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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

## ***CCOC Request for Quote (RFQ) Design, Development, Maintenance and Hosting of Website***

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 RFQ is intended to secure one or more qualified and affordable contractors to provide potentially all, part or none of such services.

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

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

Questions pertaining to this RFQ should be sent via email to [jdew@flccoc.org](mailto:jdew@flccoc.org). Answers to these questions 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 quote 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 RFQ 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

2.1 In general, the CCOC is satisfied with the major components of the existing website but acknowledges that the design and layout has features that must be updated and/or added to the website. The *CCOC website was created using WordPress and Linux.*

Value Added Service Requirements:

- Migrate current website to new off-site hosting site. Hosting criteria:
  1. Cost per month (must be specific if there are data limitations or required add-ons.)
  2. Hardware and software capabilities and requirements (server operating system, web design software, database engine, dedicated or shared server, etc.)
  3. Redundancy (server redundancy, describe backup schedule and backup storage locations.)
  4. Network specs (Internet bandwidth, Internet connection redundancy, and define room for growth.)
  5. Maintenance fees (for needed technical updates/questions.)
  6. Any hosting services quote must acknowledge the CCOC's ownership in its information.

- Review, maintain, and update existing CCOC web pages for accuracy, currency, and functionality. Must conduct preventive maintenance. A preventive maintenance checklist with a schedule must be provided.
- Ensure that the WEBSITE ([www.flccoc.org](http://www.flccoc.org)) is ADA compliant. If not, make recommendations for updating website.
- Maintain website documentation.
- Update, edit and create various graphics when required for the website.
- Maintain the integrity of the site and social media accounts against spam, hackers, viruses and electronic attacks via firewalls, security software and passwords and social media postings regarding inappropriate comments.
- Submit monthly reports on how the site is being used and effectiveness. Measurements would include traffic sources, top keywords, top pages and referrals, advertising overview for paid Google ad words. Other measurable components could include unique visitors, number of visits, page views, impressions and click through rate.
- Perform other related duties and responsibilities as required.

### 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 RFQ/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 RFQ.
  - 4.2 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.
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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 RFQ. Quotes will be accepted only from applicants who submitted 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 RFQ. One (1) electronic copy of each quote must be submitted via, USB thumb drive, Dropbox, or e-mail (only if under 10 MB).
- 5.3 Quotes shall be signed by the person authorized as the primary representative or officer.
- 5.4 Respondents shall include as part of their quote responses the following information at a minimum:
  - 5.4.1 Name, address, telephone number, etc. of the firm or person submitting the quote;
  - 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 RFQ;
  - 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 on a MONTHLY/HOURLY basis (see attachment 2); 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 quotes 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 Quotes 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 RFQ, 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 RFQ. Failure to comply with this provision may result in the disqualification of that entity from this procurement process.

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## 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 RFQ	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)
RFQ Quote Due	12/7/2018	5:00 PM (EST)
Possible meetings with finalists	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: RFQ for CCOC Website Hosting, Development and Support

This is to notify you that it is our present intent to (Submit/not submit) a quote in response to the above referenced Request for Quote. The individual to whom information regarding this RFQ 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 RFQ.

Sincerely,

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

\_\_\_\_\_  
Date

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

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

**ATTACHMENT 2  
FEE SCHEDULE AND RATE**

<b>Service</b>	<b>Rate (Monthly)</b>
Hosting CCOC's website	
Updating CCOC's website	

<b>Service</b>	<b>Rate (Hourly)</b>
Design & Development	

<b>Other Services</b>	<b>Rate (explain)</b>