - expand table as necessary

COMPANY:	
RESPONDENT:	
AUTHORIZED SIGNATURE:	

Cost Table A

Software/Services/Consumables Cost

July 1, 2012 through June 30, 2013

	Quantity	Unit Price	Total Price
Project Manager and Team			
Site Survey (All Site surveys)	323		
Cable Drop (1/2 cable drops)	4719		
Installation (includes deinstallation of current equipment) (1/2 total installation)	162		
Toner Cartridges (based on 12,000 yield)	1000		
Other			
TOTAL			2A <input type="text"/>

Note: Enter items not included above - expand table as necessary

Software/Services/Consumables Cost

July 1, 2013 through June 30, 2014

	Quantity	Unit Price	Total Price
Project Manager and Team			
Cable Drop	4718		
Installation (includes deinstallation of current equipment)	161		
Toner Cartridges (based on 12,000 yield)	3000		
Other			
TOTAL			2B <input type="text"/>

Note: Enter items not included above - expand table as necessary

COMPANY:	
RESPONDENT:	
AUTHORIZED SIGNATURE:	

Cost Table A

Services/Consumables Recurring Cost
July 1, 2014 through June 30, 2015

	Quantity	Unit Price	Total Price
Toner Cartridges (based on 12,000 yield)	4000		
Other			
TOTAL			1C <input type="text"/>

Note: Enter items not included above - expand table as necessary

Services/Consumables Recurring Cost
July 1, 2015 through June 30, 2016

	Quantity	Unit Price	Total Price
Toner Cartridges (based on 12,000 yield)	4000		
Other			
TOTAL			1D <input type="text"/>

Note: Enter items not included above - expand table as necessary

Services/Consumables Recurring Cost
Renewal July 1, 2016 through June 30, 2017

	Quantity	Unit Price	Total Price
Toner Cartridges (based on 12,000 yield)	4000		
Other			
TOTAL			1E <input type="text"/>

Note: Enter items not included above - expand table as necessary

Services/Consumables Recurring Cost
Renewal July 1, 2017 through June 30, 2018

	Quantity	Unit Price	Total Price
Toner Cartridges (based on 12,000 yield)	4000		
Other			
TOTAL			1F <input type="text"/>

Note: Enter items not included above - expand table as necessary

COMPANY:	
RESPONDENT:	
AUTHORIZED SIGNATURE:	

Cost Table A

Hardware Maintenance

July 1, 2012 through June 30, 2013

Hardware Items	Quantity	Payment Months	Monthly Unit Price	Total Price
Server	125	3		
Server UPS	125	3		
Server Monitor	125	3		
Workstation	2216	3		
Workstation Monitor	2100	3		
Decal/Other Document Printer	2503	3		
High Speed Decal Printer (included in Decal/Other Document Printer Total)		3		
Switch 24 port	100	3		
Switch 48 port	84	3		
Switch UPS	158	3		
Notebook PC	157	3		
Docking Station	157	3		

TOTAL 3A

Hardware Maintenance

July 1, 2013 through June 30, 2014

Hardware Items	Quantity	Payment Months	Monthly Unit Price	Total Price
Server	125	12		
Server	124	9		
Server UPS	125	12		
Server UPS	124	9		
Server Monitor	125	12		
Server Monitor	124	9		
Workstation	2216	12		
Workstation	2215	9		
Workstation Monitor	2100	12		
Workstation Monitor	2100	9		
Decal/Other Document Printer (includes count of High Speed Decal Printer)	2503	12		
Decal/Other Document Printer (includes count of High Speed Decal Printer)	2503	9		
Switch 24 port	100	12		
Switch 24 port	100	9		
Switch 48 port	84	12		
Switch 48 port	83	9		
Switch UPS	158	12		
Switch UPS	157	9		
Notebook PC	157	12		
Docking Station	157	12		

TOTAL 3B

COMPANY:	
RESPONDENT:	
AUTHORIZED SIGNATURE:	

Cost Table A

Hardware Maintenance

July 1, 2014 through June 30, 2015

Hardware Items	Quantity	Payment Months	Monthly Unit Price	Total Price
Server	249	12		
Server UPS	249	12		
Server Monitor	249	12		
Workstation	4431	12		
Workstation Monitor	4200	12		
Decal/Other Document Printer (includes High Speed Decal Printer)	5006	12		
Switch 24 port	200	12		
Switch 48 port	167	12		
Switch UPS	315	12		
Notebook PC	157	12		
Docking Station	157	12		
TOTAL				2C <input type="text"/>

Hardware Maintenance

July 1, 2015 through June 30, 2016

Hardware Items	Quantity	Payment Months	Monthly Unit Price	Total Price
Server	249	12		
Server UPS	249	12		
Server Monitor	249	12		
Workstation	4431	12		
Workstation Monitor	4200	12		
Decal/Other Document Printer (includes High Speed Decal Printer)	5006	12		
Switch 24 port	200	12		
Switch 48 port	167	12		
Switch UPS	315	12		
Notebook PC	157	12		
Docking Station	157	12		
TOTAL				2D <input type="text"/>

COMPANY:	
RESPONDENT:	
AUTHORIZED SIGNATURE:	

Cost Table A

Hardware Maintenance
Renewal July 1, 2016 through June 30, 2017

Hardware Items	Quantity	Payment Months	Monthly Unit Price	Total Price
Server	249	12		
Server UPS	249	12		
Server Monitor	249	12		
Workstation	4431	12		
Workstation Monitor	4200	12		
Decal/Other Document Printer (includes High Speed Decal Printer)	5006	12		
Switch 24 port	200	12		
Switch 48 port	167	12		
Switch UPS	315	12		
Notebook PC	157	12		
Docking Station	157	12		
TOTAL			2E	<input type="text"/>

Hardware Maintenance
Renewal July 1, 2017 through June 30, 2018

Hardware Items	Quantity	Payment Months	Monthly Unit Price	Total Price
Server	249	12		
Server UPS	249	12		
Server Monitor	249	12		
Workstation	4431	12		
Workstation Monitor	4200	12		
Decal/Other Document Printer (includes High Speed Decal Printer)	5006	12		
Switch 24 port	200	12		
Switch 48 port	167	12		
Switch UPS	315	12		
Notebook PC	157	12		
Docking Station	157	12		
TOTAL			2F	<input type="text"/>

COMPANY:	
RESPONDENT:	
AUTHORIZED SIGNATURE:	

Cost Table B
Cost Summary

July 1, 2012 through June 30, 2013			
Hardware One Time Cost	1A		
Services/Consumables Cost	2A		
Hardware Maintenance Cost	3A		
Total	1A+2A+3A = 1		Year 1
July 1, 2013 through June 30, 2014			
Hardware One Time Cost	1B		
Services/Consumables Cost	2B		
Hardware Maintenance Cost	3B		
Total	1B+2B+3B = 2		Year 2
July 1, 2014 through June 30, 2015			
Services/Consumables Cost	1C		
Hardware Maintenance Cost	2C		
Total	1C+2C = 3		Year 3
July 1, 2015 through June 30, 2016			
Services/Consumables Cost	1D		
Hardware Maintenance Cost	2D		
	1D+2D = 4		Year 4
INITIAL CONTRACT TERM TOTAL			
Renewal July 1, 2016 through June 30, 2017			
Services/Consumables Cost	1E		
Hardware Maintenance Cost	2E		
Total	1E+2E = 5		Year 5
Renewal July 1, 2017 through June 30, 2018			
Services/Consumables Cost	1F		
Hardware Maintenance Cost	2F		
Total	1F+2F = 6		Year 6
CONTRACT and RENEWALS GRAND TOTAL			

COMPANY:	
RESPONDENT:	
AUTHORIZED SIGNATURE:	

Cost Table C

Supplemental Cost Sheet

Server and up to 5 workstations installation cost	
Server and up to 10 workstations installation cost	
Server and up to 20 workstations installation cost	
Server and up to 30 workstations installation cost	
Server and up >30 workstations installation cost	
<hr/>	
Other installation cost per hour	
Site Survey Cost	
Cabling trip charge	
Cabling cost per drop	
<hr/>	
20 inch flat panel (thin) LCD monitor	
22 inch flat panel (thin) LCD monitor	
Workstation Optional Items **	
Additional serial port adaptor	
Additional USB card	
Extension cables for video, keyboard, and mouse to permit desk side placement with display, keyboard, and mouse on tabletop (per cable)	

COMPANY:	
RESPONDENT:	
AUTHORIZED SIGNATURE:	

** All optional workstation items purchased off the Supplemental Cost Sheet must be included in the workstation warranty/maintenance.

ATTACHMENT A

DECAL AND REGISTRATION SPECIFICATIONS

SPECIFICATIONS FOR LICENSE PLATE VALIDATION DECALS

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.

ATTACHMENT A (Continued)

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 easibility 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.

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
	x	y	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	

ATTACHMENT B**Equipment Accidental Damage or Misuse Procedure**

If an Awarded Contractor service technician determines that the cause of the reported equipment failure is the result of obvious misuse or an accident during the course of a normal on-site remedial maintenance call, the following process will apply:

- 1) The service technician will document the damage and subsequent repair on the form titled *Desktop Hardware Accidental Damage or Misuse Repair* (see Attachment C).
- 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.
- 3) In the event that the service technician is unable to 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 at the time of 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 on a monthly basis. Each claim will be documented by a completed *Desktop Hardware Accidental Damage Repair* form, along with parts and/or photographs, if necessary.
- 7) Each claim will be invoiced on a time and material basis at the rates specified in Cost Table C. 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:

- Printer damage caused by a toner cartridge
- Disassembled hardware or hardware with parts missing
- Hardware improperly serviced by anyone other than an authorized HP service technician

ATTACHMENT C

Desktop Hardware Accidental Damage or Misuse Repair Form

Date: _____

Agency ID: _____

TAC Case Number: _____

Hardware: _____

Serial Number: _____

Problem Description:

[Empty rectangular box for problem description]

Problem Resolution / Parts Used:

[Empty rectangular box for problem resolution / parts used]

Time In _____

Time Out _____

Tax Collector Representative

Vendor Representative

Name:		
Title:		
Signature:		
Date:		

**ATTACHMENT D
OFFICE LOCATIONS**

County #	Agency #	County	Agency Name	Private /Public	Address	Server
11	01	Alachua	Gainesville Auto Tag Agency	Public	5801 NW 34th St, Gainesville, 32653-1756	
11	02	Alachua	High Springs Tag Agency	Private	110 NW 1st Avenue, High Springs, FL 32643	
11	03	Alachua	Gainesville Dealer Mail Agency	Public	5801 NW 34th Street, Gainesville, FL 32653-1756	
11	04	Alachua	Gainesville Downtown Tag	Public	12 S.E. 1st St., Gainesville, FL 32601-5383	
11	05	Alachua	Butler Plaza Tag Agency	Public	3207 SW 35th Blvd., Gainesville, FL 32608	
52	01	Baker	Macclenny Tag Agency	Public	32 N 5th St, Macclenny 32063	L1
23	01	Bay	Panama City Tag Agency	Public	850 W 11th St, Panama City 32401	
23	02	Bay	Parker Branch Tag Agency	Public	5416 N Lakewood Dr, Parker 32404	
23	03	Bay	Panama City Beach Tag Agency	Public	17109 Panama City Bch Pkwy, Panama City Beach 32413	L1
23	04	Bay	Lynn Haven Tag Agency	Public	801 Florida Ave, Lynn Haven 32444	
45	01	Bradford	Starke Tag Agency	Public	945 N Temple Ave, Suite B, Starke 32091	L1
45	02	Bradford	Watson Center Tag	Public	4150 State Rd 21, Rm 105, Keystone Heights 32656	
19	01	Brevard	Titusville Tag Agency	Public	800 Park Ave, Titusville 32780	
19	02	Brevard	Merritt Island Tag Agency	Public	1450 N Courteney Pkwy, Merritt Island 32953	
19	03	Brevard	Melbourne Tag Agency	Public	1515 Sarno Blvd, Melbourne 32935	
19	05	Brevard	Indian Harbor Beach Tag Agency	Public	240 E Eau Gallie Blvd, Indian Harbor Bch 32937	
19	06	Brevard	Palm Bay Tag Agency	Public	450 Cogan Drive SE, Palm Bay 32909	
19	07	Brevard	Titusville Mail Agency	Public	400 South St, 6th Floor, Titusville 32780-7698	
10	01	Broward	Compliance Office	Public	1800 NW 66th Ave, Ste 100, Plantation 33313	
10	02	Broward	Mail Order Agency	Public	1800 NW 66th Ave, Ste 100, Plantation 33313	
10	03	Broward	First Broward of Lauderhill	Private	1299-A NW 40th Ave, Lauderhill 33313	
10	04	Broward	SFADA (Pembroke Pines Agency)	Private	294 S Flamingo Rd, Pembroke Pines 33026	
10	06	Broward	W Regional Courthouse	Public	1800 NW 66th Ave, Ste 101, Plantation 33313	
10	07	Broward	First Broward Auto Tag	Private	1113 N Federal Highway, Ft. Lauderdale 33304	
10	08	Broward	Deerfield Auto Tag	Private	2265A W Hillsboro Blvd, Deerfield Bch 33442	
10	09	Broward	Broward Tag Agency	Private	1160 N University Drive, Coral Springs, FL 33071	
10	10	Broward	Dealer Agency	Public	1800 NW 66th Ave, Ste 101, Plantation 33313	

County #	Agency #	County	Agency Name	Private /Public	Address	Server
10	11	Broward	Information Center	Public	1800 NW 66th Ave, Ste 101, Plantation 33313	
10	12	Broward	South Broward Tag Agency LLC of Hollywood	Private	3387 Sheridan St, Hollywood	
10	13	Broward	South Broward Tag Agency LLC of Weston	Private	16660 Saddle Club Rd, Weston 33326	
58	01	Calhoun	Blountstown Tag Agency	Public	20859 Central Ave E, Rm 107, Blountstown 32424	
53	01	Charlotte	Punta Gorda Tag Agency	Public	410 Taylor Rd, Punta Gorda 33950	
53	02	Charlotte	Englewood Tag Agency	Public	6868 Sancasa Dr, Englewood 34224	L1
53	03	Charlotte	Murdock Tag Agency	Public	18500 Murdock Cir, Rm 135, Pt Charlotte 33948	
47	01	Citrus	Inverness Tag Agency	Public	210 N Apopka Ave, Ste 100, Inverness 34450	
47	02	Citrus	Citrus County Center	Public	1540 N. Meadowcrest Blvd., Crystal River 34428	
48	01	Clay	Green Cove Springs Tag Agency	Public	477 Houston St, Green Cove Springs 32043	
48	02	Clay	Orange Park Tag Agency	Public	3245 Bear Run Blvd, Orange Park 32073	
48	03	Clay	Park Avenue Branch Tag Agency	Public	1518 Park Ave, Orange Park 32073	
48	04	Clay	Keystone Heights Tag Agency	Public	275 S Lawrence Blvd, Keystone Heights 32656	
64	01	Collier	Naples Tag Agency	Public	3291 Tamiami Trl, Naples 34112-4997	
64	02	Collier	Immokalee Tag Agency	Public	106 S 1st St, Ste 101, Immokalee 34142	
64	03	Collier	Marco Island Tag Agency	Public	1040 Winterberry Dr, Marco Island 34145	L1
64	04	Collier	City Hall Tag	Public	735 8th St S, Naples 34102	
64	05	Collier	Pelican Bay Tag Agency	Public	8771 N Tamiami Trl, Naples 34108	
64	06	Collier	Golden Gate Tag Agency	Public	4715 Golden Gate Pkwy, Naples 34116	
64	07	Collier	Greentree Tag Agency	Public	2348 Immokalee Rd, Naples 34109	
64	08	Collier	North Collier Government Services Center	Public	2335 Orange Blossom Dr, Naples 34109	
64	09	Collier	Everglades City Branch	Public	102 Copeland Ave, Everglades City, 34139	
64	10	Collier	Eagle Creek Tag Agency	Public	12668 E Tamiami Trl, Naples, 34114	
64	11	Collier	Collier County High Speed	Public	3291 Tamiami Trl, Naples, FL 34112-8169	S
64	12	Collier	Wilson Plaza Tag Agency	Public	50 W Wilson Blvd, Naples 34117	
29	01	Columbia	Lake City Tag Agency	Public	135 NE Hernando Ave, Ste 125, Lake City 32055-4066	
29	02	Columbia	Ft White Tag Agency	Public	118 Wilson Springs Road Suite #1, Ft White 32038	
01	01	Dade	Miami-Dade Public Service (Miami Metro Tag)	Public	140 W Flagler St, Rm 102, Miami 33130	

County #	Agency #	County	Agency Name	Private /Public	Address	Server
01	02	Dade	Miami Auto Tag	Private	5400 NW 22nd Ave, Ste 101, Miami 33142	
01	03	Dade	Coral Gables Tag Agency	Private	1418 Ponce De Leon Blvd, Coral Gables 33134	
01	04	Dade	South Dade Auto Tag (S Dade Homestead Tag)	Private	30708 S Dixie Hwy, Homestead 33030	
01	05	Dade	Suniland Tag Agency	Private	11287 S Dixie Hwy, Miami 33156	
01	06	Dade	Baumgardner Auto Tag	Private	1375 NW 36th St, Miami 33142	
01	07	Dade	Bird Road Auto Tag	Private	8510 Bird Rd, Miami 33155	
01	08	Dade	MAH Tag Agency	Private	13710 SW 56th St, Ste K, Miami 33175	
01	09	Dade	Cowart Tag Agency	Private	20 W 49th St, Ste B, Hialeah 33012	
01	10	Dade	Aventura Auto Tag Agency	Private	1834 NE Miami Gardens Dr, N Miami 33179	
01	11	Dade	183rd Street Tag Agency	Private	804 NW 183rd St, Miami 33169	
01	12	Dade	West Flagler Tag Agency	Private	5747 NW 7th St, Miami, 33126	
01	13	Dade	Newco Auto Tag Agency, INC	Private	1550 W 84th St, Ste 75, Hialeah 33014	
01	14	Dade	JAV Tag Agency	Private	18655 S Dixie Hwy, Miami 33157	
01	15	Dade	Miami Dade Fast Payment Processing	Public	140 W Flagler St, Rm 1201, Miami 33130	
01	16	Dade	Beach Auto Tag	Private	800 71st St, Miami Beach 33141	
01	17	Dade	North Dade Auto Tag Agency	Private	313 NE 167th Street, N Miami Bch 33162	
01	18	Dade	North Miami Auto Tag (JKH and Associates, Inc.)	Private	12935 W Dixie Hwy, N Miami 33161	
01	19	Dade	Hialeah Gardens Auto Tag (Auto Tag Agency #19, Inc.)	Private	8404 NW 103rd St, Ste 1, Hialeah Gardens 33016	
01	20	Dade	Lakes Auto Tag Agency (Lakes Tag Agency)	Private	6402 NW 186th St, Miami Lakes 33015	
01	21	Dade	Hammocks Tag Agency	Private	10201 Hammocks Blvd, Ste 108, Miami 33196	
01	22	Dade	Central Auto Tag Agency, Inc.	Private	11035 NW 27th Ave, Miami 33167	
01	23	Dade	Trail Tag Agency	Private	2517 SW 8th St, Miami 33135	
01	24	Dade	Tropical Tag Agency	Private	5759-B SW 40th St, Miami 33155	
01	27	Dade	South Florida Auto Dealers (SFADA Tag Agency)	Private	625 NE 124 St, N Miami 33161	
01	28	Dade	Airways Auto Tag (Airways Tag Agency)	Private	3636 NW 36th St, Miami, 33142	
01	29	Dade	Sweetwater Tag Agency	Private	10930 W Flagler St, Ste 308, Miami 33174	
01	30	Dade	Miami Customer Relations Unit	Public	140 W Flagler St, Rm 1204, Miami 33130	
01	54	Dade	Miami Branch Agency (Miami Metro Branch Ag. Unit)	Public	140 W Flagler St, Rm 1100, Miami 33130	
34	01	Desoto	Arcadia Tag Agency	Public	201 E Oak St, Ste 101, Arcadia 34266	L1
54	01	Dixie	Dixie County Tax Collectors Office	Public	214 NE 351 Hwy, Ste A, Cross City 32628	

	County #	Agency #	County	Agency Name	Private /Public	Address	Server
02	01		Duval	Forsyth Tag Agency	Public	231 E Forsyth St, Rm 130, Jacksonville 32202	
02	02		Duval	Cedar Hills Tag (103rd Public Tag Agency)	Public	3520 - Blanding Blvd, Jacksonville 32210	L1
02	03		Duval	Regency/Kernan Tag Agency	Public	12220 Atlantic Blvd, Ste 102, Jacksonville 32225	L1
02	04		Duval	Hogan's Corner Tag Agency	Public	7120-15 Hogan Rd, Jacksonville 32216	
02	05		Duval	North Jax Tag Agency	Public	12961 N Main St, Ste 210, Jacksonville 32218	
02	06		Duval	Commonwealth Tag Agency	Public	6672 Commonwealth Blvd, Jacksonville 32254	
02	07		Duval	Gateway Tag Agency	Public	910 W 44th St, Jacksonville 32208	
02	08		Duval	Beaches Branch Tag	Public	1505 Atlantic Blvd, Neptune Bch, 32266	
02	09		Duval	Mandrin Tag Agency	Public	10131-24 San Jose Blvd, Jacksonville 32257	L1
02	10		Duval	Duval DL Training Site	Public	12220 Atlantic Blvd, Ste 102, Jacksonville 32225	
02	11		Duval	Branch Administration	Public	231 E Forsyth St, Rm. 300, Jacksonville 32202	
09	01		Escambia	Pensacola Tag Agency	Public	213 Palafax Pl, Pensacola, 32502	
09	02		Escambia	Molino Tag Agency	Public	6440 Highway 95-A North, Molino 32577	
09	03		Escambia	Marcus Pointe Tag Agency	Public	6451 N "W" St, Pensacola 32505	
09	05		Escambia	Warrington Tag Agency	Public	507 N Navy Blvd, Pensacola 32507	L1
61	01		Flagler	Bunnell Tag Agency	Public	1769 E Moody Blvd, Bld 2, Ste 2, Bunnell 32110	
61	02		Flagler	Palm Coast Branch Tag	Public	Old Kings Common, Ste 12, 7 Old Kings Rd N, Palm Coast 32137	
59	01		Franklin	Apalachicola Tag Agency	Public	PO Drawer 188, 33 Market St, Apalachicola 32320	
59	02		Franklin	Carrabelle Branch Tag Agency	Public	1647 Hwy 98 E, Carrabelle 32322	
21	01		Gadsden	Quincy Tag Agency	Public	16 S Calhoun St, Quincy 32351	
55	01		Gilchrist	Trenton Tag Agency	Public	112 S Main St, Courthouse, Trenton 32693	
60	01		Glades	Moore Haven Tag Agency	Public	500 Ave J Courthouse Room 101, Moore Haven 33471	
60	02		Glades	Buckhead Ridge Community Center	Public	State Road 78 West, Okeechobee 34974	
66	01		Gulf	Port St Joe Tag Agency	Public	1000 Cecil Costin Sr Blvd, Rm 100 Port St Joe 32456	
66	02		Gulf	Wewahitchka Tag Agency	Public	Old Courthouse, 200 2nd St, Wewahitchka 32465	
56	01		Hamilton	Jasper Tag Agency	Public	207 NE 1st St, Rm 104, Jasper 32052	L1
30	01		Hardee	Wauchula Tag Agency	Public	110 W Oak St, Rm 102, Wauchula 33873	
49	01		Hendry	Labelle Tag Agency	Public	25 E Hickpoochee Ave, Labelle 33935	

County #	Agency #	County	Agency Name	Private /Public	Address	Server
49	02	Hendry	Clewiston Tag Agency	Public	1100 S. Olympia, Suite 300, Clewiston 33440	
40	01	Hernando	Brooksville Tag Agency	Public	20 N Main St, Rm 112, Brooksville 34601-2892	
40	02	Hernando	Weeki Wachee Tag Agency	Public	7489 Forest Oaks Blvd, Spring Hill 34606	L1
27	01	Highlands	Sebring Tag Agency	Public	540 S Commerce Ave, Ste 101A, Sebring 33870	
27	02	Highlands	Avon Park Tag Agency	Public	116 E Main St, Avon Park 33825	
27	03	Highlands	Lake Placid Tag Agency	Public	11 N Pine Ave, Lake Placid 33852	
03	01	Hillsborough	Hillsborough County Center	Public	601 E Kennedy Blvd, 14th Flr, Tampa 33602-4931	
03	02	Hillsborough	Plant City Tag Agency	Public	1834 Jim Redman Pkwy, Plant City 33566	
03	04	Hillsborough	North Tampa Tag Agency	Public	3011 University Center Drive Suite 150, Tampa 33612	
03	05	Hillsborough	Tampa AAA Tag Agency	Public	1515 N Westshore Blvd, Tampa 33607	
03	06	Hillsborough	Falkenburg Mail Agency	Public	2506 Falkenburg Rd, Tampa 33619	
03	07	Hillsborough	Falkenburg Dealer Agency	Public	2506 Falkenburg Rd, Tampa 33619	
03	08	Hillsborough	West County Tag (Horizon Park)	Public	6283 W Waters Ave, Tampa 33634	L1
03	09	Hillsborough	South County Tag Agency	Public	3002 E College Ave, Ruskin, FL 33570	L1
03	10	Hillsborough	North Tampa Training	Public	3011 University Center Drive, Suite 150, Tampa, FL 33612	
03	11	Hillsborough	Dealer Tag Agency, Inc.	Private	2250 E Busch Blvd, Tampa 33612	
03	12	Hillsborough	Brandon Tag Agency	Public	2211 N Falkenburg Rd, Tampa 33619	L1
51	01	Holmes	Bonifay Tag Agency	Public	224 N Waukesha St, Bonifay 32425	
32	01	Indian River	Vero Beach Tag Agency	Public	1800 27th St, Bldg B, Vero Beach 32960	
32	02	Indian River	West Tag Agency	Public	1860 82nd Ave, Stes 101/102, Vero Beach 32966	
32	03	Indian River	Sebastian Tag Agency	Public	11610 US Hwy 1, Sebastian 32958	
25	01	Jackson	Marianna Tag Agency	Public	4445 Lafayette St, Rm. 107, Marianna 32446	
25	02	Jackson	Graceville Tag Agency	Public	5386 Cliff St, Graceville 32440	
25	03	Jackson	Sneads Tag Agency	Public	8087 Hwy 90, Sneads, 32460	
46	01	Jefferson	Monticello Tag Agency	Public	500 W Walnut St, Monticello 32344	L1
46	02	Jefferson	Florida Auto Tag Agency, Inc.	Private	1155 W Washington St, Monticello, 32344	
62	01	Lafayette	Mayo Tag Agency	Public	120 W Main St, Rm 123, Mayo 32066	
12	02	Lake	Leesburg Tag Agency	Public	1340 Citizens Blvd, Leesburg 34748	
12	04	Lake	Clermont Tag Agency	Public	194 N Hwy 27, Ste A, Clermont 34711	
12	05	Lake	Lady Lake Tag Agency	Public	918 Avenida Central, Lady Lakes 32159	

County #	Agency #	County	Agency Name	Private /Public	Address	Server
12	06	Lake	Golden Triangle Tag Agency	Public	15733 Dora Ave, Eustis 32726	
18	01	Lee	Ft. Myers Remittance Proc.	Public	2480 Thompson St, Ft Myers 33901	
18	02	Lee	Cape Coral Branch Office	Public	1039 SE 9th Pl, Rm #102, Cape Coral 33990	L1
18	03	Lee	N Ft Myers Dealers Office	Public	2480 Thompson St, Ft Myers 33901	
18	04	Lee	N. Ft Myers Office	Public	15201 N Cleveland Ave, N. Ft. Myers, FL 33903	
18	05	Lee	Ft Myers Customer Support	Public	2480 Thompson St, Ft Myers 33901	
18	06	Lee	Ft Myers Customer Service	Public	2480 Thompson St, Ft Myers 33901	
18	07	Lee	Bonita Springs Office	Public	25300 Bernwood Drive, Unit #3, Bonita Springs, FL 34135	
18	08	Lee	Pine Ridge Branch Office	Public	15680 Pine Ridge Road, Ft. Myers, FL 33908	
18	09	Lee	Lehigh Acres Office	Public	3114 Lee Blvd, Bld B, Unit 6, Lehigh Acres 33971	
13	01	Leon	Heritage Center Tag	Public	2810 Sharer Rd, Ste 19, Tallahassee 32312	
13	02	Leon	Cross Creek Tag Agency	Public	1210 Capitol Circle SE, Unit E&F, Tallahassee 32301	
13	03	Leon	Carriage Gate Tag Agency	Public	3425 Thomasville Rd, Ste 19, Tallahassee 32312	L1
13	04	Leon	Downtown Tag Agency	Public	315 S Calhoun St, Ste 210, B of A Bldg, Tallahassee 32301	
13	05	Leon	Westside Tag Agency	Public	870-1 Blountstown Hwy, Tallahassee 32304	L1
13	10	Leon	Southside Service Center	Public	3477 S. Monroe St. Suites 2&3, Tallahassee FL 32301	
46	03	Leon	Capital Title & Tag, Inc	Private	410 Office Plaza Dr, Tallahassee 32301	
46	04	Leon	Tallahassee Title & Tag	Private	100 Salem Court, Tallahassee 32301	
39	01	Levy	Bronson Tag Agency	Public	355 S Court St, Rm 202, Bronson 32621	L1
39	02	Levy	Chiefland Tag Agency	Public	226 N Main St, Chiefland 32626	L1
39	03	Levy	Williston Tag Agency	Public	55 SW Main St, Williston, 32695	L1
67	01	Liberty	Bristol Tag Agency	Public	10818 NW State Road 20, Bristol 32321	
35	01	Madison	Madison Tag Agency	Public	229 SW Pinckney St, Rm 102, Madison 32340	
15	01	Manatee	Operations Department	Public	819 301 Blvd W, Bradenton 34205	
15	02	Manatee	North River Tax Collectors Office	Public	4333 US Highway 301 N. Ellenton, FL 34222	L1
15	03	Manatee	Palma Sola	Public	7411 Manatee Ave W, Ste 200, Bradenton 34209	L1
15	04	Manatee	Lakewood Ranch	Public	6007 111th St E, Bradenton, 34202	L1
15	05	Manatee	Dealer Department	Public	819 301 Blvd W, Bradenton 34205	
15	06	Manatee	Desoto Branch	Public	819 301 Blvd W, Bradenton 34205	L1
15	07	Manatee	Manatee Delinquent Agency	Public	819 301 Blvd W, Bradenton 34205	S
14	01	Marion	Ocala Tag Agency	Public	503 SE 25th Ave, Ocala 34471	

	County #	Agency #	County	Agency Name	Private /Public	Address	Server
14	02		Marion	Dunnellon Tag Agency	Public	19995 SW 86 St, Unit 2, Dunnellon 34431	L1
14	03		Marion	Bellevue Tag Agency	Public	10445 SE US Highway 441, Bellevue 34420	L1
14	04		Marion	Forest Center Tag Agency	Public	15956 E SR 40, Silver Springs 34488	
14	05		Marion	State Road 200 Tag Agency	Public	6154 SW State Rd 200, Ocala 34476	L1
14	06		Marion	Highway 326 Office	Public	7135 N US Hwy 441, Ocala Springs Shopping Ctr, Ocala 34475	L1
14	08		Marion	South Marion / Villages Branch	Public	17860 SE 109th Ave., Suite 602, Summerfield, FL 34491	
42	01		Martin	Stuart Tag Agency	Public	3485 SE Willoughby Blvd, Stuart 34994	L1
42	02		Martin	Indiantown Tag Agency	Public	16550 SW Warfield Blvd, Indiantown, 34956	
42	03		Martin	Hobe Sound Tag Agency	Public	11734 SE Federal Hwy, Hobe Sound 33455	L1
42	05		Martin	Palm City Branch Office	Public	3003 SW Martin Downs Blvd, Palm City 34990	
38	01		Monroe	Key West Tag Agency	Public	1200 Truman Ave, Ste 101, Key West 33040	
38	02		Monroe	Marathon Tag Agency	Public	3101 Overseas Hwy, Marathon, 33050	
38	03		Monroe	Plantation Key Tag Agency	Public	88800 Overseas Hwy, Jerry Ellis Bldg, Tavernier 33070	
38	04		Monroe	Big Pine Key	Public	201 Key Deer Blvd, Big Pine Key Shopping Ctr, Big Pine Key 33043	L1
38	05		Monroe	Key Largo Tag Agency	Public	101463 Overseas Hwy, Key Largo 33037	L1
41	01		Nassau	Main Office Tag Agency	Public	86130 License Rd, Fernandina Beach 450077 State Road 200, Suite 13, Callahan 32011	
41	02		Nassau	Callahan Tag Agency	Public	416 Center St, Fernandina Beach 32034	
41	04		Nassau	Fernandina Beach Branch Tag	Public	15885 County Rd 108, Hilliard 32046	
41	05		Nassau	Hilliard Branch Tag	Public	302 N Wilson Street, Suite 101, Crestview 32536	
43	01		Okaloosa	Crestview Tag Agency	Public	73 Eglin Pkwy NE Suite 111, Ft Walton Beach, 32548	
43	02		Okaloosa	Ft Walton Beach Tag Agency	Public	310 W Van Matre Ave, Bld 210, Ste 155, Eglin AFB 32542	
43	03		Okaloosa	Eglin AFB Tag Agency	Public	506 Highway 85 N, Niceville 32578	
43	04		Okaloosa	Niceville Tag Agency	Public	4012 Commons Dr W, Ste 122, Destin 32541	
43	05		Okaloosa	Destin Tag Agency	Public	506 Hwy 85 N, Niceville 32578	
43	06		Okaloosa	Customer Service Center	Public	307 NW 5th Ave, Rm B, Okeechobee 34972	
57	01		Okeechobee	Okeechobee Tag Agency	Public	301 S Rosalind Ave, Orlando 32801	
07	01		Orange	Downtown Tag Agency #1	Public		

County #	Agency #	County	Agency Name	Private /Public	Address	Server
07	02	Orange	West Colonial Tag Agency	Public	2110 W Colonial Dr, Orlando 32804	L1
07	03	Orange	Winter Park Tag Agency	Public	501 N Orlando Ave, Ste 305, Winter Park 32789	
07	04	Orange	West Orange Tag Agency	Public	14035 W Colonial Drive, Winter Garden 34787	
07	05	Orange	Apopka Tag Agency	Public	1578 W. Orange Blossom Trail, Apopka 32712	L1
07	06	Orange	West Colonial Dealer/Mail	Public	2110 W Colonial Dr, Orlando 32804	
07	07	Orange	South Orlando Tag Agency	Public	11210 S Orange Blossom Trl (Waterbridge Downs Ctr) Orlando 32837	L1
07	08	Orange	Lee Vista Tag Agency	Public	8185 Lee Vista Blvd. Orlando, FL 32829	
07	09	Orange	Florida Auto Auction Agency	Public	11801 W Colonial Dr, Ocoee 34761-0220	
07	10	Orange	East Orange Co. Tag Agency	Public	11967 E Colonial Dr, Orlando, 32826	
07	11	Orange	Operations Center	Public	2324 N Orange Blossom Trl, Orlando 32804	
26	01	Osceola	Osceola County Government Center Tag (Beaumont Government Ctr)	Public	2501 E Irlo Bronson Memorial Hwy, Kissimmee 34744	L1
26	02	Osceola	St. Cloud Tag Agency	Public	1300 9th St, Ste 101B, St. Cloud, 34769	
26	03	Osceola	B.V.L. Tag Agency	Public	2539 Boggy Creek Rd, Kissimmee 34744	
26	04	Osceola	Poinciana Tag Agency	Public	2924 Pleasant Hill Rd, Kissimmee 34746	
26	05	Osceola	Osceola County High Speed Renewal	Public	2501 E Irlo Bronson Memorial Hwy, Kissimmee 34744	S
06	01	Palm Beach	Governmental Center	Public	301 N Olive Ave (1st Floor) West Palm Beach 33401	
06	02	Palm Beach	Belle Glade Branch	Public	2976 State Rd #15, Belle Glade 33430	
06	03	Palm Beach	North County Branch	Public	3188 PGA Blvd, Palm Bch Grdns, 33410	
06	04	Palm Beach	Governmental Center	Public	301 N Olive Ave (3rd Floor) West Palm Beach 33401	
06	05	Palm Beach	South County Branch	Public	501 S Congress Ave, Delray Beach 33445	
06	06	Palm Beach	Lake Worth Branch	Public	3551 S Military Trl, Lake Worth 33463	
06	08	Palm Beach	Royal Palm Beach	Public	200 Civic Center Wy, Royal Palm Beach 33411	
06	10	Palm Beach	Palm Beach Tag Agency, LLC	Private	2001 Palm Beach Lakes Blvd, Suite 205, West Palm Beach 33409	
06	11	Palm Beach	Palm Beach Gardens Tag	Public	3185 PGA Boulevard, Palm Beach Gardens 33410	

County #	Agency #	County	Agency Name	Private /Public	Address	Server
06	12	Palm Beach	Lantana Tag	Public	1299 W. Lantana Road, Lantana 33462	
28	01	Pasco	Dade City Tag Agency	Public	East Pasco Gov't Ctr, 14236 6th St, Dade City 33523	L1
28	02	Pasco	New Port Richey Tag Agency	Public	7530 Little Rd Room 120, New Port Richey 34654	
28	03	Pasco	New Port Richey Dealer	Public	7530 Little Rd Room 120, New Port Richey 34654	
28	04	Pasco	Gulf Harbors Tag Agency	Public	Gulf Harbor Plaza, 4720 US Hwy 19, New Port Richey 34653	L1
28	05	Pasco	Central Pasco Prof Plaza	Public	4111 Land O'Lakes Blvd, Land O'Lakes 34639	L1
28	06	Pasco	Zephyrhills Branch Agency	Public	4904 Allen Rd, Zephyrhills, 33541	
28	07	Pasco	High Speed Renewal	Public	East Pasco Gov't Ctr, 14236 6th Street Suite 100, Dade City 33523	
04	01	Pinellas	Gulf to Bay Tag Agency	Public	1663 Gulf to Bay Blvd, Clearwater 33755-6422	L1
04	02	Pinellas	South County Tag Agency	Public	1800-66th St, N, St. Petersburg, 33710	L1
04	04	Pinellas	Mid-County Service Center	Public	13025 Starkey Rd, Largo 33773-1416	L1
04	05	Pinellas	North County Tag Agency	Public	29399 US 19 N, Ste 100, Clearwater 33761	L1
04	06	Pinellas	Skyway Tag Agency	Public	1067 62nd Ave, South, St. Petersburg, 33705	L1
04	07	Pinellas	Processing Operations	Public	7887 Bryan Dairy Rd, Suite 350, Largo FL 33777	
04	08	Pinellas	Tarpon Springs Tag	Public	743 S Pinellas Ave, Ste A-7, Tarpon Springs 34689	L1
04	10	Pinellas	Clearwater Training Center		13025 Starkey Rd, Largo, FL 34203	
04	11	Pinellas	Sunshine Fast Title Tag	Private	2820 54th Ave, S, St Pete 33712	
04	12	Pinellas	Sunshine Fleet Tag (note- office located in Manatee County)	Private	6807 53rd Ave E, Bradenton 34203	
04	13	Pinellas	Processing Operations High Speed Renewal	Public	7887 Bryan Dairy Rd, Suite 350, Largo FL 33777	S
04	14	Pinellas	Tag Agency of Pinellas, Inc.	Private	3050 Scherer Drive N., Suite B, St. Petersburg, FL 33716	
05	01	Polk	Bartow Tag Agency	Public	430 E Main St, Bartow 33830	
05	02	Polk	Lakeland Tag agency	Public	930 E Parker, Ste 200, Rm 261, Lakeland 33801	
05	03	Polk	Winter Haven Tag Agency	Private	300 Ave "M" NW, Ste A, Winter Haven 33881	
05	04	Polk	Haines City Tag Agency	Public	74 Maxcy Plaza Cir, Haines City 33844	
05	05	Polk	Lake Wales Tag Agency	Public	658 State Road 60 West, Lake Wales, 33853	L1
05	06	Polk	Morningstar Fleet Services	Private	445 Peoples Lane, Lakeland 33815	
22	01	Putnam	Palatka Tag Agency	Public	323 St Johns Ave, Palatka 32177	

County #	Agency #	County	Agency Name	Private /Public	Address	Server
22	02	Putnam	Putnam Government Services/Interlachen Tag Agency	Public	1114 Hwy 20 W, Ste 1, Interlachen 32148	
22	03	Putnam	Putnam Government Services/Crescent City Tag Agency	Public	115 N Summit St, Crescent City, 32112	
33	01	Santa Rosa	Milton Tag Agency	Public	6495 Caroline St, Ste E, Milton 32570	
33	02	Santa Rosa	Jay Tag Agency	Public	5259 Booker Ln, Jay 32565	
33	04	Santa Rosa	Santa Rosa Service Center	Public	5841 Gulf Breeze Pkwy, Gulf Breeze 32563	
33	05	Santa Rosa	Pace Tag Agency	Public	4487 Chumuckla Highway, Pace 32571	
16	01	Sarasota	Sarasota Tag Agency	Public	101 S Washington Blvd, Sarasota 34236-6993	L1
16	02	Sarasota	Venice Tag Agency	Public	4000 S Tamiami Trl, Rm 132, Venice 34293	L1
16	03	Sarasota	Sarasota Mid-County Tag Agency	Public	8484 S Tamiami Trl, Sarasota 34238	
16	04	Sarasota	Sarasota Mail Processing	Public	101 S Washington Blvd, Sarasota 34236	
17	01	Seminole	Sanford Tag Agency	Public	1101 E 1st St, Rm 1245, Sanford 32771	
17	02	Seminole	Casselberry Tag Agency	Public	384 Wilshire Blvd, Casselberry 32707	
17	03	Seminole	Altamonte Springs Tag Agency	Public	995 N SR 434, Ste 505, Altamonte Springs 32714	
17	04	Seminole	Oviedo Branch Tag Agency	Public	1490 Swanson Dr, Ste 100, Oviedo 32765	
17	05	Seminole	Lake Mary Branch Office	Public	845 Primera Blvd., Lake Mary 32746	
20	01	St Johns	St Augustine Tag Agency	Public	4030 Lewis Speedway, St. Augustine 32084	L1
20	02	St Johns	Ponte Vedra Tag Agency	Public	5430 Palm Valley Rd, Ponte Vedra Beach 32082	L1
20	03	St Johns	Julington Creek Tag Agency	Public	725 Flora Branch Blvd, Jacksonville 32259	L1
20	04	St Johns	Hastings Tag Agency	Public	6195 S Main St, Ste E, Hastings, 32145	L1
20	05	St Johns	Dupont Center Tag Agency	Public	6658 US 1 S, St. Augustine 32086	
24	01	St Lucie	Ft Pierce Tag Agency	Public	2300 Virginia Ave, Ft Pierce 34982	
24	02	St Lucie	Port St Lucie Tag Agency	Public	1664 SE Walton Rd, Port St Lucie 34952-7656	
44	01	Sumter	Bushnell Tag Agency	Public	220 E McCollum Avenue, Bushnell 33513	
44	02	Sumter	Wildwood Tag Agency	Public	7675 Powell Road, Room 135, Wildwood 34785	
44	03	Sumter	Sumter Co. Courthouse Annex	Public	8033 CR 466, Suite B, Lady Lake 32162	

	County #	Agency #	County	Agency Name	Private /Public	Address	Server
31	01		Suwannee	Live Oak Tax Collector's Office	Public	215 Pine Ave SW, Ste A, Live Oak 32064	L1
31	02		Suwannee	Tax Collector's Office at Branford Town Hall	Public	604 Suwannee Ave, Branford 32008	
37	01		Taylor	Perry Tag Agency	Public	108 N Jefferson St, Perry 32347	
37	02		Taylor	Perry Branch Tag Agency	Public	2275 US 19 N, Perry 32347	L1
63	01		Union	Lake Butler Tag Agency	Public	55 W Main St, Rm 108, Lake Butler 32054	L1
08	01		Volusia	Deland Tag Agency	Public	123 W Indiana Ave, Deland 32720	
08	02		Volusia	Daytona Beach Tag Agency	Public	250 N Beach St, Rm 101, Daytona Beach 32114	
08	03		Volusia	New Smyrna Beach Tag Agency	Public	111 Canal St, New Smyrna Beach 32168	
08	05		Volusia	Orange City Tag Agency	Public	2744 Enterprise Rd, Orange City 32763	
08	06		Volusia	First Daytona Auto Tag, Inc.	Private	1100 Beville Rd, Daytona Beach 32114	
08	07		Volusia	First Deltona Tag Agency	Private	2772 Elkcam Blvd, Ste A, Deltona 32738	
65	01		Wakulla	Wakulla County Tax Collector/Crawfordville Tag Agency	Public	Hwy 319 - Behind Courthouse, 202 Ochlockonee St, Crawfordville 32327	
36	01		Walton	Defuniak Springs Tag Agency	Public	571 US Hwy 90 E, Defuniak Springs 32435	
36	02		Walton	South Walton Annex	Public	31 Coastal Center Blvd, Ste 700 Santa Rosa Beach 32459	
50	01		Washington	Chipley Tag Agency	Public	1331 South Blvd., Suite 101, Chipley 32428	
68	02		GHQ	Central Inventory	Public	Kirkman Bldg., Rm B335, Tallahassee 32399-0500	PV
68	03		GHQ	DHSMV Direct Mail	Public	Kirkman Bldg, Rm. B138, Tallahassee 32399-0500	PV
68	04		GHQ	Motor Carrier Services	Public	Kirkman Bldg, Rm. A110, Tallahassee 32399-0500	V
68	05		GHQ	Issuance and Customer Service	Public	Kirkman Bldg, Rm. DB8, Tallahassee 32399-0500	PV
68	06		GHQ	Motor Carier Services	Public	Kirkman Bldg, Rm. DB8, Tallahassee 32399-0500	V
68	07		GHQ	Central Supply	Public	Kirkman Bldg, Rm. AB10, Tallahassee 32399-0500	PV
68	08		GHQ	Kirkman/ DMV Region 7 Tallahassee	Public	Kirkman Bldg, Rm. C205, Tallahassee 32399-0500	PV
68	09		GHQ	DHSMV Public Walk-In	Public	Kirkman Bldg, Rm. B133, Tallahassee 32399-0500	L1
68	10		GHQ	DHSMV Confidential Tags	Public	Kirkman Bldg., DB8, Tallahassee 32399	V
68	17		GHQ	Motor Vehicle Refund	Public	Kirkman Bldg., DB8, Tallahassee 32399	PV
68	18			Region 1, Margate	Public	1135 Banks Rd., Margate 33063	

County #	Agency #	County	Agency Name	Private /Public	Address	Server
68	19		Region 2, Ocala	Public	318 SE 25th Ave., Ocala 34471	
68	22		Region 4, Deland	Public	1354 S. Woodland Blvd., Deland 32720	
68	23		Region 5, Orlando	Public	4101 Clarcona-Ocoee Rd., Suite 160, Orlando 32810	
68	24		Region 6, Tampa	Public	5701 E. Hillsborough Ave., Suite 2228, Tampa 33610	
68	26		Region 8, Palmetto	Public	323 10th Ave. W., Suite 200, Palmetto 34221	
68	27		Region 9, West Palm Beach	Public	470 Columbia Dr., Bldg. E, Suite 200, West Palm Beach 33409	
68	28		Mall of America (Super Center Miami)	Public	7827 W. Flagler St., Suite M82C, Miami 33144	
68	29		Region 7A, Panama City	Public	6030 Co. Rd. 2321, Panama City 32404	
68	31	GHQ	Quality Review and Enforcement		Kirkman Bldg., DB8, Tallahassee 32399	V
68	32	GHQ	Accounting Revenue		Kirkman Bldg., A115, Tallahassee 32399	PV
68	39	GHQ	Region 3, Jacksonville	Public	3200 Armsdale Rd., Suite 13, Jacksonville 32218	
68	40	GHQ	DHSMV Dealer License	Public	Kirkman Bldg., DB8, Tallahassee 32399	V
68	46	GHQ	MCS Cross Creek	Public	Kirkman Bldg., DB8, Tallahassee 32399	PV
68	47		Region 7B, Pensacola	Public	185-C Airport Blvd., Pensacola 32503	
68	49		Region 2 BFO Lake City	Public	1350 West US Hwy. 90, Lake City, FL 32055	L1
68	56		State DL Training Site	Public	10137 E. Adamo Drive Suite 800A, Tampa, FL 33619	L1
99	01	GHQ	Tax Collector Help Desk (DMV)	Public	Kirkman Bldg., DB8, Tallahassee 32399	PV
99	02	GHQ	System Evaluation unit	Public	Kirkman Bldg., DB8, Tallahassee 32399	PV
99	99	GHQ	ISA (3 servers)	Public	Kirkman Bldg., DB8, Tallahassee 32399	

Total Servers	324
Subtract L1, Shared and Virtual Servers	79
TOTAL	245

**ATTACHMENT E
CURRENT INVENTORY BY OFFICE LOCATION**

See the separate attachment located on the Vendor Bid System.

ATTACHMENT I

FLORIDA DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES

PUR 1000

STATE OF FLORIDA PUR 1000: Note: State of Florida PUR 1000, General Contract Conditions is hereby incorporated by reference to this solicitation and any ensuing contract. **If conflicting terms between PUR 1000 and this solicitation should result, the terms and conditions contained within this solicitation shall control.**

State of Florida
PUR 1000
General Contract Conditions

Contents

1. Definitions.	25. Changes.
2. Purchase Orders.	26. Renewal.
3. Product Version.	27. Purchase Order Duration.
4. Price Changes Applicable only to Term Contracts.	28. Advertising.
5. Additional Quantities.	29. Assignment.
6. Packaging.	30. Antitrust Assignment
7. Inspection at Contractor's Site.	31. Dispute Resolution.
8. Safety Standards.	32. Employees, Subcontractors, and Agents.
9. Americans with Disabilities Act.	33. Security and Confidentiality.
10. Literature.	34. Contractor Employees, Subcontractors, and Other Agents.
11. Transportation and Delivery.	35. Insurance Requirements.
12. Installation.	36. Warranty of Authority.
13. Risk of Loss.	37. Warranty of Ability to Perform.
14. Transaction Fee.	38. Notices.
15. Invoicing and Payment.	39. Leases and Installment Purchases.
16. Taxes.	40. Prison Rehabilitative Industries and Diversified Enterprises, Inc. (PRIDE).
17. Governmental Restrictions.	41. Products Available from the Blind or Other Handicapped.
18. Lobbying and Integrity.	42. Modification of Terms.
19. Indemnification.	43. Cooperative Purchasing.
20. Limitation of Liability.	44. Waiver.
21. Suspension of Work.	45. Annual Appropriations.
22. Termination for Convenience.	46. Execution in Counterparts.
23. Termination for Cause.	47. Severability.
24. Force Majeure, Notice of Delay, and No Damages for Delay.	

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 release 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 reprourement 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://dls.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 II

FLORIDA DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES

PUR 1001

STATE OF FLORIDA PUR 1001: Note: State of Florida PUR 1001, General Instructions to Respondents, is hereby incorporated by reference to this solicitation and any ensuing contract. **If conflicting terms between PUR 1001 and this solicitation should result, the terms and conditions contained within this solicitation shall control.**

**State of Florida
PUR 1001
General Instructions to Respondents**

Contents

<ul style="list-style-type: none"> 1. Definitions. 2. General Instructions. 3. Electronic Submission of Responses. 4. Terms and Conditions. 5. Questions. 6. Conflict of Interest. 7. Convicted Vendors. 8. Discriminatory Vendors. 9. Respondent's Representation and Authorization. 10. Manufacturer's Name and Approved Equivalents. 11. Performance Qualifications. 	<ul style="list-style-type: none"> 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
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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://vbs.dms.state.fl.us/vbs/search.criteria_form. 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 III

FLORIDA DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES

IDENTICAL TIE BIDS FORM

IDENTICAL TIE BIDS - Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids which are equal with respect to price, quality, and service are received by the State or by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing tie bids will be followed if none of the tied vendors have a drug-free workplace program. In order to have a drug-free workplace program, a 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.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

Authorized Signature: _____

Printed Name: _____

Date: _____

ATTACHMENT IV
FLORIDA DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
SAVINGS/DISCOUNTS/PRICE REDUCTIONS

COMMODITY OR SERVICE: _____

Respondent: Please furnish the prices offered compared to prices that would be paid without this competitive solicitation, total savings and percent discount.

Non-discounted price each \$ _____ X quantity _____ = \$ _____ List Price.

Discounted price each \$ _____ X quantity _____ = \$ _____ Actual Price.

Additional comments or savings information:

Authorized Signature: _____

Printed Name: _____

Date: _____

To be completed by DHSMV representative as applicable:

Requisition # _____ P O # _____ Division _____

Total award amount \$ _____

ATTACHMENT V

FLORIDA DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES

CHECKLIST

The 10 Most Critical Things to Keep in Mind When Responding to a Solicitation for the Florida Department of Highway Safety and Motor Vehicles

1. _____ **Read the entire document.** Note critical items such as: mandatory requirements; bond(s) requirements (proposal, performance and/or damages) sample(s) required, supplies/services required; submittal dates; number of copies required for submittal; funding amount and source; contract requirements (i.e., contract performance security, insurance requirements, performance and/or reporting requirements, etc.).
2. _____ **Note the Procurement Officer's name, address, phone numbers and e-mail address.** This is the only person you are allowed to communicate with regarding the Solicitation and is an excellent source of information for any questions you may have.
3. _____ **Attend the pre-proposal conference.** (If applicable)
4. _____ **Take advantage of the “question and answer” period.** Submit your questions to the Procurement Officer by the due date listed in the Calendar of Events and view the answers given in the formal “addenda” issued for the Solicitation. All addenda issued for a Solicitation are posted on the Vendor Bid System’s website (http://vbs.dms.state.fl.us/vbs/search.criteria_form) and will include all questions asked and answered concerning the Solicitation.
5. _____ **Follow the format required in the Solicitation** when preparing your response. Provide point-by-point responses to the required sections in a clear and concise manner.
6. _____ **Provide complete answers/descriptions.** Read and answer **all** questions and requirements. Don’t assume the Department or evaluation committee will know what your company capabilities are or what items/services you can provide, even if you have previously contracted with the Department. The proposals are evaluated based solely on the information and materials provided in your response.
7. _____ **Use the forms provided**, i.e., Bid List Registration page, Site Survey forms, Certification forms, Price Proposal forms (Section 9.0), Certificate of Drug Free Workplace (Attachment III), Savings / Discount / Price Reduction (Attachment IV), etc.
8. _____ **Check the Vendor Bid System website for Solicitation addenda.** Before submitting your response, check the Vendor Bid System website to see whether any addenda were issued for the Solicitation, some addenda require that you sign and return them with the bid.
9. _____ **Review and read the Solicitation document again** to make sure that you have addressed all requirements. Your original response and the requested copies must be identical and be complete. The copies are provided to the evaluator/evaluation committee members and will be used to score your response.
10. _____ **Submit your response on time.** Note all the dates and times listed in the Calendar of Events and within the document, and **be** sure to submit all required items on time. Faxed, emailed or late proposal responses are never accepted.

This checklist is provided for assistance only and should not be submitted with Offeror’s Response.

ATTACHMENT VI
FLORIDA DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
CERTIFICATION OF SITE SURVEY

CERTIFICATION OF SITE SURVEY, ITN # _____

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

FIRM NAME: _____

REPRESENTED BY: _____

DATE OF SURVEY: _____

On the above date, site was inspected and I am fully aware of entire scope of proposal.

 Signature of Firm Representative

Site Survey Verified by: (DHSMV Representative) Printed Name _____

Signature: _____

ATTACHMENT VII

FLORIDA DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES

REFERENCES (page 1 of 2)

The Department is interested in the Contractor's performance and responsibility as a provider of the applicable commodity/service. Include three references of customers to whom you have provided the applicable services/products. Respondent must provide customer's name, point of contact, telephone number and an explanation as to the project's relevance or similarity to the scope of this bid request. Adverse or unverifiable references may cause the proposal to be rejected by the State.

1. Agency or Firm: _____
Street Address: _____
City: _____
Telephone: _____
Email: _____
Contact Person: _____
Service provided: _____

2. Agency or Firm: _____
Street Address: _____
City: _____
Telephone: _____
Email: _____
Contact Person: _____
Service provided: _____

ATTACHMENT VII

FLORIDA DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES

REFERENCES (page 2 of 2)

3. Agency or Firm: _____
Street Address: _____
City: _____
Telephone: _____
Email: _____
Contact Person: _____
Service provided: _____

