Julie L. Jones
Executive Director

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A SAFER
FLORIDA
HIGHWAY SAFETY AND MOTOR VEHICLES

Charlie Crist
Governor

Bill McCollum
Attorney General

Alex Sink
Chief Financial Officer

Charles H. Bronson
Commissioner of Agriculture

Addendum # 3 June 8, 2010
ITN # 023-10,Tax Collector Hardware Maintenance

Dear Sir or Madam,

REMOVE PAGES: 1, 4, 5, 16, 24, 26, 27, 28, 29, 30, 35, 36, 41, and 43 of 84 (04/21/2010)

ADD PAGES: 1, 4, 5, 16, 24, 26, 27, 28, 29, 30, 35, 36, 41, 43 and 85 of 85 (06/08/2010)

Please add the new pages to your copy of the Invitation to Negotiate, and remove the earlier version of the same pages issued prior to this Addendum # 3 as of June 8, 2010. **This addendum must be returned signed with your Best and Final Offer Proposal.**

This addendum serves as notice to the following changes on ITN 023-10.

Page 1: Title Page, Bid List Page has been amended.
Page 4: Table of Contents has been amended.
Page 5: Table of Contents has been amended.
Page 16: Section 2.1, Calendar of Events has been amended.
Page 24: Section 4.2, Equipment Additions and Deletions has been amended.
Page 26: Section 4.3.2, Remedial Maintenance has been amended.
Page 27: Section 4.3.4, Preventative Maintenance has been amended.
Page 28: Section 4.3.6, Transfer of Equipment has been amended.
Page 29: Section 4.3.9, Additional Requirements has been amended.
Section 4.4, Installation, De-Installation and Relocation Services has been amended.
Page 30: Section 4.5, Security has been amended.
Page 35: Section 7.8.4, Customer References has been removed and numbering has amended.
Page 36: Section 8.0, Evaluation of Proposals has been amended.
Page 41: Section 9.0 Price Proposal Form, Cost Table A, Page 4 has been amended.
Page 43: Section 9.0 Price Proposal Form, Cost Table C has been amended.
Page 85: Attachment I, Tax Collector Server Preventative Maintenance Procedure has been added.

All other dates and terms and conditions remain the same in this Invitation to Negotiate.

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.

Sincerely,

Kevin Bailey, Chief
Bureau of Purchasing and Contracts

Complete and Sign below:

Authorized Signature: _____

Printed Name, Title: _____

Firm: _____ Date: _____

Failure to return this addendum with your proposal will cause the proposal to be considered non-responsive.

STATE OF FLORIDA

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

BID LIST REGISTRATION

APRIL 21, 2010

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

Solicitation Number:	**ITN 023-10**
Number of Addenda as of above date:	**Three**
Item(s) of Bid	**Tax Collector Hardware Maintenance**
Commodity Code	**933-020, 933-780, 933-900**
Date and Time Due	**June 23, 2010, 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

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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.

March 31, 2010	**Solicitation issued.**
April 14, 2010	**All questions** and/or proposed changes to the solicitation must be submitted in writing to the issuing officer by ***5:00 PM*** Eastern Time (may be submitted earlier.) See Section 1.26.
April 21, 2010	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 .
May 6, 2010	**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.
May 17, 2010	There will be a public meeting of the evaluation committee for the purpose of evaluating Statements of Qualifications and Services Offered at ***3:00 PM*** Eastern Time, in the auditorium of the Neil Kirkman Building, 2900 Apalachee Parkway, Tallahassee, FL.
May 19, 2010	Posting of respondents selected for negotiations.
June 2 - 4, 2010	Start of negotiations with selected respondents.
June 23, 2010	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. Proposal Bonds are due with vendor's submission.
June 28, 2010	There will be a public meeting of the evaluation committee for the purpose of evaluating final offers at ***10:00 AM*** Eastern Time, in the auditorium of the Neil Kirkman Building, 2900 Apalachee Parkway, Tallahassee, Florida.
June 30, 2010	Post notice of intended award. Performance and Damage Bonds due from selected contractor within 14 days.
July – November 30, 2010	Contractor works with ISA and performs ramp up activities to ensure that they will be fully operational when the Hardware Maintenance begins on December 1, 2010.
December 1, 2010	Hardware Maintenance begins.

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

4.0 MANDATORY REQUIREMENTS

4.1 DESIGNATED PERSONNEL: Respondent must describe how they will meet or exceed the requirements of this section.

a. For the term of the contract, Contractor shall designate a Service Coordinator to handle coordination of all service calls between DHSMV staff, contractor, and Tax Collector personnel. The Service Coordinator shall 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 shall be sufficient for the individual to fully understand the repairs being made at the sites and communicate with both contractor's field service personnel and State's technical staff.

b. Occasionally Tax Collectors open, relocate or close offices. For the term of this Contact, the Contractor shall 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 2003/2008 environment, Microsoft Active Directory, and in deploying Windows XP/7 workstations.

c. If, in the State's sole opinion, 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 contractor shall replace the individual(s) with a more qualified individual(s) within thirty (30) days from receipt of such notification by the State.

d. All personnel performing maintenance must be trained to service the equipment covered by this contract. Training shall be completed before individual is assigned to service the equipment covered by this contract. Training shall be provided to whatever level is necessary to ensure the individual has the requisite qualifications to perform satisfactory maintenance service.

   The contractor shall identify all key personnel who shall be providing maintenance on the System, furnish the State with a means of identifying these personnel, furnish the State with credentials on these personnel and notify the State at least thirty (30) days in advance of any reductions in staffing levels of key personnel at any local or district office serving the State.

4.2 EQUIPMENT ADDITIONS AND DELETIONS: Respondent must describe how they will meet or exceed the requirements of this section.

a. Occasionally Tax Collectors require additional equipment. For the most part, we have been fulfilling requests by repurposing equipment from offices that have closed, but occasionally additional equipment is purchased. When the purchase of new equipment is required and the current models are no longer available, we will purchase an equivalent model. Maintenance of the equivalent models from the same manufacturer shall be offered at the original proposal price or current state government pricing, or at a negotiated price, whichever is lower. If the replacement printer is not from the same manufacturer, the State agrees that the maintenance of the replacement printer will be negotiated. If a satisfactory maintenance rate cannot be negotiated, the State may cancel the Contract and see other maintenance options.

b. During the term of the Contract, there is a small possibility that the State may replace the current printers statewide. If the current printers are replaced from the same manufacturer, the printer maintenance costs shall be offered at the original proposal price or current state government pricing, or at a negotiated price, whichever is lower. If the replacement printer is not from the same manufacturer, the State agrees that the maintenance of the replacement printer will be negotiated. If a satisfactory maintenance rate cannot be negotiated, the State may cancel the Contract and see other maintenance options.

c. In addition, the State reserves the right to move any and all equipment from one location to another in order to meet its operational requirements. The contractor will be notified by email of any changes. During the term of the contract, additional offices may be added or existing offices closed and equipment may be added or deleted from the State's inventory. The amount of equipment may be substantially reduced during the last year of the Contract if the State elects to procure statewide replacement of the FRVIS equipment.

d. During the term of the Contract, the State may upgrade the workstation and server operating systems to more current versions.

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 contractor shall 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. Server and workstation images must include all state supplied software for full operational status (including FRVIS, FDLIS, and the Digitized Driver License application (Capture)). Workstations at the department's headquarter location are different than those in field offices and have a different workstation image. The most current server and workstation images will be provide by the State at the beginning of the Contract.

5. If the server and workstation models change over the contract period, due to obsolescence of the proposed models, it is the responsibility of the contractor to build new configurations and develop new images within sixty (60) days of email notification. If the State updates operating system patches and other versions of State software that require new images, it is the responsibility of the contractor to develop new images within sixty (60) days after email notification. However, if the State makes a specification change after 16 days of the original email notification, the Contractor will have an additional 45 days from the specification change date to complete the image. The State 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 is included in the maintenance cost.

8. Only new parts approved by the original equipment manufacturer for the specific device being serviced shall 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, contractor's maintenance personnel shall 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 State and the 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 contractor within the completion times required are subject to liquidated damages as defined in Section 2.6.

10. Contractor shall 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 contractor's escalation procedure shall be given to the State's contract manager prior to the installation of the first site.

11 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 Contractor is responsible for firmware and hardware related software. This process will be done in collaboration with ISA resources who will be actively involved.

4.3.3 SERVICE CALLS: Respondent must provide a detailed service call plan that describes how the plan meets the requirements of the ITN.

1. Contractor's Service Coordinator shall keep State 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 State may request about any calls for remedial maintenance. Contractor's liaison shall participate in telephone conferences with State 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 shall be placed by TAC to the contractor's central dispatch office. Requests for service of equipment covered by this contract, initiated by anyone other than those individuals working within TAC, shall not be honored by the contractor.

3. Priorities for service calls, while generally the responsibility of the contractor's central dispatch office and/or the appropriate contractor supervisory personnel may be altered by the State from time to time, as the State deems necessary.

4. While the State 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 shall be no additional cost to the State.

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 shall be no additional cost to the State 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.

4.3.4 PREVENTATIVE MAINTENANCE: Respondent must provide a detailed preventative maintenance plan that describes how the plan meets the requirements of the ITN.

1. Preventive maintenance (PM) shall 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 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 shall be cleaned whenever the equipment is being repaired. All servers shall be cleaned after business hours, according to the procedures in Attachment I at least once per year.

2. Contractor shall include a description of PM activities that they will perform as a part of this Contract in the ITN response. Vendor must include in their response a method to track and report the Preventative Maintenance activities to the Department.

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

1. Contractor must maintain a site inventory that includes the number of equipment items in each location by model type and the associated equipment serial numbers. The contractor must make this information available electronically in Excel to the State upon request. Attachment G, is a spreadsheet of the equipment and serial numbers in each location and it will be provided to the vendors selected to move forward to the second stage of the proposal process. If there are discrepancies, the Contractor must have a process to reconcile the spreadsheet to the site and update the site records.

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

1. The State reserves the right to transfer, without prior notice to the 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 State will attempt to notify contractor, in writing prior to the transfer. The State reserves the right to transfer "hot spare" systems or components, regardless of Departmental ownership, from one location to a site that is inoperable due to equipment malfunction. All maintenance requirements shall apply to such transferred equipment.

2. Contractor shall be notified by email by the State, of equipment transferred between sites where the State is aware of the transfer. This notification shall require the contractor to modify its site records to indicate the correct equipment at each site. Tax Collectors sometimes transfer equipment between offices without the State's knowledge and if the Contractor becomes aware of discrepancies while at the site, the Contractor will modify its site records.

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

1. Maintenance shall 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. Contractor shall notify the State 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 contractor has notified the State of such changes and the State has authorized the installation of such changes. Such notification by the contractor and authorization by the State shall be in writing. Any engineering changes requiring equipment downtime must be coordinated through the State's designated office and scheduled with the local site's supervisor. It is the contractor's responsibility to determine what engineering changes are available, whether they are mandatory changes, safety changes, or other changes. Furthermore, it is the contractor's responsibility to initiate the installation of all such changes.

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

1. Each month the contractor shall provide the state with a report of all malfunction incident reports for the previous month. 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. Data 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. The State will prepare a monthly incident report for the previous month. The report will contain the Service Manager ticket number, the Contractor's ticket number, description of the malfunction, description of the resolution, date and time the contractor was notified, date and time the incident was closed, whether the SLA was met and any associated liquidated damages.

4.3.9 ADDITIONAL REQUIREMENTS: Respondent must provide a detailed response that describes how they will provide the services described in this section.

1. The 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 Contractor's responsibilities as defined by the ITN or if there is a misdiagnosis from the state's help desk as to which device is inoperable. If the Contractor is not allowed to stay on site after hours, the time to fix will only be based on the time the 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 contractor employees or subcontractors.

3. The State purchases an allocation of toner cartridges for the Tax Collectors. The State is considering use of aftermarket toner through a bid process that requires lab testing that certifies that the aftermarket toner performs equal to or better than OEM toner. If aftermarket toner is approved, Tax Collectors may purchase the approved aftermarket toner if they need additional toner beyond what the State provides. If a defective toner cartridge causes a printer malfunction and a service call has to be placed to the hardware maintenance provider, the toner contractor must reimburse the Department for the printer service performed due to the defective cartridge.

4. 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 D.

4.4 INSTALLATION, DE-INSTALLATION, AND RELOCATIONS SERVICES: Respondent must provide a detailed response that describes how they will provide the services described in this section.

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

b. 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 State's equipment vendor. The 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 Contractor and notifies department resources who may be involved in the project. Contractor must provide services within thirty (30) calendar days from the date of notification, if requested.

c. For relocations or new installations, the ISA Service Coordinator will notify the Contractor and the Contractor contacts the Tax Collector to determine what services are needed and prepares a quote. Tax Collectors may choose to pay the Contractor directly for services or ask the department to pay for services, which will be reimbursed by the Tax Collector.

d. After services are provided both the Tax Collector representative and the Contractor will sign a document that states that the hardware has been installed and contains the serial numbers of the installed equipment. The ISA Service Coordinator will email the sign-off document to the Contractor and request an invoice. Invoices that are billed to the department will be reimbursed by the Tax Collector.

e. 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.

f. 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 chose to relocate their workstations and printers but the State requires that the server installations be performed by the Contractor.

g. Tax Collectors occasionally need additional cabling. Some Tax Collectors hire their own cabling contractor while others ask the State 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).

h. 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 Contractor arrives at the site and ends when the Contractor leaves the site.

i. Depending on the Tax Collector's preference work may be performed during business hours, after business hours, or on the weekends.

j. Occasionally, Tax Collectors need to cancel or reschedule service requests. There will be no charges for cancellation or rescheduling of services unless the Contractor arrives at the site and did not receive prior notice of the cancellation.

4.5 SECURITY: Respondent must briefly describe their general security philosophy, posture, and approach to ensure optimal information security protection would be achieved in providing hardware maintenance and installation, de-installation, and relocations services.

a. The contractor must agree the contractor's employees will complete a fingerprint background check with the Florida Department of Law enforcement. Costs associated with the background check or other security processes shall be borne by the contractor.

b. Contractor must ensure that operating systems are deployed and configured to meet the security requirements of DHSMV. Server and workstation operating systems must be hardened according to IT industry best practices. At a minimum, securing operating systems should include:
    1. Patch and upgrade the operating system with the latest Microsoft/vendor security patches
    2. Remove or disable unnecessary services and applications
    3. Configure operating system user authentication
    4. Test the security of the operating system
    5. No default passwords in use.

c. Contractor must ensure all computer and data storage equipment serviced under this contract is properly sanitized prior to disposal, replacement, or reuse.. Sanitization must be completed at the site of the remedial maintenance or the Contractor's service depot. Certification of sanitization must be sent to the Department for each data storage device that is removed. 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. Respondent must provide a detailed description of how they will comply with this section.

4.6 QUALITY CONTROL: Respondent must provide a detailed quality control plan and discuss any additional but related services.

4.7 FUTURE IMPROVEMENTS: The Department may consider and negotiate improvement options during the term of the contract.

4.8 EQUIPMENT INVENTORY: Attachment G, FRVIS Inventory by Office Location and Attachment H, has been added to the ITN amended as of April 21, 2010. These inventory lists outline the exact physical office location of each piece of equipment to be covered as of January 2010.

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 work plan that clearly defines how the Contractor will be in a position to provide the services required in the ITN by the dates specified in the Section 2.1, "Calendar of Events." Define phases, milestones, activities, tasks, task duration, deliverables, and task dependencies. Any requirements for Department personnel shall be clearly stated in the plan.

7.8.4 SYSTEM REQUIREMENTS: Respondents must address all subsections listed under Sections 3 and 4. Respondent must label each subsection of the proposal with the name and number of the corresponding section and address each requirement in that section. All exceptions to the requirements must be approved by the State prior to the final technical submission. Unapproved exceptions may disqualify the proposal.

7.8.5 ASSUMPTIONS: Respondents must identify any assumptions that were made in their response. All assumptions must be approved by the State prior to the final technical proposal submission. Unapproved assumptions may disqualify the proposal.

7.8.6 PRICE PROPOSAL FORMAT: Each proposer shall 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 contractor. Proposals not including all required and offered equipment, software, and services will not be considered. The services/commodities provided per contract year are estimated and does not represent a guarantee of work.

7.8.7 PROPOSAL BOND: Include the proposal bond referenced in Section 2.3 with the price proposal.

8.0 EVALUATION OF PROPOSALS

8.1 TECHNICAL PROPOSAL: (maximum 200 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. The points for each section are listed along with the location of the requirements in the solicitation document. Award will be to the highest scoring proposal, considering the technical proposal scoring and all costs for the entire maintenance contract period, evaluated as described in Section 8.19 of this solicitation.

8.2 EXECUTIVE SUMMARY: (pass/fail, Section 7.8.2)

8.3 PROJECT ORGANIZATION AND PLAN: (0-15 points, Section 7.8.3)

8.4 DESIGNATED PERSONNEL: (0-10 points, Section.4.1)

8.5 EQUIPMENT ADDITIONS AND DELETIONS: (0-5 points, Section 4.2)

8.6 MAINTENANCE REQUIREMENTS: (0-50 points, Section 4.3 and subsections)

8.7 INSTALLATION, DE-INSTALLATION, AND RELOCATION SERVICES: (0-15 points, Section 4.4 and Cost Table C.)

8.8 SECURITY: (0-5 points, Section 4.5)

8.9 QUALITY CONTROL: (pass/fail, Section 4.6)

8.10 FUTURE IMPROVEMENTS: (pass/fail, Section 4.7)

8.11 PRICE PROPOSAL: (maximum 100 points) Price will be evaluated by the present value methodology required by Section 287.0572, Florida Statutes, and Rule 60A-1.063, Florida Administrative Code, to determine the lowest cost proposal. The present value discount rate which will be used in the computations and evaluations is 5.49%.

Cost Table B (maximum 100 points)

The lowest cost proposal will be awarded 100 points. Lowest total cost (LC) divided by proposal being considered (PC) times maximum points score (100) equals points awarded.

Formula: LC/PC X 100=Score.

No price points are allocated to prices on the Supplemental Cost Sheet, Cost Table C; however, price will be evaluated as part of the overall technical score for Section 8.7.

8.12 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 in accordance with Section 60A-1.011, Florida Administrative code. See Attachment III.

9.0 PRICE PROPOSAL FORM (Page 4 of 6)

Cost Table A, Page 4 **Hardware Maintenance Cost**

July 1, 2013 through November 30, 2013

Hardware Items		Unit Price Per Month	X	Quantity*	=	Extended Price
Switch			x	367	=	
Server			x	278	=	
Monitor			x	4622	=	
Workstation			x	4429	=	
UPS			x	592	=	
Notebook PC			x	157	=	
Laser Printer			x	4994	=	
Mouse / Keyboard			x	142	=	
Docking Station			x	126	=	

* Quantity per Attachment A, Current Equipment Inventory

TOTAL PRICE PER MONTH

X 5 MONTHS =

TOTAL PRICE PER MONTH

TOTAL COST: July 1, 2013 – November 30, 2013

4 to be entered on Cost Table B

ITN 023-10, Price Proposal, page 4 of 6

COMPANY: _____

RESPONDENT: _____

AUTHORIZED SIGNATURE: _____

9.0 PRICE PROPOSAL FORM (Page 5 of 6)

9.0 PRICE PROPOSAL FORM (Page 6 of 6)

Cost Table C **Installation, Relocation, De-installtion Cost Services**

Supplemental Cost Sheet	**Unit Cost**
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	

Other installation cost per hour	
Site Survey Cost	
Cabling trip charge	
Cabling cost per drop	

Costs in Table C must be inclusive of all travel costs, minimum charges, and after hours work.

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

Complete and Sign below. Unsigned offers will not be considered.
As the person authorized to sign this statement, I certify that this firm complies with all requirements of ITN 023-10.

RESPONDENT: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP _____

AUTHORIZED SIGNATURE: _____

TITLE: _____

Please complete legibly. ITN 023-10, Price Proposal, page 6 of 6.

Attachment I

Tax Collector Server Preventative Maintenance Procedure

This procedure should be performed annually to assure proper operation of the server. This procedure requires a safe shutdown of the server and the office will be out of service. Estimated time for this procedure is one hour.

1. Coordinate with local office personnel concerning the server PM event.

2. Before beginning, verify with office personnel that the server is fully functional including FRVIS and FDLIS.

3. Shut down the server.

4. Disconnect the power from the server.

5. Maneuver the server to be able to open the server access cover and to inspect the server interior.

6. 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.

7. Verify that all cooling fans spin freely. Fans which are frozen or stuck should be replaced.

8. Close the server access cover and verify that all cables are properly attached to server including keyboard, mouse, monitor, network and peripherals.

9. Place the server back into the proper operational location.

10. Reconnect the power to the server.

11. Start up the server.

12. Have office personnel verify the system is fully functional including FRVIS and FDLIS before the engineer departs.