



State of Florida
DEPARTMENT OF
HIGHWAY SAFETY AND MOTOR VEHICLES

ELECTRA THEODORIDES-BUSTLE
Executive Director

CHARLIE CRIST
Governor

BILL McCOLLUM
Attorney General

ALEX SINK
Chief Financial Officer

CHARLES H. BRONSON
Commissioner of Agriculture

May 14, 2008

Addendum #2
RFP #021-08
Office Queuing System

Dear Sir or Madam,

The subject Request for Proposal is hereby amended as follows:

REMOVE: PAGES 1 and 23 of 45 (04/29/08) and 31 of 45 (REVISED AS OF 05/06/08)

ADD: PAGES 1, 23, 31, and 31a of 45 (REVISED AS OF 05/14/08)

Please add these pages to your copy of the Request for Proposal and remove any earlier versions of the same pages issued prior to this Addendum #2 as of May 14, 2008. Additional information regarding existing office equipment has been added and the Calendar of Events has been updated to extend the deadline for questions.

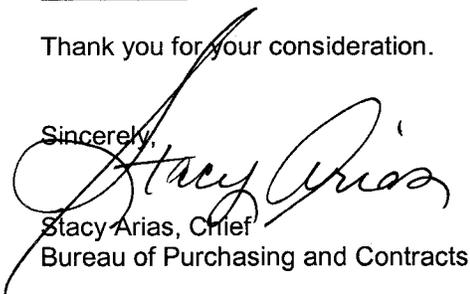
All other terms and conditions remain unchanged.

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. Any notice of protest or protest to this solicitation which was filed prior to this notice is null and void.

Failure to return this addendum signed with your bid response will cause your bid to be considered non-responsive.

Thank you for your consideration.

Sincerely,



Stacy Arias, Chief
Bureau of Purchasing and Contracts

SA/wrg

Complete and Sign below:

Firm: _____

Authorized Signature: _____

Date: _____



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

April 29, 2008

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

Solicitation No.	021-08
Number of Addenda as of above date:	None
Item(s) of Bid	Office Queuing System
Commodity Code	250-960
Date and Time Due	06/05/2008, 2:30 PM EST

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 2.3 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 No.: () _____

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

(Revised 03/03/2008)

3.0 SPECIAL CONDITIONS

3.1 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.

April 29, 2008	Solicitation issued.
May 21, 2008	All questions and/or proposed changes to the solicitation must be submitted in writing to the issuing officer by 5:00PM Eastern Time (may be submitted earlier.) See Section 2.26.
May 27, 2008	Responses to written inquires and proposed changes will be posted no later than 5:00PM Eastern Time on the Florida Vendor Bid System at http://fcn.state.fl.us/owa_vbs/owa/vbs_www.search.criteria_form
June 5, 2008	Proposals due. Public bid opening at 2:30 PM Eastern Time at the location specified in section 3.11. Proposal Bond due.
June 12, 2008	Public Evaluation of Proposals at 10:00AM Eastern Time at the location specified in Section 3.8.
June 13, 2008	Intent to Award will be posted on the Florida Vendor Bid System no later than 5:00 PM Eastern Time at; http://fcn.state.fl.us/owa_vbs/owa/vbs_www.search.criteria_form
June 18, 2008	Bid Award.

3.2 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 signed by both parties. Term shall be as specified on the Direct Order issued pursuant to this contract for each office. This is a three (3) year contract with a three (3) year renewal option 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.

3.3 PROPOSAL BOND: Each respondent must 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 award and after submission of the performance bonds, to unsuccessful proposers after award. The State will not consider alternative proposal and/or performance securities.

3.4 PERFORMANCE BOND: Not Applicable

3.5 DAMAGES BOND: Not Applicable

3.6 LIQUIDATED DAMAGES: Not Applicable

5.2 INSTALLATION LOCATIONS: The contractor will install the 19 state-operated offices within 120 days from the date the contract is awarded. In an effort to reduce interruptions in service, all installations including cabling, shall begin on Friday after 6 pm and finish by Sunday at 9pm. First year offices are located in the following areas:

- Miami (7)
- Orlando (4)
- Tampa
- West Palm Beach
- Lauderdale Lakes
- Delray Beach
- Jacksonville
- Pensacola
- Opa Locka
- Oakbrook

During the second year the remaining 38 offices will receive the queuing system. These offices are located in the following areas. During this phase, contractor will have six months to install all systems.

- Miami (4)
- Fort Lauderdale
- Cape Coral
- Lakeland
- Gainesville
- Coral Gables
- Margate
- Deerfield Beach
- Palm Beach
- Fort Myers
- Tampa (6)
- Pinellas Park
- Lutz
- Clermont
- Jacksonville (3)
- Lantana
- Pompano Beach
- Port St. Lucie
- Daytona Beach (2)
- Panama City
- Ft Walton Beach
- Tallahassee (2)
- Melbourne
- Fort Pierce (2)
- Tavares

Office addresses and points of contact are included as Attachment IV to this document

5.3 SYSTEM COMPATIBILITIES AND REQUIREMENTS: Proposals must meet the minimum requirements listed below:

- A. An operating platform that is consistent and compatible with DHSMV's current system requirements, and meets the minimum requirements as follows:
 1. All software, including operating software, must be fully supported, current versions that containing the latest security patches at the time of install, unless otherwise agreed to by the State.
 2. 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.
- B. System must be web-based with a contractor provided host server that will be located in the Neil Kirkman Building in Tallahassee. A system architect must provide a backup capability that provides seamless operation should there be a host server failure.
- C. System must have no proprietary hardware required for usage.
- D. Must be compatible with the existing hardware within the office:
 1. Toshiba (32LV674) 32" LCD TV with built-in DVD player
 2. Epson TM-T90 thermal receipt printer
 3. Dell Workstations, with Windows XP operating system
- E. System software must remain compatible with Departmental operating system upgrades. These updates must be made at no cost to the Department.
- F. The Department recently entered into a contract with MVN to install a network that will provide public service announcements, weather, news, advertising, web casting and amber alerts. The queuing solution must have an ability to integrate into MVN's display format.

1. The queuing numbers can be made available as either (a) an RSS web feed; (b) an XML web page; (c) an XML file retrievable from a mutually agreed upon location accessible via an internet connection.
2. The file or web page/feed is updated as needed on the queuing provider's end (i.e., every 10 seconds for example)
3. The RSS or XML file, web page or feed allows for simple data extraction from item tags (RSS) or X-Path (XML) for all needed items, such as the queue number, the counter number, the wait time, etc.
4. The file or webpage/feed should be fairly free of HTML markup within the item tags or X-Path locations so as not to create incompatibility with the data. Details such as font size, color, location, etc. will be handled through MVN's software and should not be referenced with HTML or it will not be compatible with their software.