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POLK COUNTY  
EXECUTIVE COUNCIL CHAIR

Tara S. Green  
CLAY COUNTY  
VICE-CHAIR

JD Peacock, II  
OKALOOSA COUNTY  
SECRETARY/TREASURER



JOHN CRAWFORD  
NASSAU COUNTY

PAT FRANK  
HILLSBOROUGH COUNTY

TODD NEWTON  
GILCHRIST COUNTY

PAULA S. O'NEIL, PH.D.  
PASCO COUNTY

HARVEY RUVIN, ESQ.  
MIAMI-DADE COUNTY

RON FICARROTTA  
13TH JUDICIAL CIRCUIT JUDGE  
SUPREME COURT APPOINTEE

KYLE HUDSON  
HOLMES COUNTY  
SENATE APPOINTEE

VACANT  
HOUSE APPOINTEE

JOHN DEW  
EXECUTIVE DIRECTOR

JOE BOYD  
GENERAL COUNSEL

2560-102 BARRINGTON CIRCLE | TALLAHASSEE, FLORIDA 32308 | PHONE 850.386.2223 | FAX 850.386.2224 | WWW.FLCCOC.ORG

## *Request for Proposal (RFP) Outsourced IT & Managed Services/Support*

The Clerks of Court Operations Corporation ("CCOC") is a legislatively created corporate entity, as established under Section 28.35, Florida Statutes. Its mission is to review and recommend Florida Clerk of Courts Article V court-related budgets and to encourage Clerk's best practices using performance standards. It is headquartered in Tallahassee and its web page is [www.flccoc.org](http://www.flccoc.org).

The CCOC needs certain services as more fully described below (hereinafter "Services"). This RFP is intended to secure one or more qualified and affordable contractors to provide potentially all, part or none of such services.

This is an RFP to select service providers to meet the service needs of CCOC. This RFP consists of this transmittal only, and contains the instructions for the preparation of quotes, costs breakdown, and timeframe. Any proposal should also include the qualifications to be required of each person designated to perform billable services.

Notice of Intent to Bid (Attachment 1) shall be sent by email to John Dew at [jdew@flccoc.org](mailto:jdew@flccoc.org) by 5:00 PM (EST); November 15, 2018.

All questions pertaining to this RFP should be sent via email to [jdew@flccoc.org](mailto:jdew@flccoc.org). Questions and answers will be posted on the CCOC website. If necessary, a bidder's conference will be held at which time CCOC will provide additional information regarding dates, time, and location.

## 1.0 INTENT

- 1.1 Respondents are to submit a written proposal that presents the Respondent's qualifications, understanding of work to be performed, and description of fees. The Respondent's quote should be prepared simply and economically and should provide all the information pertinent to its qualifications that respond to the Scope of Services listed herein.
- 1.2 POINT-OF-CONTACT: CCOC requires that Respondents restrict all contact and questions regarding this RFP to the individual named below. Questions concerning terms and conditions and technical specifications shall be directed in writing to:

John Dew, Executive Director  
Florida CCOC  
2560-102 Barrington Circle  
Tallahassee, Florida 32308  
[jdew@flccoc.org](mailto:jdew@flccoc.org)

## 2.0 SCOPE OF SERVICES

CCOC's diagrams of the network map along with the existing computers on the network are attached to this RFP.

- 2.1 Value Added Service Requirements
- Remote backup server(s) and laptops – Executing a nightly backup plan on critical servers and laptops, including a regularly-tested recovery process.
  - Routine software updates to server(s) and laptops
  - Routine security assistance, updates, and audits
  - Technology Strategy Planning – Working with Executive Director and Deputy Executive Director to develop a long term strategic technology plan and its execution.
  - Solution Design – Solution packages (hardware, software and licensing) and associated consolidation of data.
  - Network and email system monitoring – 24/7 monitoring of network and email services with proactive communication and escalation protocols based on the severity of any unscheduled outages.
  - Procurement management – Selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering replacement parts.
  - Move, Add, Change – Changes to the location or configuration of existing equipment or software, and installation or additional equipment or software.



- Warranty, break fixes and installation – Planned and on-call services, including emergency response to server issues.
- Ability to support CCOC's inquiries as required, via help desk, including support for remote users.
- Reporting and communication – Ensuring monthly reporting on all purchases, assets, current activities and issues and project status reports.
- IT policy review and development – Development of customized policies related to the use of technology.
- Unit evaluation and testing – Formal evaluation of new hardware.
- Configuration – Full assembly of hardware and software, including testing and burn-in.
- PC development – Delivery and setup of machines on-site.
- Life cycle management of hardware units – Process for end-of- life notification, replacement, and asset decommissioning/disposal.
- Software licensing control – Oversight of automatic renewal of software applications and maintenance of appropriate documentation.
- Warehousing – Maintain an inventory of standard stock units on behalf of CCOC.

### 3.0 SERVICES

- 3.1 Services shall be provided at CCOC headquarters unless directed otherwise by the Executive Director of CCOC.
- 3.2 Subcontracting of work under this RFP/contract is not allowed.
- 3.3 There will be no guarantee of a minimum level of services to be acquired by CCOC.
- 3.4 This is a one-year contract. CCOC maintains the option to renew this contract for each of the two subsequent years (on a year to year basis) at the discretion of the CCOC.

### 4.0 MINIMUM QUALIFICATIONS

- 4.1 At least five (5) years' experience managing and supporting information technology services. Previous work experience with the CCOC is helpful but not necessary for this RFP.
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## 5.0 REQUIREMENTS TO BE PROVIDED

- 5.1 The **NOTICE OF INTENT TO BID**, is nonbinding; however, it ensures the receipt of all addenda related to this RFP. Quotes will be accepted only from applicants who submit a timely **NOTICE OF INTENT TO BID**. (See Attachment 1)
- 5.2 **FORMAT AND NUMBER OF COPIES TO BE SUBMITTED:** In order to be considered for selection, Respondent must submit a complete response to this RFP. One (1) electronic copy of each proposal must be submitted via, USB thumb drive, Dropbox, or e-mail (only if under 10 MB).
- 5.3 Proposal shall be signed by the person authorized as the primary representative or officer.
- 5.4 Respondents shall include as part of their proposal responses the following information at a minimum:
  - 5.4.1 Name, address, telephone number, etc. of the firm or person submitting the proposal;
  - 5.4.2 Qualifications, certifications, and educational professional resume of all persons that would provide services under any resulting contract;
  - 5.4.3 A straightforward, concise description of capabilities to satisfy the requirements of the RFP;
  - 5.4.4 References; All Respondents shall include a list of a minimum of three (3) references, for similar services only, who could attest to the Respondent's knowledge, quality of work, timeliness, diligence, and flexibility. Include names, contact persons, and phone numbers of all references.
  - 5.4.5 Cost to CCOC for services offered should be estimated **MONTHLY**; and
  - 5.4.6 A written description of any (i) litigation during the past five (5) years involving the Respondent or any person listed in the response relating to professional services, including a summary of the disposition of such matter or matters; and (ii) a list of any grievances filed within the past five (5) years against Respondent or any person listed in the response with



any regulatory or judicial body, including a summary of the disposition of such matter or matters.

## 6.0 EVALUATION METHODOLOGY

The CCOC will evaluate proposals from responsive vendors who have utilized the criteria below in **7.0 Evaluation Criteria**. Evaluations will be conducted by an Evaluation Team. Scoring will be based on a possible 100 points. The CCOC may invite one or more of the most highly qualified respondents to attend a formal interview.

## 7.0 EVALUATION CRITERIA

These criteria are to be utilized in the evaluation of the proposals of those Respondents to be considered. Respondents are required to address each evaluation criteria in the order listed and to be specific in presenting their qualifications.

- 7.1 Flexibility/Understanding of Requirements – The degree to which the Respondent has responded to the purpose and scope of specifications – e.g., services to be provided – flexibility of Respondent to meet the CCOC needs, conformance in all material respects to this RFP, etc.
- 7.2 Capability – The Respondents that have the capability in all respects to perform fully the contract requirements and the moral and business integrity and reliability that will assure good faith performance as required by these specifications. Also includes Respondent's capability and skill to provide the products or perform the services stated in these specifications.
- 7.3 Experience – Respondent's experience in providing the services as requested in these specifications.
- 7.4 Cost – The Cost of the services to the CCOC.

## 8.0 COMMUNICATION DURING EVALUATION

Under no circumstances shall any Respondent contact in person, by telephone, or otherwise any representative of the CCOC other than as provided above in Section 1.2 regarding this RFP. Failure to comply with this provision may result in the disqualification of that entity from this procurement process.

## 9.0 CONTRACT

- 9.1 The successful Contractor will be required to enter into a contract with the CCOC. Any contract shall be in accordance with the contract format required by CCOC.
- 9.2 Contract Term – This contract shall be for a primary term of one (1) year with the option to renew for two (2) additional one (1) year terms.
- 9.3 The contract will be monitored for acceptable services rendered throughout the contract period.
- 9.4 Cancellation of Contract – The CCOC shall have the right to cancel and terminate any contract(s), in part or in whole, for any reason or for no reason, without penalty, upon notice to the Contractor. Contractor shall not be entitled to lost profits or any further compensation not earned prior to the time of cancellation.

Calendar of Events		
Task	Date	Time
CCOC Release of RFP	11/9/2018	5:00 PM (EST)
Letter of Intent to Bid sent electronically	11/15/2018	5:00 PM (EST)
Deadline to ask additional questions	11/29/2018	5:00 PM (EST)
Addenda Released if necessary to answer questions	12/5/2018	5:00 PM (EST)
RFP Quote Due	12/7/2018	5:00 PM (EST)
Possible meetings	TBD	TBD
Effective Contract Date	1/1/2019	5:00 PM (EST)

ATTACHMENT 1  
NOTICE OF INTENT TO BID

Mr. John Dew  
Executive Director  
Florida Clerk of Court Operations Corporation  
2560 Barrington Circle  
Tallahassee, FL 32308  
[jdew@flccoc.org](mailto:jdew@flccoc.org)

REFERENCE: RFP for CCOC Information Technology (IT) Management Services

This is to notify you that it is our present intent to (Submit/not submit) a proposal in response to the above referenced Request for Proposal. The individual to whom information regarding this RFP should be transmitted is:

Name: \_\_\_\_\_  
Company: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State & Zip: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_

☐ I/We concur with the proposed language as presented in the RFP.

Sincerely,

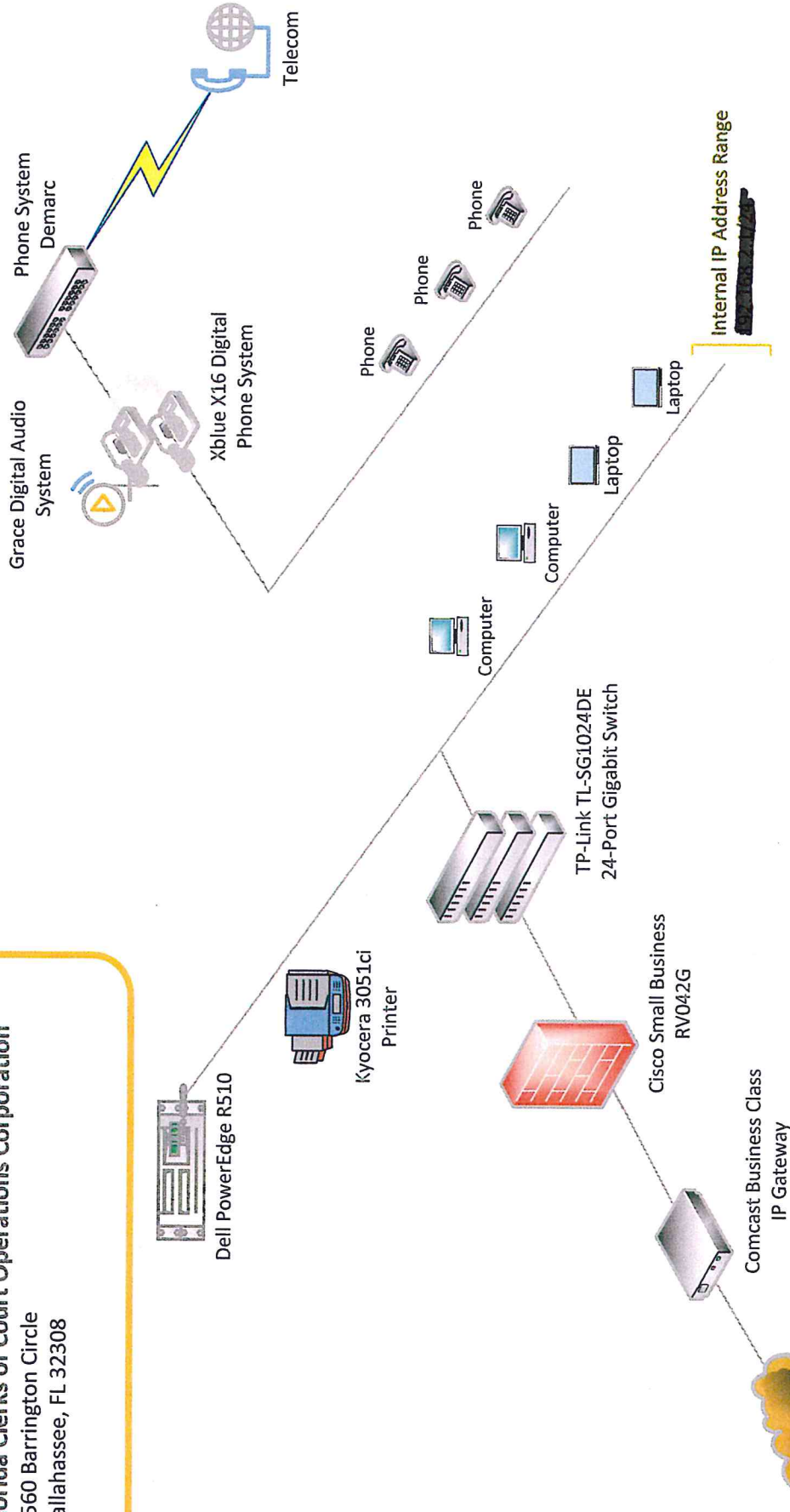
\_\_\_\_\_  
Name(Signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Typed Name & Title of Representative

\_\_\_\_\_  
Typed Name of Company

Florida Clerks of Court Operations Corporation  
2560 Barrington Circle  
Tallahassee, FL 32308





# FLCCOC Ethernet LAN Diagram

