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

CCOC EXECUTIVE COUNCIL MEETING

December 20, 2018- 10am EST
WebEx

https://flccoc.webex.com/flccoc/j.php?MTID=m7960c0917747abeb6f383dc08c816c08
Meeting number: 739 278 732

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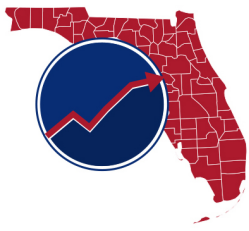
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+1-240-454-0887
Access code: 739 278 732

Call to Order ....Hon. Stacy Butterfield, CPA, Chair
Invocation...Hon. John Crawford
Roll Call ....Hon. JD Peacock

1) Introduction and Agenda Approval ....Hon. Stacy Butterfield, CPA, Chair

2) CCOC Office Contracts...Hon. JD Peacock

3) Clerks 4th Quarter Performance Report ....Hon. Tara Green

4) CCOC Annual Report ....Honorable Stacy Butterfield

5) Other Business ....Hon. Stacy Butterfield, CPA, Chair

Our Mission: As a governmental organization created by the Legislature, we evaluate Clerks' court-related budgetary needs, and recommend the fair and equitable allocation of resources needed to sustain court operations.

Stacy Butterfield, CPA
POLK COUNTY
EXECUTIVE COUNCIL CHAIR

Tara S. Green
CLAY COUNTY
VICE-CHAIR

JD Peacock, II
OKALOOSA COUNTY
SECRETARY/TREASURER

JOHN CRAWFORD
NASSAU COUNTY

HARVEY RUVIN, ESQ.
MIAMI-DADE COUNTY

VACANT
HOUSE APPOINTEE

PAT FRANK
HILLSBOROUGH COUNTY

RON FICARROTTA
13TH JUDICIAL CIRCUIT JUDGE
SUPREME COURT APPOINTEE

JOHN DEW
EXECUTIVE DIRECTOR

TODD NEWTON
GILCHRIST COUNTY

KYLE HUDSON
HOLMES COUNTY
SENATE APPOINTEE

JOE BOYD
GENERAL COUNSEL

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

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

AGENDA ITEM 2

DATE: December 11, 2018
SUBJECT: CCOC 2019 Services Contracts
COMMITTEE ACTION: Approve Contracts

OVERVIEW: Florida Statutes authorize the CCOC to pay expenses to perform the official duties and responsibilities of the Corporation.

CCOC contracts are written for a one-year term (January-December) with an option to extend an additional year for up to 2 years but not to exceed 3 years on condition of adequate funding and CCOC evaluation. At the end of this calendar year we have completed the 3-year cycle for our contracts.

Requests for proposals and quotes were released on November 9th and quotes were due to the CCOC by COB December 7th. The CCOC requested proposals for seven services: Clerk Education; Internal Auditing Services; External Audit and Financial Services; IT services; Webhosting and development services; Revenue Compliance and training; and janitorial services.

The only new service being sought by the CCOC was revenue compliance and training. This proposal is being scheduled and further vetting by the PIE Committee before seeking final approval.

The CCOC proposals, quotes, and vendor questions were available on the CCOC website and thirteen proposals were received. The proposals were evaluated by the CCOC Secretary/Treasurer, the CCOC Executive Director, and Contract Manager based on minimum qualifications and criteria including flexibility/understanding of requirements, capability, experience and cost.

There are slight increases in some of the proposed contract amounts over the previous annual amounts. This is expected considering it has been three or more years that the current contract prices have not been increased. There are sufficient CCOC funds to pay for all the proposed contracts.

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1

The following contractors for the seven services are being recommended below. The below amount would be the maximum spent for the contracts. Because we cannot project with certainty the need for the extent of some of these services we expect the expenditures will be below the maximum amount. We would work with the vendors to have a signed contract in place in January 2019.

Service Category	Current Contract	Proposed Vendor	Estimated Costs	Proposed Annual Maximum
Clerk Education	$286,900	FCCC	$287,000 annual	$287,000
Janitorial	$2,000	Tallahassee Cleaning Solutions	$190/bi-weekly & deep cleaning if needed	$2,530
External Auditor	$8,000	Law, Redd, Frona, & Munroe, P.A.	$15,900	$15,900
Internal Auditor	$22,500	Bill Sitting, CPA, LLC	$98/hr.	$25,000
Website Hosting, development, maintenance	*	Understory	$100/month-hosting $125 hr. development and update as needed	$18,000
"IT" Services	$40,000	E Group	$3,100/month plus $2,000 first yr. setup	$39,200
* (part of IT services)		Annual Max. total	$387,630	

COMMITTEE ACTION: CCOC request the Council to approve CCOC entering into contracts for the above-mentioned services.

LEAD STAFF: Douglas Isabelle

ATTACHMENTS: See 11 proposals attached.

FCCC PROPOSAL FOR CLERKS' TRAINING & EDUCATION SERVICES

Contents

1.0   INTENT

1.1   Respondent's Qualifications

The Florida Court Clerks & Comptrollers (FCCC) has a proven record in planning, developing, implementing, and conducting clerk education programs. With its unique relationship to the courts and government, FCCC's position brings special talents to the table, as it has for more than forty years.

FCCC is committed to ensuring the success of all training activities, as well as achieving each of the Clerks of Court Operations Corporation's (CCOC) objectives and requirements. FCCC utilizes a team composed of individuals with extensive experience in fields related to clerk education programs.

FCCC was incorporated in 1969. The association's depth of experience is valuable in improving the ability of the Clerks and Comptrollers to effectively and efficiently serve the citizens of the state through the education of the Clerks and their staff, legislative action, and public awareness of the role and the function of the office. Working knowledge of the Clerks' duties, responsibilities, and the issues they face on a day-to-day basis gives FCCC a perspective of both present and future educational needs and requirements.

FCCC has extensive experience in creating, implementing, and managing projects involving the Florida's Clerks and Comptrollers. FCCC's knowledge of the Clerks' duties and responsibilities gives the organization a clear idea of the Clerks' current educational needs. FCCC has also developed many relationships with presenters and speakers from across the state and country; to provide Clerks with quality instructors. The result of FCCC's dedication to providing the Clerks with the best possible training is evident by the growing participation of our training events.

Throughout the challenges the Clerks and Comptrollers have faced, FCCC has readily fulfilled project tasks, including meeting tight deadlines and budgetary constraints. FCCC's far-reaching experience, knowledge of Clerk-related functions, and proven results on past projects exemplifies the comprehensive package that would be provided to CCOC. FCCC has the infrastructure in place and the related skill sets to successfully implement this project. FCCC is committed to providing the same high quality work on this endeavor as it has with all previously successful projects.

1.2   Point-of-Contact

The point-of-contact regarding this Request for Quote (RFQ) is John Dew, Executive Director of the CCOC. Kristin Frank, Professional Education Specialist is FCCC's point-of-contact.

2.0   SCOPE OF SERVICES

2.1   Planning and Development of an Annual Training Program

The FCCC Education Program is developed in compliance with s. 145.051(2), F.S. and is sponsored and conducted by the FCCC Education Committee as a service to its membership **(Exhibit 1)**.

The program has been developed as a multi-disciplinary curriculum designed to address the various management, operational, and technical training requirements of the Clerks and Comptrollers and their staff. Program objectives are achieved through three training methods: Conferences/Seminars/Regional Trainings; Online Programs; and Workshops. The curriculum provides Clerks the opportunity to satisfy the statutorily mandated continuing education requirements for investment and ethics.

Program efforts of the Education Committee are undertaken through funding from the CCOC, the Florida Local Government Investment Trust, partnerships, and participant registration fees.

The Florida Supreme Court order requires that program curriculum planning delineate requirements in the areas of:

- General Administration/Office Transition
- Administration and Office Management
- Court Services Operations
- Records Maintenance and Management
- Financial Administration and Management
- Office Technology and Resources
- State and County Governance Organization, Structure, and Relationships
- Personal Skills Development

Within these functional areas, requirements are structured into program series that address specific curriculum needs and provide a comprehensive program structure. While these classes are indicative of the type of information necessary to fulfill the required curriculum, FCCC reserves the right to change the specific classes for each program to ensure the latest information is provided.

Note: The complete curriculum is filed with the State Board of Accountancy for CPE credit. Credits are also given by The Florida Bar and the Society for Human Resource Professionals (SHRM), as specified by FCCC.

Exhibit 1

Education Committee Members
The Honorable Tara S. Green, Clay County Clerk of Court, and Education Committee Chair
The Honorable Angel Colonneso, Esq., Manatee County Clerk and Comptroller, and Education Committee Vice Chair
The Honorable Ken Burke, CPA, Pinellas County Clerk and Comptroller
The Honorable Carolyn Timmann, Martin County Clerk and Comptroller
The Honorable Angela Vick, Citrus County Clerk and Comptroller

2.1.1. General Administration/Office Transition

This program area includes requirements dealing with the administrative and support functions of the office and respective personnel, as well as transition issues facing Clerks' offices.

Workplace Environment Series:

Objective: To ensure understanding of the laws and regulations governing the public workplace, as well as factors influencing the work environment.

- Affordable Care Act (ACA) Updates
- Ethics Training
- Florida Medical Leave Act (FMLA)
- Legal Updates
- Veterans Preference

Personnel Development Series:

Objective: To improve the performance of Clerk personnel by improving their customer service skills.

- Emerging Leaders
- Employee Accountability
- Minimizing Workplace Negativity
- Team Building
- Time Management
- Value Mapping

2.1.2. Administration and Office Management

Administrative Management Series:

Objective: To improve the knowledge and skills of Clerks and senior management staff in functional organizational development and management.
- Communication Skills
- Disciplinary Actions
- Employee Engagement
- Employee Recruitment
- Employee Retention
- Interviewing Skills
- Leadership Skills
- Office Organization
- Team Building
- Time Management

2.1.3. Court Services Operations

Civil Court Processes Series:

Objective: To improve understanding of the laws, rules, and procedures governing civil court procedures.
- Child Support
- County Court Civil
- Domestic Violence Injunctions
- E-Filing
- Foreclosure
- Sealing and Expungement of Records

Criminal Court Process Series:

Objective: To improve understanding of the laws, rules, and procedures governing criminal court procedures.
- Bail Bonds
- Evidence Handling and Destruction
- Juvenile Criminal Delinquency

- Clerk Juvenile
- Juvenile Probation
- Juvenile Prosecution
- Mental Health Reporting

Court Technology Series:

Objective: To improve understanding of technical programs and procedures in court areas.

- AOSC 14-19/15-18
- Comprehensive Case Information System (CCIS)
- E-Filing Portal
- Integrated Court System
- IT Security

General Judicial Series:

Objective: To promote uniformity and assist counties in dealing with all aspects of the judiciary.

- Assessment and Collection Reports
- Evidence Handling and Destruction
- Relationship Building with Judicial Partners
- Statutorily Mandated Reporting and Confidentiality of Records

Family Law/CSE/Domestic Violence Series:

Objective: To improve understanding of the legal processes and underlying factors associated with family law, child support enforcement, and domestic violence.

- Child Support
- Domestic Violence Injunctions
- Guardianship
- Risk Protection Orders
- Vulnerable Adult Injunctions

2.1.4. Records Maintenance and Information Management

This program area addresses all phases of recordkeeping, encompassing the responsibilities and management skills necessary for keeping official and public records. **Official Records:**

Objective: To develop and expand skills relating to the management of official records and increase knowledge of areas involved with their safekeeping.

- Confidentiality and Public Records
- Electronic Communication
- Emergency Management
- Evidence Handling
- Official Records
- Public Records Requests
- Records Management 101
- Sealing and Expunging
- Sovereign Citizens

Board of County Commissioners Records and Value Adjustment Board:

Objective: To develop and expand the skills necessary for Clerks' management of board records and seek ways to improve recordkeeping through new technologies.

- Value Adjustment Board Statewide Practices
- Board of County Commissioners Meetings

Records & Information Management:

Objective: To provide an overview and improve the skills relating to maintenance of all records of the courts and counties through increasing expertise in management of these records, imaging, disaster recovery, and new technologies.

- Archiving and Imaging
- Disaster Recovery
- Tax Deed Sales
- Recording Law
- Sealing and Expunging Process
  - Redaction
  - Storage

2.1.5 Financial Administration and Management

This program area addresses needs related to the financial management responsibilities of both the court and board, including accounting, control, audit, and reporting.

Accounting and Operations Series:

Objective: To provide an overview of new accounting requirements for investments and changes in the rules and statutes affecting financial services.

- Accounts Payable
- Construction Audits
- CCOC Budgets and Reports
- Florida's Economic Outlook
- GASB Updates
- Procurement Fraud/Fraud Detection
- Unclaimed Property

Treasury Management Series:

Objective: To establish a forum for reviewing county investment banking and cash management services, achieved by sharing information and experiences.

- Due Diligence and Finances
- Investments 101 and Beyond
- Lessons Learned in Investment Practices

Internal Audit Series:

Objective – To develop and expand the skills and understanding related to the internal audit function and staff performance.

- Audits
  - Best Practices
  - Known Risks
  - Trends
- Audit Report Writing
- Guardianship Current Topics
- Interviewing Skills
- IT Audits and Addressing Cyber Security
- Procurement Fraud

- Risk Assessments

2.1.6. Office Technology and Resources

Technology Series:

Objective: To provide current information to Clerks' offices on the latest technology for court and Clerk operations.
- Artificial Intelligence
- Cloud Computing
- Cyber Security
- E-Filing Training
- Vendor Relations

2.1.7. State and County Government Organization, Structure, and Relationships

Intergovernmental Series:

Objective: To provide Clerks' offices with training on current developments within agencies, changes in operations, and required interactions.
- Florida Commission on Ethics
    - Annual 4-hour Ethics Training
- Florida Department of Financial Services (DFS)
    - Unclaimed Property Reporting
- Florida Department of Highway Safety & Motor Vehicles (DHSMV)
- Florida Department of Law Enforcement (FDLE)
- Florida Department of Revenue (DOR)
    - Child Support
- Office of the State Courts Administrator (OSCA)

Legislative Development/Implementation Series:

Objective: To provide a better understanding of the legislative process and to establish an improved approach to the effective implementation of legislation.
- 2019 Legislative Update
- The Legislative Process – How It Works

- The Legislative Process – From Bills to Law
- Legislative Initiatives

Statutory, Judicial and Constitutional Responsibilities:

Objective: To provide understanding of laws enacted by the Legislature, Rules of Court, the Florida Constitution, and how they affect the office of the Clerk and Comptroller.
- 2019 Legislative Update
- OSCA and Supreme Court Administrative Orders
- Rules of Judicial Administration, Review of Changes, Rules 2.051, 2.075, and 2.240n
- Rules of Criminal Procedure Updates and Issuances
- Reporting Juvenile Dispositions to FDLE
- Delinquent Taxes; Legality of Overbid; Manipulation of Tax Sale
- Supreme Court Order on Release of Public Records (AOSC 14-19/15-18)
- Ministerial Assistance versus Legal Advice
- CCOC Reporting from the Clerk

2.1.8. Personal Skills Development

Leadership Series:

Objective: To provide Clerks' offices with current training on developments in the area of leadership, managerial changes, and evolving issues.
- Effective Communication
- Hiring and Firing
- Leadership Fundamentals
- Manager Do's and Don'ts
- Team Building/Engagement
- Social Media

2.2 Planning and Development of the New Clerk Academy Program Certification

At the direction of the New Clerk Academy Subcommittee, every two years, if applicable, the FCCC conducts New Clerk Academy for newly elected Clerks and Comptrollers. The Academy is authorized by Ch. 77, Laws of Florida, which amended s. 145.051, F.S. In accordance with the

Administrative Order of the Supreme Court, the certification training is structured and implemented through training modules focused on eight areas:

- General Orientation/Office Transition
- Administration and Office Management
- Court Services and Operations
- Records Maintenance and Management
- Financial Administration and Management
- Office Technology and Resources
- State and County Governance Organization, Structure, and Relationships
- Personal Skills Development

Initial certification for newly elected Clerks/Comptrollers is based on a system of credits and provides for a minimum of 240 hours of training within 24 months of assuming office. This training is divided into five sessions or "academies" for the initial certification **(Exhibit 2)**.

Once the required hours have been met, the designation of Certified Clerk of Court (CCC) is conferred. The CCC designation is a formal recognition that Clerks/Comptrollers are committed to continually expanding their industry knowledge and updating their expertise. It also aligns the CCC designation with other respected professional credentials having a continuing education certification.

The certification training will provide five sessions within a 24-month period. Each of the eight modules listed above will be incorporated within all five sessions.

Exhibit 2

New Clerk Academy Sessions	
Session 1:	New Clerk Academy: Orientation December 3-7, 2018 FCCC Main Office, Tallahassee
Session 2:	New Clerk Academy April 8-12, 2019 Mission Inn, Howie-in-the-Hills
Session 3:	New Clerk Academy August 19-23, 2019 Collier County, TBD
Session 4:	New Clerk Academy December 2-6, 2019 Pinellas County, TBD
Session 5:	New Clerk Academy April 20-24, 2020 Lake County, TBD

2.3   Planning and Development of Conferences/Seminars

FCCC conducts annual assessments to determine the Clerks of Court and Comptrollers' educational and professional needs. These assessments are in the form of electronic surveys/questionnaires; focus groups; and/or response to specific requests. The results of the assessments are used to determine program offerings in the designated areas of Clerks' and Comptrollers' operations.

Curriculum is designed based on identified training and information requirements associated with the administration and operation of Clerk of Court/Comptroller offices and their respective constitutional and statutory duties in the areas of Court Operations, Finance, Internal Auditing, Records & Information Management, Technology, and Administration. Certain topics will be recorded and available on FCCC's Online Training Library at the discretion of FCCC professional staff, as indicated by Clerks' and Comptrollers' needs.

FCCC proposes to provide three conferences annually; one each in the winter, summer, and fall of the program year. Additionally, an Annual Leadership Orientation Training scheduled for August 2019. The content and schedule is subject to modification in response to any change in laws impacting the Clerks of Courts' operations by the Florida Supreme Court and/or the Florida Legislature.

2.4   Planning and Development of Regional Trainings

Workshops are designed to offer training opportunities in multiple geographic locations and to address specific operational and program subjects. Announcements will provide locations, dates, and times of each offering. The following list is intended to provide a general outline of suggested workshops that shall be scheduled throughout the year. Additional offerings may be included based on requirements and needs assessment.

- 2019 Court Operations Regional Training
  - Discuss Best Practices Approved August 2018 – July 2019
- 2019 Technology Regional Training
  - CCIS Update
  - E-Filing Portal
  - Information & Technology Strategic Plan
  - Statewide Technology Issues

2.5   Planning and Development of Online Programs

Webinars offer online training opportunities throughout the year to Clerks and Comptrollers, and their staff. This learning format is unique in that it aims to improve understanding of process and operations via peer networking.

FCCC currently utilizes the web-based software, Cisco WebEx, to conduct trainings. FCCC intends to conduct both planned and on-demand training to fully provide access at the lowest cost. On-demand training is provided in a webinar-based training format.

Note: In 2010, the FCCC Education Committee approved waiving education fees to access webinars and on-demand videos. These educational services are provided free of charge.

2.6   Provide Online Support for Training

FCCC currently provides online electronic event registration through its Association Management Software hosted by Your Membership (YM). YM provides FCCC with tracking, reporting, and financial tools to help with planning for events. In addition, the online registration process is very effective and provides many reporting tools for certification purposes.

2.7   Provide Notification of Funding by CCOC

It is understood that FCCC will ensure that all education sessions and materials are accredited, in part, by CCOC through meeting and conference advertisements/notices, website, placards, and other similar materials.

3.0 SERVICES

3.1 Subcontracting Not Allowed

It is understood that subcontractors, other than those providing facilities and technical equipment and answers provided on the CCOC website, are not allowed under the proposal.

3.2 Minimum Services

It is understood that there is no minimum service amount guaranteed by the CCOC. It is noted that in order to fulfill certification, Clerks and Comptrollers must have certain minimum training hours completed and this contract is the primary vehicle for doing so. FCCC is committed to providing a high-quality, comprehensive education program.

3.3 Term

It is understood that this is a one-year contract. CCOC maintains the option to renew this contract for each of the two subsequent years at the discretion of the CCOC and agreement of the vendor.

4.0   MINIMUM QUALIFICATIONS

It is understood the minimum qualifications are being engaged in the practice of developing and providing training and education programs for at least the past five (5) years. The staff directly involved in managing and coordinating the program more than ten years of experience. The staff is also qualified in technical areas of expertise (please see FCCC Professional Team Bios in Attachment 3).

5.0   INFORMATION TO BE PROVIDED IN PROPOSAL

5.1   Notice of Intent to Bid

Letter of Intent to Quote was submitted electronically to John Dew on November 14, 2018. See Attachment 1.

5.2   Formats

The format requirements are understood and adhered to.

5.3   Authorized Signatures

It is understood that the quote shall be signed by the person authorized by the primary representative or officer. The Proposal is signed by the FCCC Chief Executive Officer.

5.4   Requested Information

5.4.1   Contact Information

Attention: Chris Hart IV
Florida Court Clerks & Comptrollers
3544 Maclay Boulevard
Tallahassee, Florida 32312
(850) 921-0808

5.4.2   Qualifications

See Attachment 3.

5.4.3   Capabilities

See Attachment 3.

5.4.4   References

- The Honorable Sharon R. Bock, Esq., Palm Beach County Clerk and Comptroller, and FCCC President
- The Honorable Tara S. Green, Clay County Clerk, and Education Committee Chair
- The Honorable Angela Vick, Citrus County Clerk and Comptroller, and New Clerk Academy Subcommittee Chair

5.4.5   Fee Schedule and Rates

Fees required to be submitted as Attachment 2.

5.4.6   Litigation

No Litigation meeting the criteria.

6.0   EVALUATION METHODOLOGY

It is understood that CCOC will evaluate quotes from responsive vendors who have utilized the criteria below in **7.0 Evaluation Criteria**.

7.0   EVALUATION CRITERIA

It is understood the minimum qualifications are being engaged in the practice of developing and providing training and education programs for at least the past five (5) years. The staff directly involved in managing and coordinating the program have more than ten years of experience. The staff is also qualified in technical areas of expertise.

7.1   Flexibility/Understanding of Requirements

FCCC demonstrates flexibility with the style, timing, and types of education and training programs available. FCCC has vast experience requiring minimum direction and maximizing existing skills to provide service in a variety of venues with constantly updated training opportunities.

7.2   Capability

FCCC demonstrates capability by showing in-depth knowledge of the issues Clerks, Comptrollers, and their staffs confront, by arranging appropriate training opportunities in a timely manner, and utilizing internal resources for a variety of topics.

7.3   Experience

FCCC is Florida's most experienced provider of Clerk education and training, with more than 37 years of active service. FCCC spans small and large programs and covers the complicated facets of Clerk operations that only an experienced vendor can provide.

7.4   Cost

As directed, costs are under separate cover.

8.0   COMMUNICATION DURING EVALUATION

It is understood that there is no communication regarding this invitation to negotiate other than section referenced in section 1.2.

9.0   CONTRACT

9.1   Contracting

The successful contractor(s) 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, if both parties are in agreement.

9.3   Contract Monitoring

The contract will be monitored for acceptable services rendered throughout the contract period.

9.4   Cancellation of Contract

The CCOC has 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. The Contractor shall not be entitled to lost profits or any further compensation not earned prior to the time of cancellation.

ATTACHMENT 1
LETTER OF INTENT TO Quote

Mr. John Dew
Executive Director
Florida Clerk of Court Operations Corporation
2560 Barrington Circle
Tallahassee, FL 32308
jdew@flccoc.org

REFERENCE: RFQ for Clerk and Staff Training and Education

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: _Kristin Frank_
Company: _Florida Court Clerks & Comptrollers (FCCC)_
Address: _3544 Maclay Blvd._
City, State & Zip: _Tallahassee, FL 32312_
Phone Number: _(850) 921-0808_
E-mail Address: _Kfrank@flclerks.com_

[X] I/We concur with the proposed language as presented in the RFQ.

Sincerely,

Chris Hart IV   _11-14-18_
Name(Signature)   Date

Chris Hart IV, CEO
Typed Name & Title of Representative

Florida Court Clerks & Comptrollers (FCCC)
Typed Name of Company

PROPOSED 2019 FEE SCHEDULE

Deliverable Description	# of Events	Total Cost
Annual Training Plan	2019 Comprehensive Education Plan and Schedule	$50,000
New Clerk Academy 1. Curriculum Report 2. Program Activity Report 3. Planning Report 4. Online Support Report	NCA - April 2019 NCA - August 2019 NCA - December 2019	Reports 1. $2,000.00 2. $5,000.00 3. $2,000.00 4. $500.00 $28,500.00
Conferences 1. Curriculum Report 2. Program Activity Report 3. Planning Report 4. Online Support Report	2019 Winter Conference 2019 Summer Conference 2019 Fall Conference	Reports 1. $10,000.00 2. $30,000.00 3. $10,000.00 4. $500.00 $151, 500.00
Regional Trainings 1. Curriculum Report 2. Program Activity Report 3. Planning Report 4. Online Support Report	2019 Court Operations Regional Training • Location, TBD • Location, TBD • Location, TBD • Location, TBD 2019 Technology Regional Training • Location, TBD • Location, TBD • Location, TBD • Location TBD	Reports 1. $1,000.00 2. $2,000.00 3. $500.00 4. $500.00 $32,000.00
Workshop 1. Curriculum Report 2. Program Activity Report 3. Planning Report 4. Online Support Report	2019 FCCC Annual Leadership Orientation CCOC/FCCC Joint Workshop	Reports 1. $2,000.00 2. $5,000.00 3. $2,000.00 4. $500.00 $19,000.00
Webinars 1. Curriculum Report 2. Program Activity Report 3. Planning Report 4. Online Support Report	Webinars 1-10, TBD	Reports 1-3. $500.00 4. $100.00 $6,000.00
	TOTAL PROPOSED COSTS:	$287,000.00

FCCC PROFESSIONAL TEAM BIOGRAPHICAL INFORMATION AND PROGRAM ROLE

BETH ALLMAN

Department: Member Services
Job Title: Professional Support Manager
Education: B.A., Art History, Virginia Tech; M.A., English, Florida State University
Years of Service: 22 years with FCCC, 5 years with Florida Senate, 2 years with the Florida Department of Transportation
Related Experience: Beth Allman has been with the Florida Court Clerks & Comptrollers since 1996, serving in a variety of roles related to Clerk operations and policy. Beth currently serves as a Professional Support Manager. She has led the legislative efforts, served as communications director, and more recently serves as the public records custodian for the agency and the administrator of the Florida Courts E-Filing Authority. Prior to her experience at the Florida Court Clerks & Comptrollers, she worked at the Florida Senate as a legislative analyst. Both careers have blended to provide her expertise in analyzing and reviewing legislation and other issues for Clerk and Comptroller impact and revenue assessment. Ms. Allman has a bachelor's degree from Virginia Tech and a master's degree from Florida State.
Program Role: Contributes to and provides support for the development of documentation for specific education and trainings.

CYNDI ANDREWS

Department: Member Services
Job Title: Professional Support Manager
Education: AA, Paralegal
Years of Service: 12 years with FCCC
Related Experience: Cyndi Andrews services the FCCC as a Professional Support Manager. When significant changes are made, she works with Clerk staff attorneys and other subject matter experts in the Clerks' offices to develop best practice recommendations for the FCCC Best Practices Committee's consideration and approval. She also coordinates and implements various training opportunities throughout the year related to changes to best practices. Cyndi has worked for FCCC for more than 12 years. She enjoys working with knowledgeable and caring Clerk staff and greatly appreciates the time that is given in creating recommended best practices for all. Prior to working at FCCC, Cyndi worked for the Leon County Clerk of Court for nearly 10 years in the Family Law Division. Cyndi received her Paralegal Certificate and AA from Keiser University in 1994.
Program Role: Provides training via WebEx, Regional Training, and at Conferences.

PEGGY BALL

Department: Management Services
Job Title: Director of Management Services
Education: B.A., Social and Behavioral Sciences, USF; M.S., Administration, Florida State University
Years of Service: 12 years with FCCC, 20 years in state government
Related Experience: Peggy Ball joined CiviTek in 2006 and currently serves as the Director of Management Services. In this role, she is responsible for a variety of areas, which includes eCommerce Program, the operation of the Banking and eCommerce department, the coordination and supervision of Contracts and Budget Management function, the Florida Local Government Investment Trust, the Child Support Resolution Team program, and Marketing Team. Prior to joining the FCCC, Peggy worked in consulting and for the Department of Elder Affairs and Department of Corrections. Peggy has a master's degree from Florida State University and a bachelor's degree from the University of South Florida.
Program Role: E-Commerce and compliance training consultation. Responsible for the Florida Local Government Investment Trust Seminar where Clerks and Comptrollers can receive their required 8-hours of Investment Training.

MELISSA BENNEFIELD

Department: Project Management
Job Title: Director of Project Management
Education: B.A., Business Administration, Nova Southeastern University; Master's Certificate in Project Management, George Washington University; Project Management Professional (PMP)
Years of Service: 11 years with FCCC
Related Experience: Melissa Bennefield has been with FCCC for 11 years. Melissa is a Program Manager who provides direction and oversight to the Project Management Organization. The Project Management Organization is responsible for leading both internal and external projects providing management, structure, organization, communication, and documentation to ensure projects are delivered on time and on budget and in accordance with industry standards and guidelines. Melissa has worked as a Program Director for Affiliated Computer Systems (ACS) providing oversight and direction for the Child Support State Disbursement Unit and Medicaid statewide programs. Melissa has also worked as an IT Project Manager for Hewlett Packard Company. Melissa is a trained Project Manager and holds the Project Management Professional (PMP) certification from the Project Management Institute (PMI). Melissa holds a Master's Certificate in Project Management from George Washington University and Bachelor of Science Degree in Business Administration with a Computer Science minor from Nova Southeastern University.
Program Role: Provides training and consultation on technical education topics.

KAYDUBOIS CARSON

Department: Administrative and Member Services
Job Title: Partner Alliance & Special Events Manager
Education: Certified Meeting Professional; Certified Incentive Specialist; Certified Government Meeting Professional; Qualified Association Specialist' Certified
Years of Service: 4 years with FCCC
Related Experience: KayDubois Carson started working for the FCCC in 2014. She serves as Partner Alliance & Special Events Manager where she focuses on aligning conference partnerships with the FCCC's strategic initiatives; building the FCCC partner program; managing all logistical aspects of special events, meetings, and conferences; and maintaining good stewardship within these areas. Her professional experience includes management of Special Events, Meetings and Conferences; development of partnerships, alliances, and incentive programs; and all aspects of Charitable Giving and of Fundraising. She maintains professional credentialing as a Certified Meeting Professional, Certified Incentive Specialist, Certified Government Meeting Professional, Qualified Association Specialist, Certified International Mentor & Leadership Professional, and Certified Training, Speaking, & Coaching Executive. She also remains an active member in Meeting Professionals International, Senior Planners Industry Network, and Association of Strategic Alliance Professionals.
Program Role: Oversees the Florida Court Clerks & Comptrollers education program, and manages FCCC's partner program.

MELVIN COX

Department: Information Technology
Job Title: Director of Information Technology
Education: B.A., Management Information Systems, Florida State University
Years of Service: 21 years with FCCC
Related Experience: Melvin Cox is the Director of Information Technology for CiviTek. Melvin started with CiviTek in 1997. In this role, his is responsible for the management and oversight of the FCCC technology programs and staff, which includes application development, systems and database administration, and service center. Melvin provides input into the Information and Technology Strategic Plan and develops technology initiatives to achieve those strategic objectives. He is a graduate of Florida State University with a bachelor's degree in Management Information Systems.
Program Role: Directs technical staff responsible for the development and delivery of technical education topics.

KRISTIN FRANK

Department: Administrative and Member Services
Job Title: Professional Education Specialist
Education: B.S., Family and Child Sciences, Florida State University; M.S., Sport Management, Florida State University
Years of Service: 3 1/2 years with FCCC
Related Experience: Kristin Frank began working for FCCC in 2015, and currently serves as Professional Education Specialist. Prior to joining FCCC, Kristin completed her internship at the Tallahassee Quarterback Club Foundation, Inc., in 2013, where she was responsible for the coordination of the 2014 Biletnikoff Award Ceremony. The following year, Kristin led the Internship program, managing two interns from Florida State University. Kristin earned her bachelor's degree and master's degree from Florida State University.
Program Role: Leads the Florida Court Clerks & Comptrollers education program by coordinating with Clerks and their staff on subjects for the education program and develops the annual Education Plan for the association.

JASON HARRELL

Department: Legislative & Public Affairs
Job Title: Director of Legislative & Public Affairs
Education: B.S., Economics, Florida State University; MPA, Florida State University
Years of Service: 6 months with FCCC; 2 years with CCOC
Related Experience: Jason Harrell joined the FCCC as the Director of Legislative and Public Affairs in June 2018, but had also previously served the Clerks as budget and communications director of the Clerks of Court Operations Corporation (CCOC) since 2016. Jason is responsible for leading the Clerks' new in-house legislative advocacy program and communications department. Prior to joining the CCOC, Harrell served in the Florida House of Representatives Majority Office as deputy staff director under former speakers Will Weatherford and Steve Crisafulli, former House majority leader Sen. Dana Young, and former majority whip Rep. Jim Boyd. Harrell also served in the Governor's Office of Policy and Budget under Governor Rick Scott, and in the Office of the Chief Inspector General under the previous governor, U.S. Rep. Charlie Crist. Harrell holds a master's in public administration (MPA) and bachelor's degree in economics from Florida State University.
Program Role: Provides assistance in program development and training.

CHRIS HART IV

Department: Executive
Job Title: Chief Executive Officer
Education: B.S., Political Science, Florida State University; MBA, University of South Florida
Years of Service: 1 year with FCCC
Related Experience: Chris Hart IV is the Chief Executive Officer of Florida Court Clerks & Comptrollers (FCCC). Chris' distinguished career includes serving as a member of the Florida House of Representatives for District 57 (Hillsborough County) from 1998-2002. He has also served as an executive in multiple capacities, including president and CEO of CareerSource Florida, Inc. (2007-2017), and CEO of Enterprise Florida, Inc. He holds a Master of Business Administration from the University of South Florida and a Bachelor of Science in political science from Florida State University.
Program Role: Responsible for the overall operations and management of the Florida Court Clerks & Comptrollers, and is the principal leader of the education and training initiatives.

SEAN HUDSON

Department: Administrative and Member Services
Job Title: Director of Administrative and Member Services
Education: B.A., Journalism, Auburn University
Years of Service: 15 years with FCCC; 10 years as a writer and designer with various media outlets
Related Experience: Sean Hudson has worked for the Florida Court Clerks & Comptrollers for more than 15 years and has served as the Director of Administrative and Member Services for the last four years. In this role, Sean oversees the event management, professional education, and professional support staff. Previously, he served as a Communications Specialist and also worked with the Child Support Project Management and Resolution Team at the association. He is a Journalism graduate from Auburn University. Sean began his professional career as a journalist and worked as a newspaper reporter for more than 10 years for newspapers in Alabama and Georgia.
Program Role: Coordinates and develops training for the overall program.

SAMADHI JONES

Department: Administrative and Member Services
Job Title: Member Services Manager
Education: B.S., English, Bethune-Cookman University; PMP; CMP
Years of Service: 7 months with FCCC; 13 years as a communications and project management professional with public and private sector organizations, including 10 years with the State of Florida.
Related Experience: Samadhi Jones joined FCCC in May 2018 where she currently serves as Member Services Manager. She has more than a decade of public- and private-sector experience in communications, strategic planning, change management, and project management, including previous roles as interim director of a local non-profit, and communications leadership roles at Florida state agencies. She holds a bachelor's degree in English from Bethune-Cookman University, as well as professional certifications as a project manager (PMP) and a public manager (CPM).
Program Role: Provides assistance in program development and training.

BRIAN MACHEK

Department: Accounting
Job Title: Chief Financial Officer
Education: Bachelor's and Master's Degree in Accounting, Florida State University
Years of Service: 1 month with FCCC; 13 years of accounting experience.
Related Experience: Brian Machek, CPA, is serving as the FCCC's Chief Financial Officer and will oversee the Accounting, Human Resources and Facilities Management Sections. Brian comes to us from the Florida Institute of CPAs and brings 13 years of accounting experience. Prior to the Florida Institute of CPAs, Brian worked for MIDFLORIDA Credit Union and Ernst & Young. Brian graduated from Florida State University with his Master's and Bachelor's Degrees in Accountancy.
Program Role: Provides technical assistance on accounting and inspector general/internal audit education components.

ALLISON NEWMAN

Department: Administrative and Member Services
Job Title: Member Outreach Manger
Education: B.A., English, University of Texas at Austin
Years of Service: 17 years with FCCC
Related Experience: Writes and develops content for newsletters, training materials, and other documentation. Uses editing skills for review of many forms of documentation and communication products produced by FCCC staff. Previous experience includes role as technical writer for CLERICUS, CLERC, Legacy CCM applications, and NetDMS. Also has served as Research Specialist on the Resolution Team (Child Support), Management Analyst for the Resolution Team, and Help Desk Operator.
Program Role: Provides communications support for education and training onsite and online.

ALEX NICHOLAS

Department: Administrative and Member Services
Job Title: Professional Support Manager
Education: B.A., Florida State University; Certified Information Systems Auditor (CISA); PMP
Years of Service: 18 years with FCCC
Related Experience: Alex Nicholas currently serves as a Professional Support Manager working on numerous Clerk-related initiatives. In 1998, he joined the Florida Court Clerks & Comptrollers to apply his management consulting knowledge to serve the members of the association. He has spearheaded the association's operations in critical areas such as Child Support, Strategic Planning, and Annual Assessments and Collections Reporting. Prior to coming to the FCCC, Alex worked in a variety of IT and management roles, which included experience with KPMG Consulting. Also, he conducts management reviews and special projects for Clerks and FCCC. In addition he is a Certified Information Systems Auditor (CISA) and a Certified Project Manager (PMP). He has a Bachelor's of Arts degree from Florida State University.
Program Role: Provides program management, documentation, technical training, and consultation to Clerks on specific topics.

KIMBERLY RENSPIE
Department: Legislative & Public Affairs
Job Title: Legislative Manager
Education: B.S., Political Science, Catawba College; Master's in Public Administration, Florida State University
Years of Service: 5 months with FCCC
Related Experience: Kimberly Renspie joined the Legislative & Public Affairs team with FCCC in July 2018. She assists in the legislative policy coordination and implementation for the association and its members. Kimberly has 5 years of legislative experience working most recently as the Deputy Legislative Affairs Director at the Department of Financial Services. Prior to that position, she was a Cabinet & Legislative Affairs Analyst at the Department of Financial Services, and a Legislative Analyst in the Florida House of Representatives Majority Office. Kimberly is currently pursuing her Master's in Business Administration from Florida State University. She has also received her Master's in Public Administration from Florida State University and a Bachelor's in Political Science from Catawba College.
Program Role: Provides support for program development and training.

LISA RUBES
Department: Information Technology
Job Title: Technical Business Operations Coordinator
Education: High School Diploma
Years of Service: 18 years with FCCC; 28 years Office Administrative Support/Human Resources-related experience
Related Experience: Lisa Rubes has been the Technical Business Operations Coordinator for CiviTek since 2000. Her primary responsibilities include managing the IT budget, administrative support to the IT Management Team, and coordination of the annual software user conference. Prior experience includes 28 years of office administrative support and human resources.
Program Role: Assists with regional trainings, webinars, and conferences.

SARA SANDERS

Department: Legislative & Public Affairs
Job Title: Legislative Manager
Education: B.A., English, University of Florida; M.S., International Affairs, Florida State University
Years of Service: 10 years with FCCC
Related Experience: Sara Sanders has been with FCCC as a member of the Legislative and Public Affairs team since October 2008. Among her duties, she assists in legislative policy coordination and implementation for Clerks and Comptrollers and FCCC. Prior to joining FCCC, Sara worked with U.S. Senator Bill Nelson in both his Tallahassee and Washington D.C. offices. Sara graduated summa cum laude from the University of Florida with a Bachelor of Arts in English and a minor in French. She also holds a Master of Science in International Affairs with a concentration in Political Science from Florida State University.
Program Role: Provides support for program development and training.

MICHELLE SEITZMEIR

Department: Management Services
Job Title: Budgets & Contracts Manager
Education: B.A., International Studies, Eckerd College; Master's Degree, Harvard University
Years of Service: 4 years with FCCC
Related Experience: Michelle Seitzmeir joined CiviTek in September 2014 as Budget and Contracts Manager. In this role, she is responsible for preparing and monitoring budgets for Florida Association of Court Clerks & Comptrollers (FACC) and FACC Services Group, LLC (CiviTek), and Civitek National Inc. (CNI). In addition, Michelle manages, maintains, and monitors all contracts, leases, and service agreements in compliance with terms of the agreement. Finally, she oversees the Florida Trust. Prior to joining Civitek, Michelle held multiple finance and accounting positions within the veterinary and accounting industry. Michelle holds a bachelor's degree from Eckerd College and a master's degree from Harvard. Michelle is currently transitioning to her new role as Strategic Revenue Manager.
Program Role: Provides support for program development and training.

RYAN SKRACK

Department: Administrative and Member Services
Job Title: Human Resources Manager
Education: B.S., Psychology, University of Pittsburg at Johnstown; Master's degree, Human Resources Management/Industrial Relations, St. Francis University
Years of Service: 4 years with FCCC
Related Experience: Ryan Skrack joined the FCCC in October 2014 as Human Resources Manager, where his goal is to maximize the FCCC's human capital through the effective human resource management. He manages the full human resource function for both FCCC and CiviTek, which includes payroll and benefits administration, policy administration, recruitment and selection, legal compliance, and employee relations. Prior to joining FCCC, Ryan provided his human resource expertise within public, private, and non-profit sectors. He holds a bachelor's degree in Psychology from the University of Pittsburgh at Johnstown and a master's degree in Human Resource Management. Ryan has professional certifications from the Society of Human Resource Management as a Senior Certified Professional and from the Human Resource Certification Institute as a Senior Professional of Human Resources.
Program Role: Provides assistance in program development and training.

BRENDA STANDISH

Department: Information Technology
Job Title: Technical Service Center Manager
Education: College coursework; Certifications: ITIL vs 3, HDI Desktop Support Technician, HDI Customer Service Representative, HDI Support Center Analyst
Years of Service: 21 years with FCCC
Related Experience: Brenda Standish has been the Technical Service Center Manager for FCCC/CiviTek for 21 years. She is primarily responsible for facilitating and executing the operation and planning of all technical customer support for FCCC/CiviTek. She a member of several national groups and committees, such as the National Child Support Enforcement Association (NCESA) of which she is an active member of the Legislative Subcommittee, the Help Desk Institute (HDI), the Society for Human Resource Management (SHRM), and the National Automated Clearinghouse Association (NACHA). While at FCCC/CiviTek she has received certifications in ITIL Version 3, HDI Desktop Support Technician, HDI Support Center Analyst, HDI Customer Service Representative, Shell Programming for System Administrators and multiple customer service certifications. Prior to being employed with FCCC/CiviTek, Brenda worked for the Franklin County Clerk's office as the Child Support Deputy Clerk and in the Finance Department working with grants, inventory, insurance, and accounts payable.
Program Role: Provides technical, operational and application support, and coordinates training and education on technical matters and Clerk-specific issues.

DOUG SUNSHINE

Department: Legal
Job Title: Chief Legal Officer
Education: Bachelor's degree, State University of New York at Purchase; J.D., College of Law, Florida State University
Years of Service: 1.5 years with FCCC
Related Experience: Doug Sunshine is the Chief Legal Officer with the FCCC since April 2017, with the responsibility of providing in-house counsel to the FCCC. Doug has more than 26 years of legal experience in the public and private sectors and has been Board Certified by The Florida Bar in State and Federal Government and Administrative Practice since 2007. He previously served in legal roles with Agency for Health Care Administration, Florida Department of Revenue, Department of Health, Department of Highway Safety and Motor Vehicles, Florida Board of Professional Engineers, Florida Engineers Management Corporation and the Florida Department of State. Doug attended the University of Miami, and earned his Bachelor's degree from the State University of New York at Purchase and received his Juris Doctor from Florida State University, College of Law.
Program Role: Provides legal support for Clerk education programs.

JANICE THOMPSON

Department: Executive
Job Title: Executive Assistant
Education: Bachelor's degree, Bryant & Stratton College
Years of Service: 26 years with FCCC
Related Experience: Janice Thompson is the Executive Assistant to the CEO. Hired in 1992, she is the longest-tenured employee of the FCCC. Janice provides invaluable administrative, operational, and executive support to the CEO and leadership team. She graduated from Bryant & Stratton College in Buffalo, NY.
Program Role: Provides administrative support for Clerk education programs

From:	Doug Isabelle
Sent:	Tuesday, November 13, 2018 11:20 AM
To:	Mary Baker
Subject:	FW: CCOC request for quote for janitorial services

From: Stephen Bragg <gotdirt@cleanexpectations.org>
Sent: Saturday, November 10, 2018 1:13 PM
To: Doug Isabelle <disabelle@flccoc.org>
Subject: Re: CCOC request for quote for janitorial services

Bid for building at $90.00 by weekly.

Stephen Bragg
Clean Expectations LLC
(850)528-6975

On Nov 9, 2018, at 4:13 PM, Doug Isabelle <disabelle@flccoc.org> wrote:

Dear Vendors:

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 by the use of performance standards. It is headquartered in Tallahassee and its web page is www.flccoc.org.

The CCOC is in need of certain services as more fully described in this RFQ. It is intended to secure one or more qualified and affordable contractors to provide potentially all, part or none of such services.

This RFQ consists of this transmittal only, and contains the instructions for the preparation of quotes, costs breakdown, minority business enterprise inquiry, and timeframe. Costs breakdown in any quote shall include costs for services provided in Leon County, Florida. Any quote should also include the qualifications to be required of each person designated to perform billable services.

Link to RFQ: https://flccoc.org/rfqs-and-rfps/

Notice of Intent to Bid (Attachment 1) must be received by November 15, 2018 5:00 p.m. EST). The notice shall be sent by email to
jdew@flccoc.org

Submission of the quote is December 7, 2018. Directions for submission are included in the Request for Quote.

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Sincerely,

John Dew, Executive Director
Florida CCOC
2560-102 Barrington Circle
Tallahassee, Florida 32308

COLBY CLAYTON
850.524.2106
1822 Barrington Road
Monticello, FL 32344
colby@tlhclean.com
www.tlhclean.com

PROPOSAL (CCOC)
December 7, 2018

Bi-weekly cleaning
- Vacuum surfaces
- Empty all trash and replace bags as needed
- Clean, mop, and restock bathroom
- Empty shredder
- Clean kitchen (wipe down counter, sink, tables, outside refrigerator, inside microwave, mop floor)
- Check entry area and sweep off any spider webs
- Light dusting in the office (furniture, conference rooms, spot clean light switches)

Deep Cleaning (upon request)
- Bonnet clean the carpets
- Wash interior of windows
- Change filters (provided CCOC)
- Polish door knobs and handles

All equipment, chemical, and labor will be provided by **TCS**, and CCOC will provide all supplies (toilet paper, paper towels, trash bags, hand soap).

Colby Clayton 12/7/18

Colby Clayton, Owner   CCOC Representative

References

Katie Power	Naumann Group	850-325-1681
Bill Powell	TLG	850-385-6363
Becky Liner	James Madison Institute	850-386-3131

ATTACHMENT 2
FEE SCHEDULE AND RATES

Provide hourly rate for the services outlined in this RFQ for Janitorial Services.

SERVICE/RATE

Service Description	Rate
Bi-weekly cleaning	$ 190
Deep cleaning	$ 250

Proposal To Provide
Independent Auditing Services for
Florida Clerks of Court Operations Corporation

FLORIDA CCOC
Clerks of Court
Operations Corporation

December 7, 2018

Proposal of:
Law, Redd, Crona & Munroe, P.A.
2075 Centre Pointe Boulevard, Suite 200
Tallahassee, Florida 32308
Firm Contact: Renn Vickers, CPA, Partner
rvickers@lrcm.com

(850) 878-6189
FAX (850) 942-5301
www.lrcm.com

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TRANSMITTAL LETTER

Law, Redd, Crona & Munroe, P.A.
Certified Public Accountants

December 7, 2018

Mr. John Dew
Executive Director
Florida Clerks of Court Operations Corporation
2560-102 Barrington Circle
Tallahassee, Florida 32308

Dear Mr. Dew:

We are pleased to present our credentials to provide professional auditing services to Florida Clerks of Court Operations Corporation (CCOC). We understand the scope of services shall include the annual audit for CCOC for the fiscal year ending September 30, 2019, with the option to renew for two subsequent fiscal years.

Law, Redd, Crona & Munroe, P.A. (LRCM) offers local firm access with large firm experience and we look forward to working with CCOC. Our engagement team is experienced, attentive and thorough.

We have responded to all of the required elements of the Request for Quote. We trust you will find our responses to be complete; however, should you have any questions regarding this proposal or desire any supplemental information, please call Renn Vickers at (850) 878-6189, as the authorized representative of Law, Redd, Crona & Munroe, P.A. Thank you for considering our firm.

Very truly yours,

Renn Vickers, CPA

RV:ldc

2075 Centre Pointe Blvd., Suite 200· Tallahassee, Florida 32308 · Telephone (850) 878-6189 · Fax (850) 942-5301
Members: American Institute of Certified Public Accountants and Florida Institute of Certified Public Accountants

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FIRM PROFILE AND QUALIFICATIONS

Firm Profile and Qualifications

Who We Are

Law, Redd, Crona & Munroe, P.A. (LRCM), was founded in 1978 and has been serving clients for forty years. We have achieved a reputation for providing high quality accounting, audit, tax and consulting services to clients in the Tallahassee area and throughout Florida. We strive to understand our clients' business environments, allowing us to tailor our services to meet their individual needs. Our team of professionals works together to deliver each client complete and innovative solutions that are responsive, timely and create value.

Our firm includes seven (7) partners, four (4) managers, four (4) senior accountants and four (4) staff accountants and is structured into functional service units: audit, tax, compilation and review services. Within these service units, professionals are organized by their industry specialization. Included in our professional staff are 11 CPAs. Our professional staff are supported by four (4) administrative personnel.

LRCM has the depth of experience with governmental entities, specifically component units of the State of Florida, that provides the engagement team with the ability and experience to conduct the audit effectively and efficiently with minimal interference in your daily operations.

Many of our governmental and not-for-profit clients receive federal and state grants which are subject to single audit testing. We have experience with the audit and reporting requirements of Title 2 U.S. *Code of Federal Regulations,* Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance), *Government Auditing Standards*, the Florida Single Audit Act and Chapter 10.550, Rules of the Auditor General, Local Government Entity Audits. We have performed grant-specific audits, provided assistance with cost allocation plans, evaluated controls over grant compliance, and assisted clients in organizing the structure of their general ledger to better account for grant activity. Our professionals regularly attend continuing education courses to stay informed about auditing techniques and regulatory changes associated with grant reporting.

All of our professionals have specific experience providing accounting and auditing services to governmental entities. In addition, the firm's Information Technology Manager, Jon Ingram, is a Certified Information System's Auditor (CISA), a certification sponsored by the Information Systems Audit and Control Association (ISACA). CISA is for professionals with experience in information systems auditing, control and security. Jon is also a Certified Information Technology Professional (CITP) with credentials through the American Institute of Certified Public Accountants (résumé on page 16).

Our goal is to provide our clients with the highest quality services to meet their reporting requirements and deadlines. Our team of professionals work together to deliver each client a complete solution based on our full range of services including accounting and audit, tax, information systems and management consulting. Our full-service capabilities allow us to help clients with diverse business interests respond to the challenges of operating in a constantly changing business environment. We consider our client deadlines to ensure that we have the resources to meet your needs and commit to providing exceptional service in a timely manner. We fully understand your engagement objective, the scope of work to be performed and are personally committed to meeting the engagement needs in a practical way.

We are proud to call Tallahassee our home. For forty years, we have operated out of one office that gives us local roots, but allows us to serve clients, community partners and organizations with national and even global connections. Our people are volunteers, board members and mentors in vital not-for-profit and other organizations such as Guardian ad Litem Foundation Second Circuit, Inc., Refuge House, Tallahassee Museum, and Leon County Schools, to name a few. We serve through the Florida Institute of Certified Public Accountants (FICPA) by offering our time to speak on timely accounting and tax topics, participating on FICPA committees and volunteering for events benefiting future generations. Each day, we represent the community by serving with and for our clients who make this their home.

We bring our clients the best of both worlds – the accessibility of a small office, with the depth of experience and expertise to provide the highest level of service.

Our Philosophy

LRCM's goal is to provide high quality professional services at a reasonable cost. We accomplish this goal by adhering to key core values which are fundamental to our firm's philosophy. These values include:

Responsiveness: Services which present effective solutions to specifically identified client needs.

Excellence: Attention to quality and adherence to professional standards throughout all phases of the engagement.

Teamwork: The energy and talents of each member of the engagement team are focused and coordinated to meet the engagement goals.

Innovation and Creativity: Creative and innovative approaches and solutions are emphasized throughout each engagement.

Communication: Information and ideas are effectively exchanged through both formal and informal channels.

Timeliness: Appropriate attention is provided throughout the engagement to ensure goals are met in a timely manner.

Golden Rule: Maintaining a "Golden Rule" attitude in everything we do.

Ethics: The principles and code of conduct, which each member of the firm brings to the engagement, are of the highest caliber.

Clients Served by Law, Redd, Crona and Munroe, P.A.

LRCM's commitment to provide professional services to the public sector is demonstrated by its state and local government clients and the experience of its personnel assigned to the engagement. LRCM's public sector practice has a statewide presence. Our familiarity with similar organizations, as well as our overall business experience, will enable us to focus directly on engagement objectives.

GOVERNMENTAL CLIENTS SERVED

* The Able Trust
  The Auditor General, State of Florida
  Blueprint Intergovernmental Agency
  Capital Region Transportation Planning Agency
  City of Tallahassee, Florida
  Consolidated Dispatch Agency
  The Florida Bar
* Florida Birth-Related Neurological Injury
    Compensation Association, Inc.
  Florida Comprehensive Health Association
  Florida Department of Business and
    Professional Regulation
  Florida Department of Children & Families
  Florida Department of Economic Opportunity
  Florida Department of Financial Services
  Florida Department of Legal Affairs
  Florida Department of Management Services
  Florida Department of Revenue
* Florida Developmental Disabilities Council

  Florida Emergency Communications
    Number E911 System Fund
* Florida Engineers Management Corporation
  Florida Fish & Wildlife Commission
* Florida Housing Finance Corporation
  The Florida Legislature
  The Florida Lottery
  Florida Transportation Commission
  Florida Utility Financing Commission
  Gadsden County, Florida
  Gulf Consortium
  Leon County, Florida
  Leon County School District
  Northwest Florida Water Management District
  Osceola County, Florida
  Pinellas County License Board
  Suwannee River Water Management District
  Tallahassee Community College

* Component units of the State of Florida included in the State's Comprehensive Annual Financial Report.

Services in accounting, audit, tax and consulting provided to our governmental clients include:

- Annual Yellow Book audits
- Single audits of state and federal awards
- Comprehensive Annual Financial Report (CAFR)
- Reports on internal control and compliance
- Reports to the audit committee
- Annual reports to the Florida Department of Financial Services
- Department of Education's Redbook requirements
- Management letters

- Conventional and bond financings (including taxable and tax-exempt bonds)
- Feasibility studies
- Operations review
- Cost benefit analyses
- Financial forecasts and projections
- Cost allocation plans
- Agreed-upon procedures

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Local Presence

Access to our firm at all times during the engagement, as well as on a continuing basis for consultation, is important to you. The close proximity of our Tallahassee office will facilitate coordination of the engagement effort and ongoing communication. Our engagement team is available at any time if you need to contact us concerning accounting, auditing and tax matters. LRCM is a small firm with big experience. Our staff are experienced and have extensive knowledge of the business. The staff assigned to your engagement have many years of experience, and bring a level of maturity and depth of experience unmatched by other firms.

License to Practice in the State of Florida

LRCM, as well as all key members of the engagement team assigned to CCOC, are properly licensed to practice public accounting in Florida. Florida License Numbers for each key member are included on the resumes provided in this proposal.

Independence

Law, Redd, Crona & Munroe, P.A. is independent of CCOC as defined by auditing standards generally accepted in the United States of America. Generally accepted auditing standards require auditors to apply the independence conceptual framework at the audit organization, audit and individual auditor levels when evaluating audit independence. LRCM has applied safeguards to eliminate the possibility that any threat to independence exists. LRCM will continue to apply independence standards as noted above and follow established firm policies and procedures to monitor independence on a routine basis.

CPE Requirements

All members of this team comply with the continuing education requirements of the Florida Board of Accountancy and *Government Auditing Standards*.

Education, Training and Professional Development

LRCM recognizes the critical importance of continuing professional education and self-development and has developed coordinated programs to ensure that all partners, managers and staff continue to meet the Firm's standards of professional excellence.

We require each professional, including partners, to participate in a minimum of 80 hours of formal continuing education programs over a two-year period, which is mandated by the Florida Board of Accountancy. Many of our professionals exceed that requirement. Included in that requirement is four hours of continuing professional education in Ethics every two years.

LRCM subscribes to an online resource that provides access to webinars, self-study and conferences for all of our professional staff. Our professionals are also encouraged to attend meetings and conferences that provide continuing education in person. The firm also periodically sponsors in-house continuing education courses which include client attendees as well as staff members.

In an age of new and updated accounting and auditing standards, rapid technological and environmental change and increasing specialization, the need for such development among business professionals is essential. LRCM's commitment to continuing education helps our professionals provide the highest quality service to our clients.

Quality Control Procedures and External Peer Review

The quality control procedures adopted by LRCM meet all the necessary standards required by membership in the American Institute of Certified Public Accountants. There are five essential elements of our quality control document:

1. Independence, integrity and objectivity;
2. Personnel management;
3. Acceptance and continuance of clients and engagements;
4. Engagement performance; and
5. Monitoring.

Included in these policies and procedures is the requirement that all audit reports, reports on internal control and compliance with laws and regulations and management letters undergo pre-issuance review by an independent review partner (quality assurance partner).

As a member of the American Institute of Certified Public Accountants, LRCM has undergone triennial external peer reviews since 1990. Our most recent external peer review was conducted in August 2017. This included a review of all of our attest engagements, including: not-for-profit, for-profit, governmental entities and employee benefit plans. We received a "Pass" rating. A copy of our 2017 peer review letter is provided on the following two pages.

Additionally, our firm conducts an intensive internal quality control review of a sample of our engagements each year. Governmental and single audit engagements are always included in the sample for our external and internal reviews.

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Gregory, Sharer & Stuart, P.A.
Certified Public Accountants and Business Consultants

Report on the Firm's System of Quality Control

September 1, 2017

To the Shareholders of Law, Redd, Crona & Munroe, P.A.
And the Peer Review Committee of the Florida Institute of CPAs

We have reviewed the system of quality control for the accounting and auditing practice of Law, Redd, Crona & Munroe, P.A. (the firm) in effect for the year ended March 31, 2017. Our peer review was conducted in accordance with the Standards for Performing and Reporting on Peer Reviews established by the Peer Review Board of the American Institute of Certified Public Accountants (Standards).

A summary of the nature, objectives, scope, limitations of, and the procedures performed in a System Review as described in the Standards may be found at www.aicpa.org/prsummary. The summary also includes an explanation of how engagements identified as not performed or reported in conformity with applicable professional standards, if any, are evaluated by a peer reviewer to determine a peer review rating.

Firm's Responsibility

The firm is responsible for designing a system of quality control and complying with it to provide the firm with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. The firm is also responsible for evaluating actions to promptly remediate engagements deemed as not performed or reported in conformity with professional standards, when appropriate, and for remediating weaknesses in its system of quality control, if any.

Peer Reviewer's Responsibility

Our responsibility is to express an opinion on the design of the system of quality control and the firm's compliance therewith based on our review.

Required Selections and Considerations

Engagements selected for review included engagements performed under *Government Auditing Standards* including a compliance audit under the Single Audit Act and an audit of an employee benefit plan.

As a part of our peer review, we considered reviews by regulatory entities as communicated by the firm, if applicable, in determining the nature and extent of our procedures.

Opinion

In our opinion, the system of quality control for the accounting and auditing practice of Law, Redd, Crona & Munroe, P.A. in effect for the year ended March 31, 2017, has been suitably designed and complied with to provide the firm with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. Firms can receive a rating of *pass, pass with deficiency(ies),* or *fail*. Law, Redd, Crona & Munroe, P.A. has received a peer review rating of *pass*.

Gregory, Sharer & Stuart, P.A.

Gregory, Sharer & Stuart, P.A.

ENGAGEMENT PERSONNEL AND RESUMES

Engagement Personnel and Resumes

Successful engagement performance requires a strong functional organization. Our basic approach to selecting an engagement team is based on the need for close coordination, carefully defined responsibilities and lines of communication and constant quality control throughout all phases of the engagement. These objectives can only be accomplished using a strong engagement team with effective management and control features.

We have assembled a talented client service team to serve CCOC. Each team member has specific experience with similar entities and they have the capability to perform the engagement in a timely manner. All members of the engagement team have specific experience working with the statewide accounting system (FLAIR) and meet continuing education requirements of the Florida State Board of Accountancy and *Government Auditing Standards*. Please see detailed resumes for each team member at pages 13 to 16.

Renn Vickers, CPA will serve as the Engagement Partner and will be the primary contact for CCOC staff on this engagement. Renn has over 29 years of experience in providing auditing, accounting, consulting and general business advice to clients in government, not-for-profit, and a wide range of industries. Renn's responsibilities will include overall engagement management from planning to report issuance. She is also available to you throughout the year to discuss and assist in resolving any issues or concerns you may have. She will work closely with other staff professionals and partners on a day-to-day basis in coordinating the audit process with the engagement team and CCOC management.

Dana D. Powell, CPA will serve as Quality Assurance Partner on the engagement. Dana has over 19 years experience in providing auditing, accounting, and management advisory services to clients in not-for-profit, government and a wide range of for-profit industries. She will work with the audit team to ensure quality accounting and auditing services as well as offer advice as to how we can assist CCOC in meeting its objectives and goals. She will also perform a technical review of all reports issued in connection with the engagement

Delia F. Finnerty, CPA will serve as Audit Manager. Delia, with over 11 years of experience, will be responsible for coordinating the timing of fieldwork and planning of the engagement. She will oversee documentation of all significant transaction cycles and internal control components, and will identify key aspects of internal control and compliance areas for testing and review all related workpapers and conclusions. She will develop the audit plan, incorporating the results of control testing, risk assessments and interviews into the planned substantive and analytical testing procedures for each audit area. She will review all workpapers performed by staff accountants, prepare summary level documents for the audit file, and provide regular status updates to appropriate client personnel to ensure adherence to established timelines.

Jonathan E. Ingram, CPA.CITP, CISA, CGFM will serve as the IT Audit Manager. Jon has over 35 years of IT related experience. He will document CCOC's IT environment, including internal control over physical and virtual access, backup procedures, security measures and monitoring procedures. Where feasible and necessary, Jon will design and perform tests of IT controls. Jon will also document results of testing and communicate conclusions regarding IT risk to the audit manager for inclusion in the overall risk assessment profile.

Renn Vickers, CPA
Engagement Partner

Florida License Number AC20067

Education	Renn received her Bachelor of Science in Accounting and a Master of Accountancy from Florida State University. Her continuing professional education exceeds the requirements of *Florida Statutes* and *Government Auditing Standards.*
Experience	Renn has over 29 years of accounting and auditing experience serving governmental, not-for-profit, insurance and compliance audits. Her audit responsibilities consist of planning, fieldwork, staff supervision, report preparation and issuance of financial statements. In addition to her public accounting experience, Renn worked for the Florida Association of Self-Insurers Guaranty Association for 12 years prior to joining LRCM in 2015.
Professional and Business Affiliations	Florida Institute of Certified Public Accountants American Institute of Certified Public Accountants Florida Government Finance Officers Association, Big Bend Chapter Association of Government Accountants, Tallahassee Chapter Leadership Tallahassee, Class 11 Capital Tiger Bay Club

Dana D. Powell, CPA
Quality Assurance Partner

Florida License Number AC33795

Education	Bachelor of Science in Accounting, Florida State University; Bachelor of Science in Finance, Florida State University. Her continuing professional education exceeds the requirements of *Florida Statutes* and *Government Auditing Standards*.
Experience	Dana has over 19 years of accounting and auditing experience serving governmental, not-for-profit, and for-profit organizations. Her responsibilities as an audit partner consist of staff supervision, planning, fieldwork, and report preparation in the areas of financial audits, attestation, and fiscal monitoring engagements. Her specific skills include planning, budgeting, staffing, fieldwork, review, report preparation on audit engagements and federal and state single audit testing and reporting.
Professional and Business Affiliations	Florida Institute of Certified Public Accountants American Institute of Certified Public Accountants Florida Government Finance Officers Association, Big Bend Chapter Association of Government Accountants, Tallahassee Chapter

Delia F. Finnerty, CPA
Audit Manager

Florida License Number AC42986

Education

Delia graduated from Florida State University with Bachelor of Science degrees in Accounting and Finance and a Masters of Accountancy Degree. Her continuing professional education exceeds the requirements of *Florida Statutes* and *Government Auditing Standards*.

Experience

Delia has over 11 years of accounting and auditing experience serving not-for-profit and governmental entities. Her responsibilities as an auditor include planning, fieldwork, report preparation and presentation of reports to Board Members.

Professional and Business Affiliations

Florida Institute of Certified Public Accountants
- Council Member-at-Large
- Young CPA Committee, Chair
- FSU Accounting Conference Planning Committee, Member and Past Chair
- Membership Committee, Former Member and Past Chair
- Tallahassee Chapter, Director and Past Chair

American Institute of Certified Public Accountants
Association of Government Accountants, Tallahassee Chapter

Jonathan E. Ingram, CPA.CITP, CISA, CGFM
IT Audit Manager

Florida License Number AC15351

Education	Jon graduated from Florida State University with a Bachelor of Science Degree with a major in Accounting and is a Certified Public Accountant, Certified Information Technology Professional, Certified Information Systems Auditor, and Certified Government Financial Manager. His continuing professional education exceeds the requirements of *Florida Statutes* and *Government Auditing Standards*.
Experience	Jon has a total of 35 years of IT-related experience, including over 30 years of information technology (IT) auditing experience with the Florida Auditor General. Since July 2013, Jon has been an IT Audit Manager with LRCM, where he has brought his vast IT auditing knowledge, skills, and experience to audits of state and local governments and not-for-profit corporations, and he has helped our clients enhance their management and control of IT environments and systems.
Professional and Business Affiliations	American Institute of Certified Public Accountants Florida Institute of Certified Public Accountants Information Systems Audit and Control Association Association of Government Accountants, Tallahassee Chapter National State Auditors Association, e-Government Committee (2004-2013)

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AUDIT APPROACH

Audit Approach

Overall Audit Approach

Our audit approach represents our commitment to provide CCOC with the highest quality professional services available. Our staff will be dedicated to providing you with personal service, whenever needed. We will bring our firm's technical expertise and governmental experience to bear on the engagement, and use the most advanced approaches and techniques in conducting the audit. We will provide timely responses on all matters, having the full support of our firm, so that we are fully responsive to your day-to-day needs and expectations.

Based on the preliminary information gathered, we have developed a customized engagement plan for serving CCOC. One of the most important considerations in the selection of independent auditors is their ability to perform and complete the work in a timely and efficient manner with minimum interference with your day-to-day operations and to your personnel. Our first priority will be to review our audit plan with management and make any necessary revisions so that our work will be scheduled at times that are most convenient for your personnel.

The following key elements of our audit approach will enable us to achieve our objective of providing the most responsive service:

- Top level planning of the audit
- Early identification and resolution of problems
- Risk assessment
- Advanced auditing techniques
- Engagement scheduling and coordination
- Communications with CCOC
- Continuity of engagement personnel

Top Level Planning of the Audit

Understanding your goals and concerns is essential to effective and responsive service. We will begin to obtain our understanding of your operations through inquiries with management, inquiries with the prior year auditors, reviewing the prior year financial statements and reviewing the documentation of your internal control systems. This includes an update of your current financial operations, objectives, risks and internal controls of CCOC. The objective will be to incorporate any changes to your service needs and to ensure our services are totally responsive to those needs.

Early Identification and Resolution of Problems

One of our objectives on all audit engagements is to eliminate last minute surprises. We will focus on areas for special attention and evaluate internal accounting controls. We will meet with management as soon as possible to discuss any accounting, auditing and reporting issues that require your attention for immediate resolution. Focusing on new accounting and reporting pronouncements that require resolution with your management prevents the delay from potential difficulties and minimizes pressures and staff disruptions as deadlines approach.

We will be available to meet with your management whenever necessary. We believe that such meetings are a key to maintaining effective communication, resolving problems on a timely basis, and alerting you to changing conditions in time for effective action to be taken. Our objective will always be to stay current on your operations so that we can be an effective resource to your management.

Risk Assessment

We have developed an approach that includes the performance of risk assessment procedures to update our understanding of CCOC and its environment, including its internal controls. We understand and evaluate each of the five components of the entity's internal control, specifically: the entity's control environment; risk assessment process; the information and communication system, including the related business processes relevant to financial reporting; control activities; and management's monitoring of controls. Our understanding includes knowledge about the design of relevant policies, procedures and records and whether they have been implemented. We use this knowledge to identify types of potential misstatements, consider factors that affect the risk of material misstatement, whether due to error or fraud and design the nature, timing and extent of further audit procedures. Our risk assessment includes focusing on the critical areas of CCOC, so that our audit procedures are both effective and efficient.

Advanced Auditing Techniques

Our firm recognizes that to meet the increasing complexity of our clients' information systems and the rising cost of performing audits, it is essential to remain abreast of the latest developments in advanced auditing techniques and procedures. We remain committed to obtaining and updating the latest techniques and procedures through our extensive audit library, our audit software and frequent accounting and auditing seminars with an emphasis on governmental accounting.

Engagement Scheduling and Coordination

We understand that CCOC's final audit reports are to be delivered to the Executive Council in January 2020.

Communications with CCOC

We take an objective, business approach to audit services so that we can be an effective resource to management of CCOC throughout the year. Our concept of responsive audit service goes far beyond the routine, once-a-year audit of the financial statements. We believe that truly responsive service requires year-round attention to the financial and operational matters of CCOC. That means being a resource to management throughout the year to provide timely advice and assistance in financial, administrative and other matters, as well as performing an efficient, top quality audit.

Our audit service team will keep your objectives in mind and will be alert for ways in which we can assist you in optimizing the effectiveness of your operations. While performing the audit, we will develop constructive, practical suggestions on opportunities for improving internal controls and accounting procedures as well as for strengthening overall management control. We will combine our technical expertise with business insight and specialized knowledge in each of your areas of business in considering possible strengthening of your financial structure.

Continuity of Engagement Personnel

As a matter of policy, once an assignment is made, we endeavor to maintain continuity of the audit team. Because of promotions, attrition, and other personal situations, responsibilities and personnel changes do occur. We will endeavor to maintain the audit team presented to you in this proposal intact through the term of the engagement. In the event a personnel change is necessary, you can be assured that an equally qualified and capable individual will be assigned to your engagement, subject to your approval. If requested, qualifications of replacement personnel will be furnished to your staff prior to joining the engagement team.

LRCM has an excellent record for employee retention. The primary reason is the philosophy of the partners of maintaining a reasonable balance in our employees' personal and professional lives. Our year-round audit workload provides a steady work schedule that requires minimal overtime. These two factors contribute substantially to our high staff retention.

Specific Audit Approach for CCOC

Approach for Gaining and Documenting an Understanding of the Internal Control Structure of CCOC

Our audit will be performed in accordance with auditing standards generally accepted in the United States of America as set forth by the American Institute of Certified Public Accountants (AICPA).

We shall conduct the audit of the financial statements for the purpose of expressing an opinion on whether the financial statements present fairly, in all material respects, the financial position for the fiscal year and the related changes in financial position and cash flows for the year then ended, and the related notes to the financial statements for the year then ended in conformity with accounting principles generally accepted in the United States of America, and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States.

A preliminary evaluation of the effectiveness of the internal accounting controls and fraud risk is an integral part of our auditing techniques. This evaluation enables us to decide tentatively upon the degree of reliance we will place on the various controls of CCOC, the amount of testing for effectiveness required of the controls that we plan to rely upon; additional tests that may need to be designed to address potential areas of fraud risk; and the nature, timing, and extent of the auditing procedures needed to make detailed tests of related account balances.

In this task, we will perform an analysis of the various aspects of internal controls and fraud risk by interviewing the appropriate personnel and executive council members, obtaining responses to pertinent questions, confirming responsibilities, documenting policies and procedures over significant transaction cycles, performing walk-throughs of significant cycles to confirm our understanding of the controls, and observing specific controls. Our approach is designed to determine:

- The accuracy of the routine financial data (the detailed information about transactions produced by the accounting system and recorded in your books and records);
- The reasonableness of your accounting judgments as reflected in the statements (the numerous estimates, evaluations, choices and decisions made in preparing the financial statements);
- The reasonableness of the amounts resulting from your nonroutine data process; and
- The adequacy of control procedures in your IT environment.

Approach in Reviewing and Auditing IT Systems

In connection with our review of existing IT practices, we will test for and identify general controls over the network, servers and work stations. We will also review the adequacy of file retention, backup, and disaster recovery procedures, along with the adequacy of controls over access to critical applications and data.

Our review will include an evaluation of the segregation of functions between the IT department and users because the lack of such segregation may permit the perpetration and concealment of errors and irregularities, unauthorized changes to master files, inaccurate or erroneous data, uncorrected errors, and lost, added or altered data. Also, the lack of segregation of functions within the IT department which could result in unauthorized access to information and in the perpetration and concealment of errors or irregularities. We will be concerned about such matters as whether there are formal controls over the authorization, testing, and implementation of system and program changes and whether there are preventive and detective measures to preclude unauthorized changes by IT personnel.

Upon completion of our review, we will make a preliminary evaluation of the potential effectiveness of your accounting control procedures and we will assess the likelihood of errors in the data produced by the system. This will provide us with a basis for tentatively deciding upon (a) the degree of reliance to be placed on various control procedures, (b) the nature, timing, and extent of the tests of the controls to be relied upon, and (c) the nature, timing, and extent of the auditing procedure needed to test the related account balances.

Partner Review

Renn Vickers, the engagement partner, will work closely with Delia Finnerty, the engagement manager, in the development of the audit plan for CCOC. She will participate in the engagement team's risk assessment meetings. She will review and approve the engagement approach, all internal control workpapers, and the detailed audit sections involving significant audit areas. Dana Powell, the quality assurance partner, will provide an independent review of the file after the engagement partner has completed her review. She will review for reasonableness of the conclusions reached for significant events and contingencies. The engagement partner will lead the presentations of required communications to the Executive Council.

Our Communication Process

Throughout the year, we will be available to discuss any matters relating to our services. During the audit process, we will discuss any findings with the personnel responsible for that particular area and will communicate our comments and recommendations in a management letter to CCOC.

We believe our management letter is one of the most significant products of our basic audit services. We view it as a means by which we can assist our client in a positive and constructive manner beyond an opinion on their financial statements. Our goal is to assist our clients in every way we can. When writing our recommendations, we strive always to give practical advice that recognizes our client's philosophy and style of doing business. We are particularly concerned that the "fix" does not exceed the tangible benefit and we will not waste your time on unimportant issues.

In assessing our audit findings and the matters to be included in our management letters, we are also mindful of our responsibility to third parties, such as the federal and state government and the Auditor General. Therefore, our audit procedures will also take into consideration the need to assess any possible violations of laws, rules, and regulations which may materially affect the financial statements, any illegal or improper expenditure, and the other matters required by those regulatory bodies.

We will review our findings with management on an ongoing basis and again before a permanent record is made of the findings in the management letter. This approach assures a complete understanding, by all parties, of all the facts and circumstances surrounding each finding. Moreover, you will remain informed as to the progress of the audit on a continuing basis, which will permit you to take immediate action, if necessary, on any issues which may arise.

At the conclusion of the audit, we will present our findings and recommendations to management and our final report will be presented to the Executive Council.

Audit Effort and Focus

Our audits are risk-based and will focus on the critical areas of CCOC. Using this risk-based approach and based on a preliminary review of your financial statements provided in the RFQ, our engagement team will focus its procedures on the following critical areas:

- Cash receipts and disbursements
- Updates to GASB standards that may impact CCOC's 2019 financial reporting
- Pension adjustments, balances and disclosures
- Compliance testing for major state projects

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REFERENCES

References

Organization:	**The Florida Bar**
Industry of Client:	Governmental Entity
Date:	2016 – Present
Services Performed:	Annual financial audit and tax services
Engagement Partners:	Richard Law and Renn Vickers
Client Contact:	Cynthia B. "Marcy" Jackson, CPA, Director, Division of Administration and CFO (850) 561-5600

Organization:	**The Able Trust**
Industry of Client:	State of Florida Component Unit – Not-for-Profit Corporation
Date:	2007 – 2012, 2014 – Present
Services Performed:	Annual financial and compliance audit, single audit of state grants, and tax services
Engagement Partners:	Dana Powell and Renn Vickers
Client Contact:	Susanne Homant, MBA, DPA, President & CEO (850) 224-4493

Organization:	**Florida Developmental Disabilities Council, Inc.**
Industry of Client:	State of Florida Component Unit – Not-for-Profit Corporation
Date:	2011 – Present
Services Performed:	Annual financial audit and single audit of federal and state grants, and tax services
Engagement Partners:	Dana Powell and Renn Vickers
Client Contact:	Lisa Taylor, Chief Financial Officer (850) 488-4180

FEE PROPOSAL

Fee Proposal

We present the following statement of our understanding of the scope of services requested and the underlying conditions as they appear to us.

We will audit the financial statements of CCOC, in accordance with auditing standards generally accepted in the United States of America and *Government Auditing Standards* issued by the Comptroller General of the United States, for the fiscal year ending September 30, 2019 with the option to renew for two additional one-year engagements.

Our proposed fee is as follows:

Audit of financial statements for the year ended September 30, 2019 $15,900

The hourly rate for the services outlined in the RFQ for financial auditing services is $125.

Our proposed fee is based on anticipated cooperation from your personnel and the assumption that unexpected circumstances will not be encountered during the engagement. The fees presented above were developed with the understanding that CCOC will accurately prepare the requested documents, supporting schedules, and the financial statements, accompanying notes and supplementary schedules on a timely basis in order for us to begin the audit as scheduled, and that your staff will be available to answer questions throughout the audit. We will review the financial statement, notes and supplementary schedules for appropriate presentation and disclosure in accordance with GAAP and provide recommendations for any modifications to your financial statements. If the audit is not progressing as expected and significant time is incurred to complete the audit, we will notify you and quantify the amount in an additional bill. For any substantial additional services requested by CCOC, we will be certain to have a clear understanding with management, on scope and fees before we incur time.

LITIGATION / DISCIPLINARY ACTION

Litigation / Regulatory Actions.

There has not been any litigation during the past five (5) years involving LRCM or any engagement team member listed in the proposal relating to professional services.

No disciplinary action has been taken against LRCM by the Florida Board of Accountancy. There have not been any actions as a result of federal or state desk or field reviews of the firm's audits during the past five years. Additionally, there have been no complaints filed with the Division of Consumer Services within the Florida Department of Agriculture and Consumer Services, or with the Better Business Bureau.

BILL SITTIG CPA, LLC

Response to Request for Quote

CCOC Request for Quote (RFQ) Internal Auditing Services

For ease in following our Response we are using a regular font style for information or instructions provided by the Clerks of Court Operations Corporation and an italic font style for anything we are submitting in response.

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 <u>POINT-OF-CONTACT:</u> 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 to:

<div align="center">

John Dew, Executive Director
Florida CCOC
2560-102 Barrington Circle
Tallahassee, Florida 32308
jdew@flccoc.org

</div>

2.0 SCOPE OF SERVICES

2.1 Provide financial and accounting assistance to the CCOC staff with reconciliation of accounts, payment of payroll taxes and liabilities, and submission of reports.

2.2 Provide assistance in tracking and auditing CCOC's fixed assets.

2.3 Ensure compliance with established internal control policies and procedures by examining records, reports, operating practices, and documentation.

2.4 Assist in providing financial data where needed to respond to auditor findings and recommendations.

2.5 Assist CCOC staff with quality control by reviewing work papers, reports, and charts developed by CCOC staff.

<div align="center">1</div>

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 Licensed as a Certified Public Accountant in the State of Florida.

Bill Sittig has been continuously licensed as a Certified Public Accountant in the State of Florida since 1988. Department of Professional & Business Regulation, Board of Accountancy license number AC0019542.

4.2 Prior experience engaged in the practice of auditing/accounting for at least five (5) years prior to the date of responding to this RFQ.

As a CPA for over 30 years, Bill Sittig has been engaged in the public practice of auditing/accounting for over 19 of those years during his professional career. Three (3) years were with the national CPA firm Deloitte, Haskins & Sells (Deloitte & Touche), conducting audits of public and governmental entities. He worked for the Department of Environmental Protection for three (3) years as an internal auditor working on the Inland Protection Trust Fund, a $600 million petroleum clean-up program in Florida. He also worked one (1) year for the Tampa based CPA firm ValienteHernandez CPA's managing their Tallahassee office where their largest clients were Florida Housing Finance Corporation (FHFC) and the Florida Lottery. At FHFC, he managed a staff of eight professional accountants performing the monthly accounting for a billion dollar governmental agency. For the Lottery we served as auditors for the daily drawings held 7/365 and he scheduled staff and served as supervising auditor in the rotation. He have been self-employed at BILL SITTIG CPA, LLC for the last twelve (12) years providing professional auditing, accounting, tax, and consulting services to individuals and businesses throughout North Florida including the last six (6) years as the internal audit contractor for 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)

Notice of Intent to Bid was timely filed with CCOC.

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 CD, USB thumb drive, Dropbox or e-mail (only if under 10 MB).

One (1) complete, original, hard copy Response is being submitted.   One (1) electronic copy has been sent via e-mail to the contact person stated in this RFQ.

5.3   Quotes shall be signed by the person authorized by the Respondent as the primary representative or officer.

Both the original, hard copy Response as well as the electronic copy submitted have been signed as indicated.

5.4   Respondents shall include as part of their quote responses to the following information at a minimum:

5.4.1   Name, address, telephone number, etc. of the firm or person submitting the quote;

BILL SITTIG CPA, LLC
1695-7 Metropolitan Circle
Tallahassee, Florida 32308
386-2639 (office) 386-2637 (fax)
BillSittig@TallahasseeAccountant.NET

5.4.2   Qualifications, certifications, and educational professional resume of all persons that would provide services under any resulting contract;

Bill Sittig, CPA will be the only person performing the professional services called for under this RFQ with the understanding that administrative and/or clerical tasks related to this RFQ may be performed by staff; all under his direct supervision. Enclosed is the resume for Bill Sittig, CPA and it presents qualifications, certifications, education and professional employment since he graduated college.

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5.4.3 A straightforward, concise description of capabilities to satisfy the requirements of the RFQ;

Referring to Section 2.0 SCOPE OF SERVICES, we will address each requirement individually as follows:

Provide financial and accounting assistance to the CCOC staff with reconciliation of accounts, payment of payroll taxes and liabilities, and submission of reports.

"With degrees in both Finance (FSU) and Accounting (FAU), I have the advantage of understanding complex financial/statistical concepts and their relationships to accounting requirements. I have been responsible for preparing and supporting legislative budget requests at other positions such as the Florida Industry Tourism Marketing Corporation (VISIT FLORIDA) where as CFO I was responsible for assisting the CEO with all budgetary information for a privatized government agency being funded as a "component unit" of state government with an annual budget in excess of $50 million; half from the state and half from private business in the tourism industry in Florida. I also worked closely with legislative staff at the Department of Environmental Protection (DEP) to rewrite the legislation related to annual budgeting and funding of the Inland Protection Trust Fund (IPTF), a petroleum cleanup fund with an annual budget in excess of $600 million." As a result of this work the program moved from being reimbursement based to a pre-approved methodology. This helped the Department budget more consistently and smooth out the highs and lows of the fund balance. "During my time spent assisting CCOC with their internal audit needs I have trained staff coming on-board in the use of the financial software and related bookkeeping duties. I have received positive feedback from the CCOC on my working relationship with different bookkeeping contacts over the years. We have received clean audits from both the Auditor General and Lanigan & Associates, CPA's in the areas of financial accounting and financial compliance with established internal policies and procedures and accounting principles."

2.1 Provide assistance in tracking and auditing CCOC's fixed assets.

An annual task assignment from CCOC during each fiscal year is to conduct an audit of the corporations fixed and sensitive assets. At this time the current audit report is near completion with a final response from Administrative Services section regarding the audit findings.

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CCOC Request for Quote (RFQ) Internal Auditing Services

2.2 Ensure compliance with established internal control policies and procedures by examining records, reports, operating practices, and documentation.

"While under contract with CCOC I drafted and refined the Policies and Procedures for the core activities of the corporation." Management took these policies and procedures to their Board and each was accepted with minimal or no edits required. We continue to review the policies and procedures for technical updates, improvements in processes, and efficiencies in operations.

2.3 Assist in providing financial data where needed to respond to auditor findings and recommendations.

"I worked closely with CCOC staff to formulate their response to the internal audit by the State of Florida's Auditor General. I provide audit support to CCOC's independent, external auditors in explaining transactions, accounting practices and reporting methods used."

2.4 Assist CCOC staff with quality control by reviewing work papers, reports, and charts developed by CCOC staff.

"I set up a process for tracking and reconciling county fee reporting as compared to the actual cash remitted by fee category and type. Later, I modified the process to cover multiple reporting periods at the request of CCOC."

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.

John Keillor CPA, Audit Partner
Lanigan & Associates, CPA's
(850) 893-8418

Pauline Sabitsch, Practice Manager
Psych Management Services
(850) 205-0192

Jamie Taylor Gilbert, Owner
Capital City Garage Door
(850) 942-2024

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5.4.5 Fee schedule and rates – the cost to CCOC for the services offered (See Attachment 2); and

"My customary rate for this type of work would normally be $155.00/hr. However, in the interest of holding the line on expenses for CCOC, I am willing to perform the work called for under this RFQ for $98.00/hour, a 37% discount off my standard rate." This quote means that CCOC will incur a modest increase in the rate/hr. over the previous contract.

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.

Nothing to disclose related to this section.

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 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 <u>Flexibility/Understanding of Requirements</u> – 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 <u>Capability</u> – 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.

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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 in regard to this RFQ. 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.

Bill Sittig CPA, LLC

BILL SITTIG, CPA

1695-7 Metropolitan Circle

Tallahassee, Florida 32308

850-386-2639

BillSittig@TallahasseeAccountant.NET

EDUCATION
Florida Atlantic University, Boca Raton, Fl
Bachelor of Business Administration, 1986
ACCOUNTING

Florida State University, Tallahassee, Fl
Bachelor of Science, 1981
FINANCE

Tallahassee Comm. College, Tallahassee, Fl
Associate in Arts, 1978
BUSINESS

CERTIFICATION & MEMBERSHIPS
Certified Public Accountant Florida
Board of Accountancy AC 0019542

American Institute of Certified Public Accountants

Florida Institute of Certified Public Accountants

Leon County Clerk of the Court Audit Advisory
Committee

Florida Government Finance Officers Association,
Big Bend Chapter

PROFESSIONAL EXPERIENCE

BILL SITTIG CPA, LLC , Tallahassee, Fl   11/01/2006 - Present
Managing director and owner of professional services firm providing quality tax, accounting, and auditing services to a diverse group of governmental and business clients. Significant experience with Quickbook's accounting software and am a certified ProAdvisor. Proficient user of all MS Office products such as Outlook, Excel and Word. Excellent written and verbal communication skills.

Department of Financial Services, Receiver, Tallahassee, Fl   09/2001 – 10/2006
Controller
Responsible for planning, organizing and controlling the accounting and reporting for the Division of Rehabilitation & Liquidation, including treasury, taxation, cost allocations and distribution administration. Provided accounting support to all units of the Division. Established and maintained operating budgets for the Division's cost centers and for each of the 55 estates in receivership.

ValienteHernandez, P.A., CPA's, Tallahassee, Fl   05/2000 – 08/2001
Manager, Tallahassee Office
Managed the local office of a Tampa based public accounting firm. Supervised a professional staff performing monthly accounting work for a $3 billion state housing finance agency. Conducted audits and other attestation assignments for the Florida Lottery. Responsible for employee evaluations, work scheduling and assignments.

VISIT FLORIDA, Tallahassee, Fl   1996 – 2000
Sr. Vice President/Chief Financial Officer
First employee hired to facilitate the administrative transition of the state's tourism programs to the private sector. Responsible for the systems, controls, policies and procedures of the corporation. This includes developing annual budgets; presenting accurate and timely financial and management reports; contract administration, including minimum standards, review and implementation; commercial insurance needs assessment and benefit programs evaluation. Management of the corporation's information system design and methodologies including controls,

BILL SITTIG, CPA

1695-7 Metropolitan Circle

Tallahassee, Florida 32308

850-386-2639

BillSittig@TallahasseeAccountant.NET

<u>VISIT FLORIDA, Tallahassee, Fl (continued)</u>
policies and procedures for computer hardware and software applications in a client/server networked environment accessible via the internet. Extensive review and corporate use of web based communications and e-commerce applications. Presents required information and reports to the Finance Committee and the Board of Directors at regular quarterly meetings. Responsible for treasury functions, including cash management analysis and reporting.

<u>Department of Environmental Protection, Tallahassee, Fl</u>   1992 – 1996
Management Review Specialist, Office of Inspector General
Audit manager supervising a professional staff conducting external financial audits of environmental and engineering firms requesting reimbursement from the state Inland Protection Trust Fund. Work involved the application of advanced financial and accounting skills in evaluating business operations and practices. Direct and indirect costs were audited for accuracy and further analyzed for reasonableness compared to industry standards and trends. Served as liaison with the Office of General counsel on recovery of audit disallowance's.

<u>Florida Credit Union League, Inc., Tallahassee, Fl</u>   1988 – 1992
Vice President — Finance
Responsible for all accounting and financial related matters for the League and its for-profit subsidiary. Included annual budgets and independent audits along with all regulatory and tax filings. Developed and administered financial plans and forecasts; prepared, analyzed and delivered all financial reports to management and Board of Directors. Designed and implemented fully computerized environment with emphasis on spreadsheet software. Supervised department staff.

<u>Deloitte & Touche, CPAs Ft. Lauderdale, Fl</u>   1985 – 1988
Certified Public Accountant
Primary duties involved auditing financial institutions and attesting to conformity with established standards of preparation and reporting. Special emphasis on financial institution review of loan loss reserves. Proven ability to clearly communicate the results of work performed to management and clients. Significant tax work during seasonal push each year.

<u>Landmark Bank, Ft. Lauderdale, Fl</u>   1984 – 1985
<u>Atlantic National Bank, Ft. Lauderdale, Fl</u>   1981 – 1984
Commercial Credit Analyst
Extensive corporate financial statement analysis. Included review of cash flows, ratio analysis and ability to repay resulting in a written report on the company's creditworthiness.

ATTACHMENT 2

FEE SCHEDULE AND RATES

Provide hourly rate for the services outlined in this RFQ for Internal Auditing Services.

SERVICE/HOURLY RATE

Service Description	Hourly Rate
Internal Audit	*$98.00/hour*

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Florida Clerks of Court
Operations Corporation

Proposal – Internal Auditing Services

December 7, 2018

Submitted By:

Hursey & Associates, P.A.
Certified Public Accountants and Consultants
2509 Barrington Circle
Tallahassee, Florida 32308
Phone: (850) 524-9799
Firm Contact: Holly Hursey, President
Email: holly@hurseycpa.com
www.hurseycpa.com

Table of Contents

Hursey & Associates
Certified Public Accountants and Consultants

2509 Barrington Circle, Suite 113
Tallahassee, FL 32308
Post Office Box 3224
Tallahassee, FL 32315-3224
Telephone: 850.524.9799
Email: info@hurseycpa.com

Holly W. Hursey, C.P.A.
Elaine F. McConnell, C.P.A.

Members
American Institute of Certified Public Accountants

REQUEST FOR QUOTE – INTERNAL AUDITING SERVICES

December 7, 2018

Mr. John Dew, Executive Director
Florida CCOC
2560-102 Barrington Circle
Tallahassee, FL 32308

Dear John:

We are pleased to have the opportunity to provide your organization with a quote for internal auditing services. We hope the attached quote will give you and your team an overview of our firm, our capabilities, and our commitment to assisting not-for-profit organizations.

The financial and accounting assistance we have provided over the years to our clients have helped them maintain and improve their accounting systems. We have also helped ensure our clients have successful annual audits and have provided resources to help them improve cost-efficiency, stewardship, and operational effectiveness.

Please let us know if you need any additional information or need to call us. We appreciate the opportunity to connect with you and offer our services.

Sincerely,

Holly W. Hursey, CPA

Hursey & Associates
Certified Public Accountants and Consultants

Firm Profile

Hursey & Associates, P.A. was organized in June 2012 by two licensed CPAs who have provided professional accounting and audit services to organizations for over twenty years. We have a licensed office in Tallahassee, Florida and as a niche firm, we offer audit, advisory and tax compliance services almost exclusively to not-for-profit organizations.

To perform better quality services, we devote a lot of time and energy to both technology and professional education. We assist clients both on-site and via computer remote session and have a hands-on approach to assist clients quickly and efficiently. We also utilize Citrix ShareFile for client file sharing and communication.

Most of our clients use QuickBooks accounting products. Our firm is an Intuit ProAdvisor, and we offer training and support for the entire line of QuickBooks software.

Summary of Qualifications

Our staff have experience in the following areas:

- Monthly and ongoing accounting support – This includes bookkeeping and accounting oversight for existing accounting departments, as well as full-service accounting for smaller clients. Includes balance sheet account reconciliations for cash and investment accounts, accounts receivable, accounts payable, other liabilities, and fund balances.

- Maintaining Property and Equipment Schedules – We prepare and maintain fixed asset schedules for clients and advise clients on the correct posting of acquisitions, disposals, and depreciation.

- Developing and testing proper internal controls – Our firm also conducts audits of not-for-profit associations, and as auditors we are familiar with internal controls that are essential for the prevention of fraud and errors. To this end, we have developed fiscal policy manuals for clients that address topics such as segregation of duties, cash management, and payment processing.

- Working closely with external auditors – We perform year end close and financial statement preparation engagements so that clients have a successful audit with little or no findings. Our process includes reconciling balance sheet accounts and providing documentation for auditors, as well as answering questions and providing additional information. This includes creating schedules that agree payroll expenses to tax returns, schedules of fund balances, cash reconciliations, schedules of prepaid expenses, and other supporting documents that become client workpapers.

- Designing and implementing accounting systems – Our work has included transitioning clients from other accounting products to QuickBooks, and also creating and customizing QuickBooks company files so that clients can utilize the features best suited to not-for-profit organizations. This includes developing annual budgets within the program and customized budget reports where information is exported to Excel and formatted to client specifications.

- Developing spreadsheet/database solutions to meet reporting needs – Several of our clients have used donor or customer management systems to maintain donations. We assist clients in maintaining donor management systems and integrating various software programs with their accounting programs. We also develop client-specific spreadsheet applications that our clients use to track budget performance.

- Human resources and State/Federal payroll taxation compliance – Our firm prepares quarterly and annual payroll tax returns for the IRS, Florida Department of Revenue and Georgia Department of Revenue. We also prepare year end payroll forms such as W-2 and 1099 MISC.

Similar Engagements

We have provided accounting and financial support to the following organizations:

United Way of Thomas County

Robert F. Munroe Day School

Boys & Girls Clubs of the Big Bend

Falcon Foundation

Florida Juvenile Justice Association

Florida Association of Student Financial Aid Advisors

Christian Heritage Church

Bradfordville First Baptist Church

Professional Liability Insurance

We maintain professional liability insurance with Camico Mutual Insurance Company.

Litigation

Our firm members have not experienced any litigation or grievances.

Peer Review

Our firm undergoes a firm peer review on a triennial basis to review our firm's system of quality control for our auditing and accounting practice. Our last peer review was performed by Carr, Riggs & Ingram for the peer review year ended March 31, 2017. We received a pass rating on our peer review.

Proposed Scope of Services

We will provide financial and accounting assistance to the CCOC staff as needed; provide assistance to respond to auditor findings and recommendations; assist CCOC staff with internal control policies and procedures.

We will draw upon our professional resources and contacts to assist the CCOC with any accounting issue that they may encounter. Additionally, we are available to perform all services as described in detail in the Qualifications section if these are needed.

Professional Resumes (Next page)

Holly W. Hursey, CPA

Experience

Ms. Hursey's clients benefit from her twenty-five years of accounting and auditing experience. During her career Ms. Hursey has performed numerous audits for 501(c)3 and 501(c)6 not-for-profit organizations, as well as local government. She has been an advocate for her clients and has frequently assisted clients with developing and implementing internal controls, preventing fraud, and utilizing best accounting practices.

Holly's experience and expertise is focused on not-for-profit organizations. She began her accounting career as CFO for United Way of the Big Bend, and during that time and afterward, she has served dozens of not-for-profits in the Tallahassee area as an auditor and advisor.

Education

Ms. Hursey is a graduate of Florida State University with degrees in both Management (1989) and Accounting (2000). She is a member of the American Institute of Certified Public Accountants. Additionally, Holly is an Intuit ProAdvisor.

Career

Before starting her own firm 6 years ago, Ms. Hursey worked for two Tallahassee CPA firms and performed a variety of tax, advisory, and audit services. As managing partner for her firm, Ms. Hursey is responsible for the firm's technology, quality control and administration.

Elaine M. McConnell, CPA

Experience

Ms. McConnell's expertise as an accounting professional in Tallahassee includes service as a local financial institution CFO and local business owner. As such, Ms. McConnell offers her clients the knowledge and wisdom to better manage their accounting and their businesses. Ms. McConnell is proficient in individual, corporate and payroll taxation, as well as compliance matters for small business.

Ms. McConnell is known for her patience and attention to detail. She is a gifted teacher and communicator, and is appreciated by her many clients who turn to her for many of their business concerns.

Education

Ms. McConnell is a graduate of Florida State University with a degree in Accounting. She is a member of both the Florida Institute of Certified Public Accountants and the American Institute of Certified Public Accountants.

Career

Prior to starting her firm, Ms. McConnell was the former CFO of Envision Credit Union ($220 million). During her 21-year tenure, Ms. McConnell oversaw cash, investments and asset management; established and improved internal controls; coordinated regulatory audits with federal and state regulators; managed organization-wide accounting and reporting; and maintained a system of control over all credit union transactions. Her vast and successful experience as a controller makes her a trusted accounting professional.

References

Jim Hill, Treasurer for
Florida Juvenile Justice Association
(727) 639-2399
jim.hill@youthopportunity.com

Evan Hume, Past Treasurer for
Golden Eagle Homes Association
(850) 668-7300
ebhume@embarqmail.com

Chris Moran, Auditor for
Robert F. Munroe Day School
(850) 510-5334
cmoran@moransmithcpa.com

Rebecca Cannady, Executive Director
United Way of Thomas County
(229) 228-0560
uniteway@rose.net

Fee Schedule and Rates

We agree to provide the CCOC with the aforementioned professional services at a rate of $85 per hour. All work will be performed by a licensed CPA.

WORKING WITH
US

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

Dec. 7, 2018 5:00:00 PM EDT

A Proposal from

UnderStory

1497 Market St. • Tallahassee, FL 32312

UnderStory

Clerks of Court Operations Corporation
Design, Development, Maintenance and Hosting of Website
CCOC Request for Quote (RFQ)

Attn: John Dew, Executive Director, Florida CCOC
RE: CCOC Request for Quote (RFQ)

On behalf of UnderStory, I am pleased to present our response to your RFQ for Design, Development, Maintenance and Hosting of the CCOC Website. My name is Eric Thomas, and I own and operate our studio as UX & Creative Director. I personally have over 18 years of experience in technology, advertising, and design for a variety of private and public sector clients, including Florida Department of Education, Florida Department of Health, and the Florida Fish and Wildlife Conservation Commission.

Headquartered in Tallahassee, FL's Market Square District, UnderStory is a digital creative studio specializing in design, development, branding, and advertising by blending art, technology, and commerce. We are a core group of strategists, designers, coders, and makers. Our specialized team has over 50 years of collective experience in digital and creative advertising design, website development, search engine optimization, and analytics.

For your convenience, our corporate information is listed below:

Legal Name: UnderStory, LLC
Physical/Mailing Address: 1497 Market St., Tallahassee, FL, 32312
Managing Partner: Eric Thomas; Owner, UX & Creative Director
Federal Employer Identification Number: 81-0772592
Dun & Bradstreet Number: 080636473
Organization Type: Private for Profit Organization
Phone: (850) 322-1813
Email: hello@understorystudio.com
Website: www.understorystudio.com
Primary Contact: Eric Thomas; Owner, UX & Creative Director
Primary Contact Information: (850) 322-1813, ethomas@understorystudio.com

In accordance with the requirements of the RFQ, I am authorized to represent the company and negotiate this RFQ's terms on UnderStory's behalf. I trust that you will find our response to be complete and our qualifications to be in excess of your standards. If you have any questions, please feel free to contact me via phone at (850) 322-1813 or via email at ethomas@understorystudio.com. Thank you and we look forward to becoming part of your team.

Eric Thomas
Owner, UX/Creative Director
UnderStory, LLC

UnderStory

UnderStory is a brand and digital design studio blending art, technology, marketing, and commerce.

We are a blend of strategists, designers, coders & makers

who believe the brand experiences you create for your customers and clients are just as important as the service your product provides.

What We Do

We believe great design is an investment, not an expense.

And an investment is more than just money. It takes time and dedication for unparalleled attention to detail. While UnderStory is capable of helping with virtually any creative service, here are some of our core roles when we partner with clients.

INVEST *in* GREAT *Design*

THE *Little* THINGS *always* MATTER

DESIGN & ILLUSTRATION

WEB & APP DEVELOPMENT

MARKETING STRATEGY

MEDIA & SOCIAL MARKETING

BRAND & IDENTITY

UX & UI DESIGN

WEBSITES & APPS

CONTENT & VIDEO

SEO & ANALYTICS

Who We Are

Eric Thomas
Marketing & Creative Director

Eric is often found maniacally wielding a dry erase marker, talking with his hands, or drinking too much coffee. Over 18 years working with brands in the advertising and creative industries will do that to a person. Throughout his career as an award-winning designer and creative director, Eric has worked for advertising agencies in the southeast, most recently with TBWA. In 2014 he left the agency world to focus on brand, product, and UX design. In 2015, Eric started UnderStory – a brand and digital design studio blending art, technology, marketing, and commerce. Eric also serves as adjunct professor of graphic design at Flagler College in Tallahassee, FL.

Chris Sham
Technology Director, Lead Developer

Chris has been involved in Web Development and Information Technology for over 20 years with both agency and in-house teams. His state government experience includes Florida Department of Education and Florida Department of Health, with brand experience highlights including Aflac, Club Med, Costa Del Mar, Capital City Bank, and InterContinental Hotels Group (Holiday Inn, Holiday Inn Express and Crowne Plaza). He has led in-house development teams for companies, providing experience in realty (homes.com), higher education (Florida State University), and telecommunications (Tresta).

Conner Hill
Designer & UX/UI Developer

Conner has over 5 years experience as a hybrid design and development creative. In addition to his UX, video/motion, and digital design skill set, Conner has worked for agencies, as a freelancer, and in-house designer, providing a unique ability to adapt to any project requirement. His client experience highlights include Florida State University, Florida Department of Health, and the Social Security Administration.

🛡 UnderStory

Who We Are

Justin Spencer
Google Analytics, Adwords & SEO Director

Justin is certified in Google Analytics and Google Adwords, and has been working in digital analytics and SEM for over 10 years. He helped establish processes, documentation and responsibilities for the #1 Google Analytics Premium Reseller in the world. His client experience includes PeaceHealth Healthcare System, Aflac, and Starbucks. His industry experience ranges from global billion-dollar companies to local yoga studios, and has created success at every level.

UnderStory

We Start With WHY
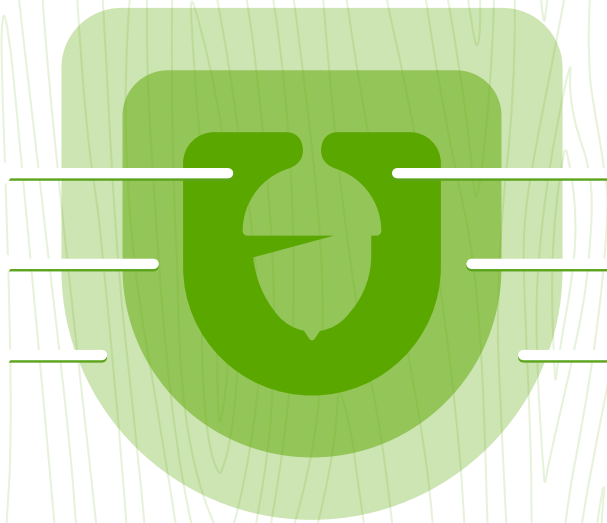
WHY ——————— GOALS
HOW ——————— STRATEGY
WHAT ——————— EXECUTION

We start with mapping the why –

the goals of each project – and work our way out as we design, always keeping perspective by establishing a core strategy. Our collaborative process allows us to ideate and iterate to design and build the most beautiful – and effective – solutions possible.
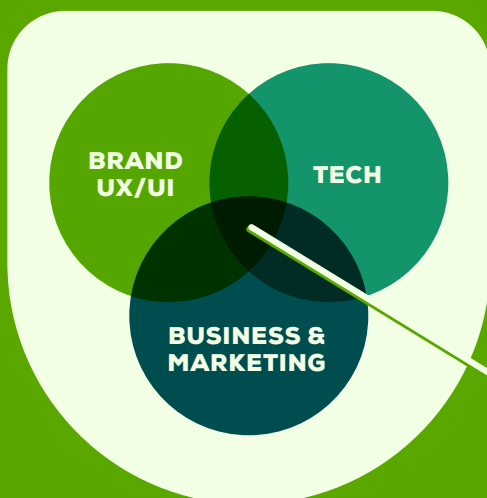
Intersecting design, marketing, and technology

Through our extensive background in technology, advertising, and creative brand management, we provide a unique experience–driven perspective where people come first.

BRAND UX/UI

TECH

BUSINESS & MARKETING

US

5.4.1 – OVERVIEW
Legal Name: UnderStory, LLC
Physical/Mailing Address: 1497 Market St., Tallahassee, FL, 32312
Managing Partner: Eric Thomas; Owner, UX & Creative Director

Phone: (850) 322-1813
Email: hello@understorystudio.com
Website: www.understorystudio.com
Primary Contact: Eric Thomas; Owner, UX & Creative Director
Primary Contact Information: (850) 322-1813, ethomas@understorystudio.com

5.4.2 – QUALIFICATIONS:
Our core team has been introduced in this proposal with brief bios and full resumes attached.

Key staff servicing all phases of this contract include:
- Eric Thomas, UX/UI & Creative Director
- Chris Sham, Technical Director & Lead Developer
- Conner Hill, Digital Designer and Developer
- Justin Spencer, SEO & Google Analytics Director

5.4.4 – DESCRIPTION OF SERVICES:

Our Suggested Hosting Migration Process:
- Gain access to current server via proper server credentials
- Copy all current files over to our server
- Update WordPress and any necessary plugins
- Install any new approved recommended plugins including:
  - Added spam security with Akismet and connecting it to your WordPress website.
  - In order to help safeguard the site against hackers and attacks we recommend using the Wordfence plugin for WordPress. This plugin serves as a firewall to the WordPress site.
  - We can also setup a plugin to track 404s to the site. The plugin logs all 404s received and makes it easy to setup redirects. This is helpful if a page is moved/removed but someone externally is still linking to the URL. A redirect can be setup for any bad links.
- Update DNS information to point to our servers and take the website live

Microsoft Azure Cloud Hosting Capabilities and Costs:
- Cost per month (must be specific if there are data limitations or required add-ons.)
  - Base Hosting - $100/mo.
  - Recommended WP Plugins:
    - Wordfence - $99/yr.
    - Akismet - $5/mo.
    - 404 Tracker - Free
- Hardware and software capabilities and requirements (server operating system, web design software, database engine, dedicated or shared server, etc.)

- ○ We have a dedicated Ubuntu server running on Microsoft Azure we use for our clients. The server runs on a 2.4ghz CPU with 3.5gb of memory. The server is currently running Apache 2.4, PHP 7.0, MariaDB (MySQL) 10.0.
- ○ Base hosting comes with up to 1gb of disk space (current size of CCOC website is 400mb), so our solution provides more than enough space. But in the event more space ends up being needed, we can allocate more.
- Redundancy (server redundancy, describe backup schedule and backup storage locations.)
  - ○ We run nightly backups of our websites and store the backups externally on DropBox. We currently maintain one week's worth of backups but this can be adjusted as needed.
- Network specs (Internet bandwidth, Internet connection redundancy, and define room for growth.)
  - ○ We currently offer up to 100gb monthly, which should have no issues for the CCOC website (up to 1gb/mo.). Should the rare situation occur where we hit capacity, the advantage of cloud-based hosting means we automatically upgrade with no downtime.
- Maintenance fees (for needed technical updates/questions.)
  - ○ Hourly detailed in attached rate sheet along with plugin costs
- UnderStory acknowledges CCOC possesses ownership of CCOC website data and information.

Technical Capabilities:

We work with industry standard top-tier creative software programs including Adobe Creative Cloud, Bohemian Coding Sketch, and InVision Prototyping and Creative Management Platform. We code with modern frameworks for CSS (Foundation/Bootstrap), Javascript (React/Angular), and can service multiple programming languages. Our most common Content Management Systems (CMS) we work with are WordPress, Perch, Umbraco, Shopify, Big Commerce, and Drupal among others. We also design and build native mobile applications using React Native.

Operations:

UnderStory is located in Tallahassee, FL in the Market Square District. Our location is very close to the headquarters of Florida Clerks of Court Operations Corporation. As part of operating agreement, we can periodically have onsite meetings for monthly website performance analytics reviews or any other website functionality planning sessions.

- 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.
  - ○ We will provide a checklist for migration and maintenance as part of regular status updates. As part of a schedule, we'll keep the server updated and update WordPress along with any Plugins and compatibility tests. In addition, we have recommended tools.
- Ensure that the WEBSITE (www.flccoc.org) is ADA compliant. If not, make recommendations for updating website.
  - ○ Based on our initial ADA compliance tests, the website needs some minimal updates. We recommend making these updates as part of our monthly services, and we can help with recommendations on proper compliance for any new or ongoing design and development.
- Maintain website documentation.

- - We will keep the website documentation updated as we make new updates/changes to the website's functionality.
- Update, edit and create various graphics when required for the website.
  - This is included in our monthly maintenance, with hourly as required if outside the scope of monthly maintenance
- Maintain the integrity of the site against spam, hackers, viruses and electronic attacks via firewalls, security software and passwords and social media postings regarding inappropriate comments.
  - This is part of our monthly maintenance along with recommended plugin tools above
- 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 AdWords. Other measurable components could include unique visitors, number of visits, page views, impressions and click through rate.
  - Monthly analytics reviews are included in our monthly maintenance, with hourly as required for any recommended website updates outside the scope of monthly maintenance.
- Perform other related duties and responsibilities as required.
  - This is included in our monthly maintenance, with hourly as required if outside the scope of monthly maintenance

5.4.4 – REFERENCES:

Just Take 20 UnderStory designed a state-wide brand identity system, curriculum materials, campaign creative materials, digital display ads, blog graphics, and more. UnderStory also planned, designed, coded, and hosted the website and family reading web application that served as the digital hub for the entire project.	**Jennifer Shearl Hartshorne**, Former Florida Department of Education Deputy Communications Director C: 850-294-1884 E: jhartshorne@ounce.org
Skye Creative UnderStory has worked with Skye Creative over the course of 3 years on several projects. We serve as creative partner helping with UX, design, development, and hosting.	**Jessica Clark,** Founder & Chief Creative Strategist C: (850) 591-3964 E: jessica@skyecreative.ly
Vancore Jones Communications UnderStory has worked with Vancore Jones over the course of 3 years for several web-based projects, handling UX, design, development, and hosting.	**Drew Jones,** Managing Partner O: 850-681-8530 C: 850-284-7460 djones@vancorejones.com

Good Must Grow	**Heath Shackleford**, Marketing Director
We continue to work with GmG over the course of 3 years, collaborating as digital and creative partner on several projects. We handle design, development, and hosting as part of our services.	C: 615-545-2398 E: heath@goodmustgrow.com

5.4.5 – COSTS:

Fee Schedule and Rate Sheet is attached

5.4.6 – WRITTEN DESCRIPTION OF ANY LITIGATION:

We have none to report.

Thank you,

Eric Thomas
Owner & UX/Creative Director
UnderStory, LLC

ATTACHMENT 2
FEE SCHEDULE AND RATE

Service	Rate (Monthly)
Hosting CCOC's website Hosting on Microsoft Azure Cloud Hosting Platform	$100/mo.
Updating CCOC's website Performance SEO/Analytics Reviews Minor design, content, support, and code updates	8hrs = $1000/mo.

Service	Rate (Hourly)
Design & Development UX planning, design, support, and development for new website functionality and/or any required additional monthly time	$125/hr.

Other Services	Rate (explain)
Wordfence Firewall WP Plugin Akismet Spam Security WP Plugin 404 Tracker Plugin	(all 3rd party suggested costs) $99/yr. $5/mo. Free

LEADING COLLABORATIVE CREATIVE TEAMS. CONNECTING PEOPLE THROUGH CREATIVITY.

EXPERIENCE:

Co-Founder & Creative Director
UnderStory, 01/2015-present

Own and operate a creative studio focused on brand and digital design services for products and clients.

Creative Director
Canopy Software, 12/2014-12/2015

I oversaw and designed brand, web, UI, and marketing for all owned products and serviced clients.

Associate Creative Director, Vice President
TBWA\Bright Red, 07/2011-11/2014

Responsible for creative leadership through design and media arts ideas for several national and international clients. Focus role was Digital Creative Director for Krystal Restaurants and Associate Creative Director for Flowers Foods – leading a team of designers, copywriters, developers, social media managers and content coordinators.

I worked directly with clients, account directors, project managers, producers, vendors, designers, social media managers, programmers and copywriters by leading communication during brainstorming, planning, design and production for award-winning work. I also participated in various creative efforts for new business.

Associate Creative Director, Vice President
the/zimmerman/agency, 08/2007-11/2014, V.P. 12/2009

I oversaw the digital creative department and was responsible for creative ideas, strategies, and solutions that are integrated, on time, and above expectations. Along with our Executive Creative Director in 2011, I helped lead efforts to combine our separate digital & traditional creative departments into one for better collaboration.

TECHNICAL SKILLS:

• Adobe Creative Cloud & Sketch
• Expert in Photoshop & Illustrator
• UX Thinking & Planning
• Information Architecture
• Wireframing & Prototyping
• Responsive Web & Mobile Design
• CSS, HTML, Some Javascript/Jquery

STRENGTHS:

• Conceptual Thinking
• Creative Solutions with UX focus
• Design Principles & Usability
• Branding & Identity Design
• Typography & Animation
• Collaborative Leadership

EDUCATION:

University of Georgia
Bachelor of Science, Psychology

AWARDS & RECOGNITION

My work has been honored and recognized by:
• Communication Arts
• The Webbys
• Adobe
• Design Taxi
• Behance
• Addy Awards
• Under Consideration
• Buzzfeed
• Multiple design & CSS gallery awards

LEADING COLLABORATIVE CREATIVE TEAMS. CONNECTING PEOPLE THROUGH CREATIVITY.

EXPERIENCE:

Senior Digital Designer
the/zimmerman/agency, 08/2004-08/2007

I was the lead project designer responsible for ideas and execution for several national and international clients. I was also lead Flash designer and developer.

Junior Designer
the/zimmerman/agency, 08/2002 - 08/2004

I designed emails, banners, websites and landing pages for several clients.

OTHER:

Adjunct Professor - Intro to Graphic Design
Flagler College, 2015-present

Teach Intro to Graphic Design for Non-Majors as part of the Strategic Communications program at Flagler College campus in Tallahassee, FL

TECHNICAL SKILLS:

• Adobe Creative Cloud & Sketch
• Expert in Photoshop & Illustrator
• UX Thinking & Planning
• Information Architecture
• Wireframing & Prototyping
• Responsive Web & Mobile Design
• CSS, HTML, Some Javascript/Jquery

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• Addy Awards
• Under Consideration
• Buzzfeed
• Multiple design & CSS gallery awards

Chris Sham

Lead Developer • Tech Director @ UnderStory

Email: csham@understorystudio.com

Experience

UnderStory | Lead Developer • Tech Director
2017 - Current

Develop websites, web apps, and mobile apps for our clients. Evaluate current processes and new technologies to streamline our operations. Develop custom integrations and our customers for 3rd party apps such as Shopify, BigCommerce, and MailChimp.

Technologies used: HTML, CSS/SASS, JavaScript, React Native, ASP.NET, PHP, SQL Server, MySQL, Photoshop, Illustrator, Sketch.

Tresta | Lead Software Developer
2008 - 2017

Developed marketing based websites and customer facing web applications. Developed telephony based applications/systems including custom IVRs (interactive voice response) and ACD (automatic call distribution) systems. Developed Android/iOS mobile app. Worked on an agile team. Researched and evaluated new tools and frameworks. Performed code reviews.

Technologies used: HTML, CSS/SASS, JavaScript, NodeJS, React Native, ASP.NET, Erlang, PHP, SQL Server, MySQL, MongoDB, CouchDB, Plivo, Photoshop, Illustrator.

The Zimmerman Agency | Digital Developer
2005 - 2008

Developed websites and database driven web applications with custom built content management systems. Client experience included: Aflac, Capital City Bank, Club Med, Costa Del Mar and InterContinental Hotels Group (Holiday Inn, Holiday Inn Express, Crowne Plaza)

Technologies used: HTML, CSS, JavaScript, AJAX, ColdFusion, PHP, Flash, SQL Server, MySQL

Southeastern Baptist Theological Seminary | Web Developer
2001 - 2004

Designed and developed database driven websites for college and seminary with custom content management system. Developed online admissions application.

Technologies used: HTML, CSS, JavaScript, AJAX, ColdFusion, ASP, SQL Server, Flash, Photoshop

Florida State University | Software Engineer
2000 - 2001

Developed websites with content management tools and web-based applications for government agencies including Florida State's Board of Regents, Florida's Department of Health, and California's Department of Health.

Technologies used: HTML, CSS, JavaScript, ColdFusion, SQL Server, Flash, Photoshop

Conner Hill

Designer & Front End Developer at Understory

Tallahassee, Florida

Experience

UnderStory, LLC
Designer & Front End Developer
October 2016 - Present

Freelance
Designer and Developer
March 2015 - Present

Tresta
Front End Developer
April 2016 - 2016 (9 months)
Tallahassee, FL

Onyx Creative Group
Front End & Digital Media Developer
May 2014 - March 2015 (11 months)

Florida Department of Health
Systems Programmer
April 2013 - April 2014 (1 year 1 month)

Florida State University
Fabrication Lab Manager
May 2013 - August 2013 (4 months)

Managed and maintained a variety of equipment and technology including 3D printing and laser cutting as well as assisted students with their work.

_____

Education

Florida State University
Bachelor of Fine Arts (B.F.A.), Graphic Design · (2010 - 2013)

Tallahassee Community College
Associate of Arts (AA), Graphic Design

R. JUSTIN SPENCER

7887 PRESERVATION ROAD   TALLAHASSEE, FL 32312
TEL 850-544-9503   EMAIL JSPENCER@UNDERSTORYSTUDIO.COM

PROFILE

I am a trained, certified and experienced Web Analyst, specializing in Search Engine Optimization, Search Engine Marketing & Web Analytics. My job is to understand my Client's goals and take the necessary steps to ensure those goals are met, or exceeded. My abilities in this field have been proven effective by multiple clients as listed below and can be applied to fields outside of marketing. I love what I do, and I'm good at it. I look forward to the opportunity to transform your business.

EXPERIENCE

UnderStory
ANALYTICS & SEARCH LEAD   2016 - CURRENT
‣ Joined to complement web design & development skills with analytics and search engine optimization
‣ Leading strategy and ongoing optimization recommendations for Clients
‣ Ongoing contribution to pitches and RFPs
‣ Education and training to Clients and internal teams

SpencerSEM
FOUNDER & LEAD CONSULTANT   2006 - CURRENT
‣ Founded to provide analytics implementation, conversion optimization & search engine marketing services
‣ Published articles, instructional videos and featured presenter for multiple events and publications
‣ Created strategies for multiple goals: lead generation, awareness, ecommerce, traffic volume, etc

AnalyticsPros
LEAD SEARCH AND ANALYTICS STRATEGIST   OCT 2011-JUL 2014
‣ Debug and fix tracking problems for complex sites and elaborate implementations
‣ Met with key stakeholders to uncover business objectives, and translate those objectives into measurable KPIs
‣ Analyze data for actionable insight and tactical steps for improvement
‣ Execute testing scenarios for high-profile websites that increased conversion rate 56% and revenue over 30%.
‣ Created reporting efficiencies for clients such as Starbucks, GoPro, Whole Foods and Wacom

the /zimmerman /agency
DIRECTOR OF SEARCH ACTIVATION & ANALYTICS   JULY 2005- OCT 2011
‣ Established formal, process-driven approach based on Client goals, which was then implemented agency-wide, within the TBWA network and at Ogilvy & Mather
‣ Generation, customization & layout of Client reports based on goals
‣ Provide data-driven recommendations on improving performance (revenue, leads and other KPIs)
‣ Provided strategy, position & tactics based on Client objectives for all SEO/PPC efforts, managing monthly budgets up to $300,000
‣ Worked with Flowers Foods, Party City, Aflac, Costa Del Mar, Steak 'N Shake, Dell on Call and Cooper Tires

EDUCATION

Florida State University, Tallahassee, FL — B.S., Marketing, 2004

SKILLS

I have published articles, blog posts and white papers on Search Engine Marketing & Analytics, as well as presented at multiple national conferences. I believe education, organization and a strategy-driven approach are essential to ensuring success in highly technical & complicated engagements.

‣ Certified in Adwords and Google Analytics
‣ In-depth & up-to-date knowledge of ethical SEO practices
‣ Pay Per Click strategy development & implementation
‣ A/B Testing & Performance Optimization
‣ Experience Tableau Software, ShufflePoint and more

‣ HTML, PHP & JavaScript experience
‣ Polished presentation skills
‣ Ability to explain complex concepts
‣ Proficiency in Windows and Mac OSX operating systems & related programs within each

EPYON TECHNOLOGIES

December 6, 2018

Florida Clerks of Court Operations Corporation
John Dew – Executive Director
2560 Barrington Circle, Suite 2
Tallahassee, FL. 32312

John,

We appreciate the opportunity to present our proposal to provide website hosting, site backups, and content updates for FLCCOC.org.

Summary of Proposed Services

We are pleased to offer a flat monthly rate of **$75** for the following services:

- Website hosting for FLCCOC.org

- Nightly Site Backups for FLCCOC.org

- Proactive Site Security & Malware Protection

After the transition and setup of FLCCOC.org on our servers, the flat rate monthly payment agreement begins on the date Epyon Technologies begins hosting and providing site backups for the live versions of the websites. FLCCOC will be provided An Administrator WordPress account as well as an FTP user account.

Payment is due upon receipt of your monthly invoice. Special Projects or updates outside the scope of the monthly service proposal will be billed at a flat rate or $80 per hour, but only after the work has been agreed upon by both parties in writing. Special Projects may include items such as: website redesign, pay per click advertising implementation, or feature additions to the website, etc.

This proposal and agreement is considered month to month and can be cancelled any time within 7 days. Should FLCCOC choose to terminate this agreement, a complete backup of the site will be provided to FLCCOC on the final day of the agreement to ensure the most up to date information is provided.

This website and all content contained within it is and will wholly remain the sole ownership of FLCCOC before, during, and after this agreement concludes.

Thank you for this opportunity and please don't hesitate to call me directly with any questions at 850-320-0529.

_____   ___/___/___
John Dew   Date

_____   12/06/2018
Brian Campbell - Epyon Technologies   Date

315 Beard Street   EpyonTech.com   **(850)391-3666**

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Section 5.4 Write Up

- **5.4.1   Name, address, telephone number, etc. of the firm or person submitting the proposal;**

  - Epyon Technologies
    315 Beard Street
    Tallahassee, FL. 32303

- **5.4.2   Qualifications, certifications, and educational professional resume of all persons that would provide services under any resulting contract;**

  - Our team has built over 100 websites together over the years. We know how to design, develop, host, and optimize websites and are confident in our ability to manage the FLCCOC website going forward. **Resumes available upon request.**

- **5.4.3   A straightforward, concise description of capabilities to satisfy the requirements of the RFP**

  - Epyon built and continues to host FLCCOC.org. We have expertise in WordPress design and site management, as well as search engine optimization and Google Analytics. We are confident we can handle all tasks associated with this site.

- **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.**

  - Adam Marshall – Chief Operations Officer – Kevin's Fine Outdoor Gear and Apparel
    - (850)524-2332
    - AMarshall@kevinscatalog.com

  - Katie Morgan – Office Manager – Marie Mattox P.A.
    - (850)383-4800
    - katie@mattoxlaw.com

  - Joe Kelley – President – Ghost Controls
    - (850)559-3363
    - Joekelley@ghostcontrols.com

  - Everett Drew – President – SouthGroup Holdings
    - (850)508-6151
    - edrew@southgroup.com
    -

- **5.4.5   Cost to CCOC for services offered should be estimated MONTHLY;**

  - The cost will be $75 per month for hosting and $80 per hour for any support requests.

- **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.**

There has never been any litigation against Epyon Technologies.

DESIGN, DEVELOPMENT, MAINTENANCE AND HOSTING OF WEBSITE
PROPOSAL

2K
WEBGROUP
INTERNET MARKETING

Prepared For
Florida Clerks of Court Operations Corporation
John Dew, Executive Director

Date Submitted
December 07, 2018

Prepared By
Coastal E Solutions, LLC dba 2K Web Group
Denise Burkett, Account Manager
(850) 653-1122

December 07, 2018

Florida Clerks of Court Operations Corporation
John Dew, Executive Director
2560-102 Barrington Circle
Tallahassee, Florida 32308

Dear John,

Thank you for the opportunity to participate in your Request for Proposal for design, development, maintenance and hosting for Florida Clerks of Court Operations Corporation. 2K Web Group is excited about presenting our service approach and demonstrating how we have helped similar organizations utilize our robust digital marketing strategies to drive growth.

Our qualifications include extensive expertise and experience in digital marketing services including strategic planning, visitor profiling, website design, development and maintenance, programming, specialized content creation, search engine optimization, pay per click management, online media buying, social media management, email marketing, interactive campaigns and website hosting as well as information technology services including server management and networking.

As the following pages of this proposal will show, we offer a complete range of skills to accomplish Florida Clerks of Court Operations Corporation's defined goals. If you have any questions or concerns about this proposal please don't hesitate to call 850-653-1122.

Sincerely,

Tana Kendrick
Partner/Creative Director

Denise Burkett
Account Manager

EXECUTIVE SUMMARY

The current Florida Clerks of Court Operations Corporation website looks clean and sharp. We know it was a lot of work to put together, but it's not over yet. In fact, it'll never be over if you truly want a return on your investment. If you don't monitor your site, measure performance, and improve it on a regular basis, your website will easily fall out of date, out of sync, and out of line with your organization's mission and goals.

2K Web Group has the advantage that Florida Clerks of Court Operations Corporation needs to be successful on the internet. We focus exclusively on internet marketing, offer a full-range of digital services under one roof and have over 17 years of experience in both marketing as well as server administration.

We can help Florida Clerks of Court Operations Corporation achieve its desired goals by providing the following services:

- Maintain and update existing website pages, including documents and graphic creation, as needed.
- Provide additional website design and development, as needed.
- Migrate current website to our robust hosting service.
- Perform ADA website accessibility audit and make recommendations for compliance.
- Perform preventative maintenance including security, theme and plug-in updates to ensure the integrity of the website.
- Monitor social media channels.
- Provide monthly reporting on identified KPIs.

As your outsourced digital marketing department, our team is able to efficiently turn your "to dos" into "dones". By partnering with us, we'll ensure your website continues to perform well for you and your audience. You'll save money in the long term and protect your current investment by performing ongoing maintenance, testing, and iterative improvements. It means you won't have to do a major ground-up redesign of your site anytime soon.

We would be delighted to partner with Florida Clerks of Court Operations Corporation. We believe that we can provide the organization with efficient resources, tools and support to be successful.

COMPANY PROFILE

Coastal E Solutions, LLC dba 2K Web Group is a digital advertising agency that offers a full-range of digital services under one roof. For over 14 years, we have provided non-profits, government entities and private companies superior internet marketing services including strategic planning, award-winning design, custom development, search engine optimization, online media buys as well as reliable web hosting solutions. Our firm is registered with the State of Florida's vendor marketplace with a women-owned, State of Florida small business designation (working toward our certification). 2K Web Group is a Google Partner with access to an abundance of resources including a dedicated contact within Google that provides one-on-one service.

The company headquarters is located at 20 Avenue D, Suite 201 in Apalachicola, Florida. We are a well-rounded boutique agency with a team of five highly efficient and trained individuals. Each member of our expert team is involved in every project from start to finish and each is dedicated to our mission of delivering honest, professional and focused internet marketing solutions, that produce measurable results.

Since we are organized as an agency and each team member performs specific duties, we are not able to provide services on-site at CCOC headquarters. We would be happy to meet for an interview, or schedule a kick-off meeting if we are selected. We are always available via email and phone. Coastal E Solutions, LLC dba 2K Web Group, nor any of its officers or employees have ever been involved in litigation or received any grievances relating to professional services.

TANA KENDRICK

Partner / Creative Director

Tana's role includes creative direction and strategic planning. Tana leads the creative flow with over 17 years of experience in management and advertising paired with proficient skills in marketing strategy, website design, graphic design and digital advertising campaigns.

STERLING KENDRICK

Partner / Full Stack Developer

Sterling is an expert programmer who started his professional career in 2000. He has extensive knowledge of many software programming languages including JS, HTML, CSS, PHP, VB, VB.NET, C# and SQL. In addition to programming Sterling also manages the agency's server for optimal performance. Armed with almost two decades of hands-on experience in Windows and Linux server environments he has the expertise and skills required for all aspects of server configuration.

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YOUR PROJECT TEAM

DENISE BURKETT

Account Manager

Denise has over ten years of experience in marketing and digital sales. As an account manager, she works diligently to understand each client's specific goals and prepare marketing plan recommendations. She provides daily hands-on service to clients large and small, offering timely, creative solutions to meet their needs.

JAYLYNN BOONE

Director of Search / Project Manager

Her experience in all aspects of the WordPress framework paired with a deep understanding of WCAG standards for website accessibility are second-to-none. As lead on search, she utilizes industry best practices to leverage organic and optimize paid search campaigns. Jaylynn holds a Google Ads certification and Google Analytics Qualification. She prepares advanced reporting and provides vital feedback on campaign performance for on-going strategy optimization. She also serves as project manager where she orchestrates new projects for optimal efficiency.
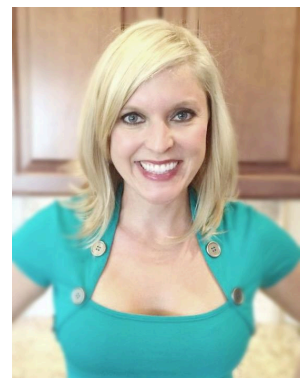
AMY BELL

Content Specialist

Armed with 15+ years of professional writing and marketing experience, Amy has a knack for crafting compelling content that engages readers and drives audiences into action. Amy graduated from the University of Georgia with a BA in Journalism and a minor in English.

SCOPE OF SERVICES

Since we focus exclusively on internet marketing, offer a full-range of digital services under one roof and have over 17 years of experience in marketing, we have the advantage that Florida Clerks of Court Operations Corporation needs to be successful on the internet.

Website Maintenance & Updates

Preventative Maintenance

Vulnerable websites are a real problem. The best defense of maintaining the integrity of the website is preventative maintenance, including updating of software and plugins. This helps to protect against spam, hackers, viruses and other electronic attacks. Our recommended preventative maintenance includes the following activities:

Recommended Preventative Maintenance Tasks	Frequency
Malware Scans Scans for malicious activity and content.	Daily
Update of all WordPress Software, Themes & Plugins We will safely update core, plugins and themes, as well as support upgrade compatibility	Weekly
Database Optimization Optimize databases to maximize your website's speed and efficiency.	Weekly
Backups We will perform backups of your site's files and database. All backups are stored in the cloud.	Daily

Website Updates

Review, maintain and update existing web pages with content provided by Florida Clerks of Court Operations Corporation. Our staff is proficient in WordPress and can provide efficient website maintenance with a typical turn-around time of same or next business day. This includes uploading of budgets, forms, press releases, as well as provide technical support for staff in relation to the website.

Design Support

Provide graphic design services including creation of various graphics for the website, as needed, not to exceed one hour per month.

Service	Rate	Billing Frequency
Website Preventative Maintenance, Updates & Design Support (up to six hours per month)	$500	Monthly

Website Design & Development

Provide website design and development service on an "as needed" basis. Our experienced in-house designer and programmer are able to provide fast turn-around for all requests.

Service	Rate	Billing Frequency
Website Design or Development	$100	Hourly

Social Media Monitoring

Monitoring of established social media channels to proactively catch negative or inappropriate comments. This will ensure any unwarranted communication is identified and deleted in a timely manner. Social media monitoring also helps protect your social media accounts against spam. Monthly reporting will be provided that outlines the social media channels that were monitored along with any actions that were taken by 2K Web Group to ensure integrity of the channels.

Service	Rate	Billing Frequency
Social Media Monitoring	$100	Monthly

Reporting

We will measure website actions and provide in-depth monthly reporting that identifies defined key performance indicators delivered via email, on a set schedule. Staff is available to answer any questions on website reporting and can make suggestions on ways to improve website based on website visitor patterns and other data collected.

Service	Rate	Billing Frequency
Reporting	$200	Monthly

Hosting

2K Web Group provides in-house hosting service and hands-on server administration. Our extensive experience managing Windows and Linux server environments paired with our partnership with Hivelocity for our dedicated server, gives us the ability to meet all your off-site hosting requirements.

Florida Clerks of Court Operations Corporation will retain the ownership of any files or content relating to their website.

Migration

Migrate existing website from current host to 2K Web Group server. Includes testing prior to making DNS modifications. Process will take approximately three business days. No anticipated downtime.

Network Overview & Specifications

The network topography is designed with fail-over redundancy at the edge, core and aggregation routers. Diverse fiber entry points nullify the impact of fiber cuts outside of the building. The IRP contains a premium blend of 8 transit providers. A 100% network up time since 2012 commissioning, 382Gbps network capacity, privately peered with 300+ networks, DDoS protected to block over 95% of typical attacks at the network edge and 40Gbps ports available. Hivelocity offers 24/7 hands-on technical support if our server administrator needs assistance on location, as well as fifteen minute turnaround for repairs or new server setups.

2K Web Group Dedicated Server Capabilities

Our leased dedicated server at Hivelocity features enterprise-only quality hardware including a Xeon Processor, 32 GB of RAM and 2 TB of SSD for the best performance. Additional RAM and storage can and will be added to the server as needed. We have the following enhancements to better serve our hosting clients:

- **CloudLinux OS** - The leading platform for multitenancy. It improves server stability and security by isolating each tenant and giving them allocated server resources. Users are virtualized to their own file systems, preventing any individual user from seeing any other users on the server.

- **LiteSpeed Web Server** - This revolutionary architecture delivers better performance, typically cutting server load in half and improving TTFB by 3x over Apache. LiteSpeed Web Server supports mod_security rules while also taking advantage of a host of built-in anti-DDoS features, such as bandwidth and connection throttling.

- **MariaDB Server** - One of the most popular database servers in the world. It is an enhanced, drop-in replacement for MySQL. 2K Web Group utilizes MariaDB because it is fast, scalable and robust. Notable users include Wikipedia, WordPress.com and Google.

- **Backups** - We can restore anything from a single file to our entire server whenever needed with the click of a button. Backups and restoration of data is over an ultra-fast private network with data transfer speeds up to 200GB per hour, or 20X the speed of a typical restore over the web. In addition to data center level backups, we also backup to an offsite server to protect against any potential data center issues.

- **Alertra Monitoring** - This service monitors server and website outages and slowdowns. If an outage or slowdown is detected, we will be alerted via multiple communication methods. Checks are made every minute on our server and every five minutes on your website to verify they are working as they should.

Service	Rate	Billing Frequency
Business Web Hosting Package: 10,000 MB SSD Storage, 500 GB Monthly Bandwidth, CloudLinux and cPanel, Unlimited Domains	$300	Annual
Migration from Current Hosting to 2K Web Group Server	$500	One-Time

ADA Compliance

Our staff has a deep understanding of WCAG standards for website accessibility. We can offer assistance by carrying out an in-depth analysis of your website, checking all its aspects for compliance with WCAG 2.1 guidelines and developing a detailed plan, highlighting areas where changes are needed to make your website fully accessible.

We use a two-step process to perform an audit for website compliance to WCAG 2.1 Level AA and Section 508 standards.

Step One: We use software that will examine your entire website including documents.
Step Two: We manually check for potential issues which the software is unable to detect.

As a result of our ADA web accessibility audit & analysis you will receive the following:

- VPAT Accessibility Conformance Report that details and prioritizes your website's accessibility issues including a list of criteria and guidelines that were not met.

- If the report results in compliance issues that you would like for us to resolve, we will provide you with an estimate.

- Once all issues are resolved and your website is compliant, we will provide you with a robust website accessibility policy and place it on your website.

- If needed, document or web accessibility training is available for an additional fee.

Service	Fee	Billing Frequency
ADA Web Accessibility Audit & Analysis	$700	Per Audit
Repair Any Compliance Issues	$100	Hourly
ADA Training or Support	$100	Hourly

REFERENCES

Since 2005, 2K Web Group has delivered digital marketing expertise to businesses and organizations across the United States. Our current client list includes over 200 active clients with over 35% in the non-profit and public organization industry.

Franklin County Florida Clerk of Court

Ms. Marcia M. Johnson

33 Market Street, Suite 203, Apalachicola, Florida 32320

(850) 653-8861

MMJohnson@FranklinClerk.com

FranklinClerk.com

Marcia M. Johnson, Clerk of Court for Franklin County Florida was elected to the Office of the Clerk in August 2004. Our agency has continued to provide website design, development, hosting, on-going maintenance and support since July 2009.

Triumph Gulf Coast

Ms. Susan Skelton, Administrator

P.O. Box 12007, Tallahassee, Florida 32317

(850) 387-9405

SSkelton@MyFloridaTriumph.com

MyFloridaTriumph.com

Triumph Gulf Coast, Inc., is a nonprofit corporation organized to oversee the expenditure of funds recovered by the Florida attorney general for economic damages to the state that resulted from the 2010 Deepwater Horizon oil spill. 2K Web Group began working with Triumph Gulf Coast in June 2017. We designed and developed their website and continue to provide the organization with hosting and on-going daily maintenance.

Franklin County Tourist Development Council

Mr. Curt Blair, Administrator

731 Highway 98, Eastpoint, Florida 32328

(850) 570-3004 or (850) 323-0719

Curtsmarina@Yahoo.com

FloridasForgottenCoast.com

The Franklin County Tourist Development Council's mission is to promote Franklin County, Florida as a tourist destination with the goal of increasing the number of short-term rental bookings. Our agency has provided on-going extensive digital marketing services including design, development, ad campaign management, maintenance and hosting since 2007. During this time we have collaborated with many sets of volunteers that have comprised the 9 member board, organization staff and contracted vendors to achieve measurable results. We were just recently awarded the contract for 2018-2020 services.

ATTACHMENT 2
FEE SCHEDULE AND RATE

Service	Rate (Monthly)
Hosting CCOC's website	$25 Monthly
Server Migration	$500 One-Time
Updating CCOC's website Website Maintenance & Updates	$500 Monthly

Service	Rate (Hourly)
Design & Development Website Design & Development	$100 Hourly, As Needed

Other Services	Rate (explain)
Social Media Monitoring	$100 Monthly
Reporting	$200 Monthly
ADA Web Accessibility Audit & Analysis	$700 Per Audit
Repair of Compliance Issues	$100 Hourly, As Needed
ADA Training & Support	$100 Hourly, As Needed

Response to CCOC Request for Proposal (RFP)
For
Outsourced IT & Managed Services/Support

Prepared for: John Dew, Executive Director

Prepared by: Kenneth Baker, C.M. – President

Kenneth R Baker

Date: December 07, 2018

eGroupTech, Inc. | www.egrouptech.com

2441 Monticello Dr. Ste. 600 | Tallahassee, FL 32303

850-894-6400

Table of Contents

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Scope of Services: (2.0)

Executive Summary: eGroupTech will be acting in the capacity of a Managed Services Provider (MSP) for CCOC if this response for RFP is accepted and awarded to our organization. A managed service provider (MSP) is a company that remotely manages a customer's entire IT infrastructure, end-user systems, servers, software, help desk, e-mail, network security, incident resolution, new hardware build, configuration and installation, including vendor - purchase management, on a very proactive basis under a subscription model.

There are 45 comprehensive, connected methodologies for improving the core functions of IT within an organization. Each of these areas affects the business, stakeholders and the IT organization. eGroupTech has access to these resources as a result of our partnership with one of the major IT research firms. Some of this research was utilized and incorporated into the responses for the Scope of services requirements within this RFP. Technology Strategy Planning section 2.1.4 incorporated some of the IT Governance Framework and IT Strategy. Additional resources from the research group can be utilized as part of the dedicated hours for CIO services to help CCOC in any IT areas of concern.

A Remote Management and Monitoring (RMM) application will be used to support the services outlined in this RFQ. A remote network monitoring, management, and reporting solution that defines the actual network layer will be added to and integrated into the RMM application. The management and monitoring of Exchange on-line (e-mail) and Office 365 is also part of the solution. The RMM and supporting software contain agents and other software based probes that collect the data from the environment for reporting and alerts. eGroupTech will furnish an administrative workstation for the CCOC network that will host and run the various components of the RMM software. This will alleviate the burden of running these support agents on CCOC production machines. Each CCOC machine is required to run the core RMM agent.

Unlimited on site and remote technical assistance will be provided for troubleshooting and solving CCOC's technology issues [1] Appendix A. Solutions may include the repair and / or replacement of physical devices, Microsoft Application Support, patch management software updates, driver updates, operating systems, anti-virus management, virus removal, router configuration, and the installation and configuration of new or upgraded software. Assistance will be provided for the integration of tablets, smart phones, and mobile applications into the CCOC environment as required.

This response to CCOC's RFQ contains several projects that will be accomplished. They are: An IT environment Assessment; Consulting on IT Governance and Strategic planning with the result being a CCOC IT Strategic plan; Assessment of all CCOC data assets with recommendations that results in a 3 layer data safety / security process.; Introduction of the Cyber Security planning tool and outlining the best practices to protect CCOC that results in the first security plan for the organization ; Completing a basic threat assessment as defined in the security section of the RFP to establish a current security baseline; Development of a full set of IT Policy, Procedures and SOPs for CCOC.

Value Added Service Requirements: (2.1)

In February of 2018 CCOC issued a Request for Quote (RFQ) Information Technology Department Review. Specifically of interest is scope of services 2.1 Review / Assessment of CCOC's "IT" department. The contract was awarded and resulted in one or more documents from the vendor indicating the current state of CCOC's IT department. This vendor report provided CCOC a baseline of IT operations and a set of recommendations. One of the first items of business if this RFP is awarded to eGroupTech is to have a discussion about what: has changed; been implemented; not implemented; or still needed. eGroupTech will then conduct a full assessment of CCOC's IT environment providing a similar report. A review of documents from the first RFQ will be made noting additional items that were found and need to be addressed.

eGroupTech is recommending additional assessments for several service requirements listed in this RFQ. Methodologies for assessments in the areas of Backup, Security Threat, and Policy development are listed in detail of the appropriate section of this RFP.

Remote Backup: (2.1.1)

eGroupTech will evaluate and consider how best to protect CCOC's data, prioritizing and establishing a multi-tiered backup and data recovery process consisting of industry best practices. There are multiple competing backup products and numerous vendors that all claim to be the best. Rather than picking out a backup product and then trying to configure it to protect an organization's data, it is better to develop a comprehensive backup strategy for CCOC and then figure out which product(s) will best fit that strategy.

A successful implementation of this strategy requires a review of CCOC's current back up process(s) and all documentation. Based on that review, recommendations will be provided and a revised or updated plan established. A written back up plan will be developed that: defines what is being backed up for each device or application; where it is being backed up; how often backups will occur; that backups are preformed according to the various schedules; and the processes are continuously monitored by the RMM software. Exceptions and alerts will be generated for any anomalies.

Getting *all* of the organization's data identified and located is an integral part of the plan. For example, while most Windows users store data in their Documents folder, they also may keep files and folders on the Desktop, which will need to be backed up as well. Special database or financial-software packages may store files in their program directories, so this type data needs to be identified and backed up, too. Some programs and hardware allow you to back up configurations or settings. Each application and device at CCOC will be reviewed to see if it supports this functionality and added to the plan.

Consideration must be provided for any Laptops or mobile devices that are in the field or off site. Just because they are out of the office does not mean the backups should be delayed or ignored.

E-mail is also part of the process. A full understanding of where any local and server e-mail is stored will be defined and included in the plan. Although OFFICE 365 e-mail in Exchange online

provides individual item recovery and Microsoft redistributes the Exchange files in multiple data centers, the waring in their own documentation states: *"With all the previously mentioned options for Deleted item recovery, note that point in time restoration of mailbox items is out of the scope of the on-line Exchange service"*. CCOC may want to entertain an additional specific back up strategy for your Office 365 – Online Exchange Process.

If CCOC employees have an extensive bookmark collection in their browsers, it needs to be part of the overall backup plan. You may choose to periodically export your bookmark file from within the program, or point to the bookmark file itself in your backup software. A check of the individual browsers Help tools or consulting the web for details may be necessary.

In order for data and equipment to be adequately protected, there must be three copies of the data. The first copy isn't really a copy; it's the production data that is used every day on the servers and laptops. The second copy is a backup that you keep on site, and the third copy is an off-site backup that can be physical or cloud based. The data gets first written to really fast storage, where it's used during the time when it's accessed a lot, and [then] it migrates to slower storage, with a greater capacity and lower costs, and then it migrates down to tape or cloud. If you do that in a rigorous way, you end up with about 60%of your achievable data down at the tape / cloud layer, and that dramatically reduces the costs of your backup and recovery infrastructure.

The final plan will include a detailed process for file recovery and minimum testing of random file recovery quarterly.

Routine Software Updates: (2.1.2)

Laptop and server software updates and patching will be provided by the RMM software. Options will be discussed and best practices will be presented in order to choose what routine software updates best suit the CCOC environment. Multiple system options are available to automate patching within laptop and server systems. Patches and software updates will be reviewed and predefine to determine which patches should be approved, if they should be staged, when they are to be installed, and how the patch agent should react in case of a required reboot of the hardware. If a particular software application should not be updated because a legacy application will not run on a newer version of that application, the RMM software can prevent that application from updating from the current version on a particular workstation needed to support present operations.

Gone are the days of Microsoft releasing updates, hotfixes, and rollups only on the second Tuesday of the month. Since the release of Windows 10, the update schedule is more fluid. eGroupTech's patch process can let your team know within hours of an applicable update being released.

Third-party software is one of the most common attack vectors for hacks and exploits. Our process has visibility into the industry standard CVSS at the National Institute of Science and Technology (NIST), and goes beyond basic Microsoft patching with protection for commonly exploited third-party software.

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It's essential to manage third party patching to close vulnerabilities and protect CCOC as part of its security process(s). The RMM application integrates third party patch management which allows the process to audit, patch, and document third party application updates. All third party patch definitions are deployed following best practices, with automatic daily downloads ensuring CCOC is always patched to the latest version. Third Party Patch Management is integrated with the RMM application providing patches for the following popular applications: Adobe Flash, Adobe Reader, Adobe Shockwave, Apple iTunes, Google Chrome, Oracle Java, PDF Creator, 7-Zip, Mozilla Firefox, Notepad++, VLC Media Player and several other applications.   Unique CCOC applications that cannot be patched under the third party patch software will be patched on a manual basis at least quarterly or as a notice of vulnerability is identified.

Routine Security Assistance: (2.1.3)

Routine Security Assistance:

Routine security assistance updates and audits rely upon a defined Security / Cybersecurity plan. Security assistance consists of managing and configuring the security oriented devices and software currently in use within the organization. The devices consist of modems, routers and managed/unmanaged switches. The software consists of the organizations current antivirus / anti malware application and any e-mail software for spam filtering etc...   Documenting the current configuration(s) of existing hardware and software is part of this RFP.

A better understanding of CCOC's requirements for security can be developed through the process of a threat assessment. Completing a basic threat assessment as defined below and a creation of a security plan is included as part of this RFP. The assessment will determine what digital assets CCOC has and list them all: including emails; client work files past and present; financial records; marketing collateral; staff information; project plans; schedules; customer data; contracts; and any other information you want to protect. A discussion about the security risks CCOC faces might result in a list of things like:

- Accidental damage, for example, dropping a tablet and breaking the screen
- Natural disasters such as flood and fire
- Employee negligence, for example, accidental file deletion
- Employee misconduct, for example, stealing customer data
- Crime, for example, a break-in at your premises
- External risks like malware attacks and industrial espionage
- Technical failure, for example, the death of a vital server
- Security policies

Once the security risks and digital assets are defined, eGroupTech will help you develop a security plan to mitigate the risks. CCOC might include things like the following:

- You are using Microsoft Office 365 but is it set up to: ensure that our mail gets swept for viruses; archived; and kept secure?
- Moving local desktop / laptop data to a central file server or mirroring local files to the server or nas.

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- Discourage staff from storing information on their local PCs - even working copies
- Backup vital data every day. – Refer to 2.1.1 Remote Backup
- Storing critical customer and business information on a Software As a Service (SAAS) application.
- Only staff working on a given project will have access to that project's files.
- Restricting access to business information like the accounts and payroll to a limited number of people on a need-to-know basis.
- Setting up an encryption process on all company laptops to encrypt files in case they are lost or stolen.
- Assess your current AV solution and compare it to current market leaders and change it if needed.
- Establish automated software patching system / process[1]. - Refer to 2.1.2 Routine Software Update.
- Security-marking every laptop – Asset tags – Stolen laptop tracking software.
- Getting an alarm / locksmith company to audit your physical security, locks, and alarms once a year.
- Updating our internet use policy with your lawyers and train new staff about it.
- Ensuring everyone in the company is familiar with any CCOC IT security procedures.
- Hold yearly training for the whole company to keep security knowledge fresh – utilize phishing scam testing software + education.
- Spot-check regularly to make sure IT security is being taken seriously, and your protocols are being followed.

It's a reasonably simple exercise, but even a basic cyber security plan can save you a world of pain. eGroupTech has utilized a on line Cyber Security planning tool and has created a detailed planning guide for CCOC's use that covers the following areas: Privacy and Data Security; Scams and Fraud; Network Security; e-Mail; Mobile Devices; Employees; Facility Security; Operational Security; Incident Response and Reporting; Policy Development and Management; Cyber Security Glossary; and Cyber Security Links. This planning guide will be attached as an additional document when the RFP is submitted (it is not included because it is 44 pages long by itself).

[1] As many malware and unwanted programs are installed through vulnerabilities found in outdated and insecure programs, it is strongly suggested that your devices be scanned for vulnerable programs on your computer. One of the most important things a MSP in conjunction with the user can do to is keep their computer secure, by making sure they are using the latest security updates for Windows and all of the installed programs

Non Routine Security:

Defending networks from sophisticated cyber attackers today is not necessary optional. To protect a business appropriately, there is a long list of appliances and applications organization's should use , including, but not limited to: distributed denial of service (DDoS) protection, intrusion detection/prevention systems, web application firewalls, data encryption[2], data loss prevention, security information and event management (SIEM) systems, deep packet inspection and network analyzers.

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The following Non Routine Security processes are not included as part of this RFP but are available as necessary or requested as a Project.

Distributed Denial-of-Service (DDoS): A distributed denial-of-service (DDoS) attack is an attack in which multiple compromised computer systems attack a target, such as a server, website or other network resource, and cause a denial of service for users of the targeted resource. The flood of incoming messages, connection requests or malformed packets to the target system forces it to slow down or even crash and shut down, thereby denying service to legitimate users or systems.

Intrusion Detection System (IDS): An intrusion detection system (IDS) is a system that monitors network traffic for suspicious activity and issues alerts when such activity is discovered. While anomaly detection and reporting is the primary function, <u>some intrusion detection systems are capable of taking actions when malicious activity or anomalous traffic is detected, including blocking traffic sent from suspicious IP addresses.</u>

Web application firewall (WAF): A Web application firewall (WAF) is a firewall that monitors, filters or blocks data packets as they travel to and from a Web application. A WAF can be network-based, host-based or cloud-based and is often deployed through a proxy and placed in front of one or more Web applications. Running as a network appliance, server plug-in or cloud service, the WAF inspects each packet and uses a rule base to analyze Layer 7 web application logic and filter out potentially harmful traffic. This requirement should be includes in your web hosting RFP. Or for any web server that hosts or distributes an organizations data.

Security Information and Event Management (SIEM): Security information and event management (SIEM) is an approach to security management that combines SIM (security information management) and SEM (security event management) functions into one security management system. Security Information Management (SIM) is the practice of collecting, monitoring and analyzing security-related data from computer logs. A security information management system (SIMS) automates that practice. Security information management is sometimes called security event management (SEM) or security information and event management (SIEM). Security information includes log data generated from numerous sources, including antivirus software, intrusion-detection systems (IDS), intrusion-prevention systems (IPS), file systems, firewalls, routers, servers and switches. Security information management systems may: Monitor events in real time; Display a real-time view of activity; Translate event data from various sources into a common format, typically XML; Aggregate data; Correlate data from multiple sources; Cross-correlate to help administrators discern between real threats and false positives; Provide automated incidence response; Send alerts and generate reports.

Data loss prevention (DLP): is a strategy for making sure that end users do not send sensitive or critical information outside the corporate network. The term is also used to describe software products that help a network administrator control what data end users can transfer. DLP software products use business rules to classify and protect confidential and critical information so that unauthorized end users cannot accidentally or maliciously share data whose disclosure could put the organization at risk. For example, if an employee tried to forward a business email outside the corporate domain or upload a corporate file to a consumer cloud storage service like Dropbox, the employee would be denied permission. Adoption of DLP is being driven by insider threats and

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by more rigorous state privacy laws, many of which have stringent data protection or access components. In addition to being able to monitor and control endpoint activities, some DLP tools can also be used to filter data streams on the corporate network and protect data in motion. DLP products may also be referred to as data leak prevention, information loss prevention or extrusion prevention products.

Penetration testing and vulnerability assessments: This includes one-time or periodic software scans or friendly hacking attempts in order to find vulnerabilities in a technical and logical perimeter. It generally does not assess security throughout the network, nor does it accurately reflect personnel-related exposures due to disgruntled employees, social engineering, etc.

Any type of Unified Security Management tools (USM) or processes.

Managed Security Service Providers MSSP contracts and / or MSSP Software and appliances can be layered into your IT environment.   Any form of a Unified Security Management tool (USM) provides information in a single security dashboard. One can easily perform network vulnerability assessment in your cloud, on-premises, and hybrid environments. It brings together essential security capabilities: asset discovery and inventory; vulnerability assessment; intrusion detection; behavioral monitoring; SIEM; and log management all in a unified, easy-to-use platform. In addition, continuous threat intelligence, including vulnerability signatures, can be delivered to the application directly from specific Security Research Team(s).

Although it was not a requirement of this RFP, eGroupTech researched including MSSP services into the RFP.   A full MSSP / USM solution would add 7 to 9k per month to the costs if included.

[2]eGroupTech has suggested encryption in the routine security assistance section

Technology Strategy Planning: (2.1.4)

Developing an appropriate technology strategy should not be completed without addressing IT Governance and its impact upon IT Strategy.   <u>IT Governance:</u> Is the process of guiding the executives of an organization to align IT with overall business objectives and processes.

IT governance is the number-one predictor of value generated by IT, yet many organizations struggle to organize their governance effectively.

- Current IT governance does not address the changing goals, risks, or context of the organization so the dollars spent for IT are not easily linked to value.
- The right people are not / may not be making the right decisions about IT.
- Organizations may not have a governance framework in place that optimally aligns IT with the business objectives and direction.
- Implementing IT governance requires the involvement of key business stakeholders who do not always see IT's value in corporate governance and strategy.
- The current governance processes may be poorly designed, making the time to decisions too long and driving non-compliance.

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- eGroupTech's governance methodology: supports the enablement of IT business-alignment; decreases decision-making cycle times; and increases IT's transparency and effectiveness in decisions around benefits realization, risks, and resources.

The following four-step process for optimizing your IT governance framework will be introduced at the CIO consulting meetings with CCOC's executives.

Successful completion of the IT governance redesign will result in the following outcomes:

1. Align IT with the business context.
2. Assess the current governance framework.
3. Redesign the governance framework.
4. Implement governance redesign.

IT Strategy: IT strategy (information technology strategy) is a comprehensive plan that outlines how technology should be used to meet IT and business goals. An IT strategy, also called a technology strategy or IT/technology strategic plan, is a written document that details the multiple factors that affect the organization's investment in and use of technology. It should cover all facets of technology management: including cost management; human capital management; hardware and software management; vendor management; and risk management.

A strong IT strategy provides a blueprint of how technology supports and shapes the organization's overall business strategy. Its strategic goals should mirror business projects (aka business alignment) and take into account the needs of key stakeholders including employees, customers and business partners.

The strategy should offer a look at the organization's current technology posture and provide an idea of where IT should head over the next three to five years.

There are different models that help executives of an organization construct an IT strategy, yet most contain certain key elements including:

- A high-level overview of the IT department that covers its mission, core values, objectives and approaches to accomplishing its goals.
- Current budgets and spending forecasts for a multiyear timeline.
- An outline of current and future IT projects and initiatives with timelines and milestones.
- A catalog of existing enterprise architecture; IT department capabilities and capacities; and future needs and requirements with details about infrastructure, staffing and other necessary resources.
- An analysis of IT's strengths and weaknesses utilizing a SWOT analysis (Strengths, Weaknesses, Opportunities and Threats.
- A list of the internal and external forces (such as market and industry trends) that shape current technology requirements and innovations as well as the future forces expected to shape IT.
- A prediction of the potential opportunities and vulnerabilities that will necessitate technology responses to best position the organization for success.

CCOC Request for Proposal (RFP) Outsourced IT & Managed Services Support

The importance of an IT strategy has been amplified over the past few years as organizations focus on digital transformation and thriving in the digital age. Technology is essential for creating new business models, new business processes, products and services; enhancing customer service as well as customer experiences; increasing sales; enabling workers and improving productivity; and supporting interactions with vendors and other business partners.

Just as there are varying models for the document itself, there are multiple ways to approach the creation of an IT strategy. Still, commonalities exist, such as an initial review of the organization's existing strategic IT plan and related documents.

This step should be followed by an assessment of how the organization is meeting established objectives, milestones, benchmarks and relevant key performance indicators. This assessment should identify the technology currently in use and the gaps that exist between these current IT operations and the objectives and strategic goals outlined in the ongoing strategic plans.

The process requires the need to collaborate with the organizations business-side counterparts to further develop the IT strategy. They should also seek out other resources, such as research reports, to understand the business and technology trends that will impact their organization's market.

All this creates the groundwork for the development of short-term and long-term objectives, budget projections, technology predictions and the perceived future opportunities and vulnerabilities that go into the technology strategy along with the corresponding summaries needed for the final document.

A strong IT strategy relies not just on creating the plan, but also on proper implementation of it. After all, these documents don't do any good if they're ignored after completion.

Adherence to the IT strategy should not be overly rigid. The fast pace of technology advancements and innovation require organizations to be agile if they want to seize upon new, and sometimes unforeseen, developments that can help them be more competitive or better serve their market.

Thus, the technology strategy needs to be flexible. IT and other line of business executives must also be nimble, and they should expect to reassess and redevelop the technology strategy at least annually and possibly revisit it even more frequently to, first, verify the tactical plans align with the technology strategy and, second, verify the technology strategy remains aligned with the overall organizational mission as it changes in response to shifting dynamics

Using the guidelines, methodologies and processes listed in this sections response, eGroupTech will consult with the Executive Director, Deputy Executive Director and all stake holders within the CCOC organization. This process will be started within the first month and may take 4 to 6 months to compete a final document.

As a result of the Strategic plan, an operation budget needs to be created. eGroupTech has the capability of providing a 3 to 4 year IT budgeting process for CCOC once the strategic plan and parameters for the IT equipment Life cycle have been defined.

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Solution Design: (2.1.5)

eGroupTech has an extensive background in business process engineering – reengineering. The proper integration of people, process and technology results in an efficient and effective organization. If CCOC has identified one or more technology requirements as part of the strategic planning exercises, or an opportunity in a SWOT analysis, eGroupTech will:

- Help define the enhancements to an existing business process;
- Define requirements and the technology (software, hardware , licensing and data) to support CCOC's development of a new process or product;
- Recommend newer solutions that may be Cloud based software as a service solution for one or more process that CCOC is currently using.

Software Licensing Management is covered in section 2.1.17 below.

Network & E-mail Monitoring: (2.1.6)

24/7 monitoring of the CCOC network and e-mail services will be accomplished within the RMM application or with specific software as a Service (SAS) application(s) integrated with (or additive to) the RMM tool. Alerts that are automatically generated will be sent to the RMM ticketing system, the eGroupTech Help Desk (or both) providing automatic notification to eGroupTech's technical support group before CCOC may be aware there is an issue. If any outage is noted, we will communicate it via e-mail or a specific call tree list. The standard help desk SLA process provides the escalation protocols based on the severity of any unscheduled outages.

Network Monitoring: (2.1.6.1)

eGroupTech's MSP services for this RFP include a remote network monitoring and management solution that is focused on our client's network infrastructure. The application is integrated into the RMM software and provides live visual information with device drill down. It provides constant monitoring of switches, routers, firewalls, and Wi-Fi controllers within the network infrastructure. It delivers unprecedented insight into client networks and automating time-consuming documentation and monitoring tasks. It is cloud based SAS software and is the ideal complement to existing RMM / endpoint management applications. It supports more than 7,000 devices from 230+ vendors. This SAS application has the capabilities to see and manage networks for multiple client locations. The client side of the SAS application installs on a local workstation within the CCOC network. Once installed the discovery process starts automated mapping, inventory, and configuration backup, generates alerting and statistics. Within 15 minutes of installation an infrastructure assessment is complete and eGroupTech will start making recommendations for improvements to the CCOC network.

Specific benefits are:

- Automated Topology & Documentation: Real-time automated network mapping and inventory will tell us exactly what's on the CCOC network (including serial number, firmware, etc.) and how it's connected.

- Monitoring & Alerts: 40+ preconfigured alerts are immediately available, allowing one to be in-the-know about network events that need attention. Need something different or a unique alert? We can shape the system to CCOC's network with easy customization.
- Configuration Management: The application automatically documents all the running infrastructure configurations and tracks them over time. It backs up router configurations and whenever there's a change it keeps all previous configurations allowing one to compare configurations with highlighted differences. One-click restoration instantly brings back any configuration from the version history.
- Troubleshooting Tools: ARP tables, FDB tables, and listed routes are all automatically generated by the application and pooled into one easy-to-access location. Superb design and smart filters allow you to zero in on what you're looking for among the raw data.
- Remote Access: With one click, instantly access nearly any Telnet-, SSH- or web-enabled device through a terminal, or remote browser, on the managed network utilizing the remote network monitoring and management dashboard.
- Bandwidth and Internet usage monitoring: Provides live and historical statistics for an individual device, network or network sub net indication if one or more devices are slowing down the network.
- Unprecedented Visibility: The remote network monitoring and management allows eGroupTech to be proactive not reactive!

E-mail Management & Monitoring: (2.1.6.2)

eGroupTech is an authorized Microsoft Partner and reseller of Office 365 services. We have the knowledge to analyze an organization and recommend the appropriate level of Office 365 and / or Office 365 Hosted Exchange Services. Several of our existing clients are on Office 365 Hosted Exchange. They were migrated from various on site or hosed e-mail services. Several have Office 365 and were migrated from older versions of Office.

Email has become a reliable and ubiquitous communication medium for information workers in organizations of all sizes. Messaging stores and mailboxes have become repositories of valuable company data. It's important for organizations to formulate messaging policies that dictate the fair use of their messaging systems, provide user guidelines for how to act on the policies, and where required, provide details about the types of communication that may not be allowed.

Organizations must also create policies to manage email lifecycle, retain messages for the length of time based on business, legal, and regulatory requirements, preserve email records for litigation and investigation purposes, and are prepared to search and provide the required email records to fulfill eDiscovery requests.

Leakage of sensitive information such as intellectual property, trade secrets, business plans, and personally identifiable information (PII) collected or handled by your organization must also be protected.

CCOC's Hosted Exchange (Office 365) could / can be manually configured to send statuses of the health of the system and other alerts. The default installation of Hosted Exchange includes a very minimal set of implementations for monitoring and management.

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eGroupTech will be including a Hosted Exchange and Office 356 monitoring and management tool in this RFP. OM Plus is a comprehensive hosted Exchange e-mail - Office 365 tool used for reporting, managing, monitoring, auditing, and creating alerts for critical activities. It manages Exchange Online, Azure Active Directory, Skype for Business, OneDrive for Business, Microsoft Teams, and other Office 365 services all from one place.

OM Plus provides exhaustive preconfigured reports on hosted Exchange e-mail - Office 365 and helps perform complex tasks including bulk user management, bulk mailbox management, secure delegation, and more.

OM Plus monitors Hosted Exchange - Office 365 services around the clock, and generates instant alerts / email notifications about service outages. OM Plus eases compliance management with built-in compliance reports and offers advanced auditing and alerting features to keep your hosted Exchange e-mail - Office 365 setup secure.

OM Plus reporting provides over 200 preconfigured reports on hosted Exchange e-mail - Office 365. It consolidates data from Exchange Online, Azure Active Directory, Skype for Business, OneDrive for Business, and other Office 365 components into detailed reports, giving you complete visibility into your Office 365 setup. The reports can be scheduled and exported to PDF, CSV, XLS, or HTML format.

With OM Plus reports, monitor mailbox traffic and understand Exchange Online adoption inside your organization. Identify malicious spam emails to keep your Exchange Online environment secure. Identify inactive users, soon-to-expire licenses, and soon-to-expire passwords with reports on Azure Active Directory to take preemptive actions and avoid unexpected consequences. View Skype for Business and OneDrive for Business usage statistics. Ensure that IT compliance standards like SOX, PCI-DSS, HIPAA, GLBA, and FISMA are met with the help of compliance reports.

OM Plus auditing monitors every event happening in your Hosted Exchange - Office 365 environment to take preemptive actions and avoid dire consequences. Know who did what operation and when. Get a clear report of user activities on all hosted Exchange - Office 365 components in one place. With OM Plus auditing, keep track of user log on and log offs to monitor Office 365 users' behaviors. Monitor critical license changes made by users, to avoid license-related issues. Monitor even the smallest attribute changes made by users including mailbox permission and property changes in order to keep the Exchange Online environment in check.

With OM Plus alerting, get notified about critical activities and changes happening in your hosted Exchange e-mail - Office 365 environment. OM Plus lets one to create custom alerts for each Office 365 service. These custom alerts save time by eliminating the need to constantly check audit reports for malicious activities.

OM Plus lets you: Create custom alerts for specific actions. Specify whether all mailboxes or only select mailboxes need to be monitored for suspicious activity. Create your own custom alert messages to send to administrators. Email administrators about which action triggered an alert to help them locate the source of the action immediately.

Procurement Management: (2.1.7)

eGroupTech's procurement process helps its clients manage the entire product procurement lifecycle in a way that reduces mistakes and creates accountability when tracking items.

Our procedure consists of 5 main processes: selection of equipment based upon client requirements or standards; purchasing from designated supplier(s), or third part market place; placing the purchase order; Receiving and documenting items; and inventory/ asset reports.

- set up a CCOC client quote system
- Setting up purchasing, receiving, and inventory defaults for CCOC
- Creating purchase orders
- Receiving products identification / validation to Order, Packing slip and invoice
- Importing any products and asset information into the RMM system (if not auto discoverable)

eGroupTech will coordinate any equipment returns whether they are warranty or repair. Ordering replacement parts utilizes the purchasing process as defined above.

CCOC can purchase their items directly if they wish and have them drop shipped to eGroupTech. We will take care of the Receiving and documenting of the items; and provide the inventory/ asset reports.

Move – Add - Change: (2.1.8)

Moves, Additions and Changes (MAC) are part of the managed services contract. Once a MAC help desk ticket is opened with a designated request for reasonable completion date, a check list of appropriate tasks will be generated. The task list is different depending upon what type of MAC is requested. The following types of MAC activities are part of this RFP.

- New user adds removes and changes to workstations including access to devices as necessary
- New user adds removes and changes to servers / AD including access to resources as necessary
- New user adds removes and changes to network based devices (printers or scanners) including access to devices as necessary
- New user adds removes and changes including access to the RMM application, network monitoring , OM Plus and/ or any other RMM application requiring end user identification
- New user adds removes and changes to Office 365 and Hosed exchange including e-mail box creation, archiving or deletion
- Relocating a computer from one office to another (without user changes)
- Relocating a computer from one office to another (with user changes)

Warranty, Break Fix & Installation: (2.1.9)

Warranty: 2.1.9.1

Technical support for any devices that are within a covered OEM warranty are part of the managed services contract. Once a help desk ticket is opened describing the issue and a designated service level selected, an assigned technician will: establish a call with the appropriate vendor; get a vendor ticket number; coordinate with the appropriate vendors customer support personnel; run any tests or diagnostics requested by the OEM support personnel. If replacement parts are needed the technician will document the order number and expected delivery date and update the ticket indicating the current status of the issue. If on-site support is needed the technician will coordinate the OEM representatives time and date of onsite arrival and be at the CCOC offices to verify that the appropriate work is being completed so the unit can be placed back in service.

Break Fix: 2.1.9.2

Break / Fix operations are part of the managed services contract. The following types of Break / Fix activities are part of this RFP.

- Provide emergency remote and on site break / fix operations for workstations, laptops and tablets
- Provide emergency remote and on site break / fix operations for workstation peripherals
- Provide emergency remote and on site break / fix operations for servers
- Provide emergency remote and on site break / fix operations for router and switches

Emergency response to server issues will be according to the SLA and the type of designated service level required for the incident. A server wont boot will be a level 1 incident. The server has an amber light on one of the drives will be a level 3 or 4 incident.

Installation: 2.1.9.3

Installations are part of the managed services contract. The following types of installation activities are part of this RFP.

- Install and troubleshoot workstations including workstation OS, device drivers and connectivity
- Install and troubleshoot workstation applications. Support and troubleshoot all standard software including Adobe products, MS Office, and other software as determined by the list of specifically included software - workstation in Appendix A-S1

- Installation, monitoring and verification of workstation data back-up including logs / alert monitoring as requested

- Install and troubleshoot servers including OS, device drivers and connectivity

- Install and troubleshoot server applications. Support and troubleshoot all standard software or software with server components, and other software as determined by the list of specifically included software - servers in Appendix A-S2

- Installation, monitoring and verification of server data back-up including logs / alert monitoring as requested

- Install and troubleshoot Router and switches and connectivity

Help Desk – Office and Remote: (2.1.10)

eGroupTech has implemented a Zendesk helpdesk ticketing system for use. It makes it very straight forward for end users to submit a help desk ticket. Individual CCOC users and / or a designated individual will be required to submit all Managed Services / IT requests to helpdesk@egrouptech.com. If Internet access or e-mail is not available from any workstation or mobile device, please phone in your help desk request to 850-894-6400. Your request will be entered onto the help desk system, and a ticket generated for you and sent to the e-mail address on file for the requestor.

For help desk "Priorities" and the covered / categorized work descriptions please see below:

eGroupTech - Help Desk Ticket Work Order Priorities

When users experience problems, the eGroupTech's Managed Services help desk group makes every effort to resolve the matter in a timely fashion. In order to triage the end user requests and make sure individuals requiring immediate attention are serviced in a timely manner, the following list of the priorities are utilized by the Help Desk to categorize each problem:

1. Level1 - (ASAP - immediate response) Critical Impact/System Down: Business critical software component is inoperable or critical interface has failed. This usually applies to a production environment and indicates you are unable to use the program resulting in a critical impact on operations. Downtime cannot be tolerated and the device / service must be online as quickly as possible. This includes connections to the Internet, email server is down / major issues, virus outbreaks, or other problems that affect / prohibit all users in the business from performing assigned tasks. Note: We will work with you 7x24 to resolve critical problems providing you have a technical resource available to work during those hours.
2. Level2 - (High immediate to 1 day response) this category covers many of the same issues as ASAP group. If the issues are affecting a single or limited numbers of users or the person responsible for the assigned ticket has higher level issues to resolve before troubleshooting this issue. Level 2 items are classified as having a significant business impact: A software component is severely restricted in its use or you are in jeopardy of missing business deadlines because of problems with a new application rollout.

3. Level 3 - (moderate 1 to 3 day response) some business impact; Indicates the program is usable with less significant features (not critical to operations) unavailable. This category

covers equipment moves, new user account setup, printer issues and other peripheral installation and troubleshooting, a client cannot connect to a server, inter-departmental connectivity, and wired and wireless connections.

4. Level4 - (Low 4 day to 1 week response) Minimal business impact: A non-critical software component is malfunctioning, causing minimal impact, or a non-technical request is made, researching software, documentation is incorrect, additional documentation requested, clean-up of user computers and general system/network housekeeping.

All help desk tickets will be resolved via remote access whenever possible.   If a Level one issue arises and on-site service is required the same SLA time frames apply. If the issue is known and egroupTech has known good spares or new in stock items, we will bring them with us to the on-site visit so the issue can be resolved in one on-site visit.

A service-level agreement (SLA): is an arrangement between the managed service provider and client indicating that the service provider will deliver a certain level of support based on specific parameters, such as the severity and frequency of a problem, as well as the time of day when the problem occurs. An SLA is essentially a health or life insurance policy for the clients IT computers, server and network.

eGroupTech - Technical Services Service Level Agreement (SLA)

SLA Level	SLA Response Time
Level 1	24/7/365, 1.5 - hour response - except Designated Holidays 4hour response remote only
Level 2	24/7, M-F 4hour response
Level 3	8x5, next-business day response
Level 4	8x5, next-business week response

eGroupTech - Business and Support hours definition

Normal business hours	are defined as Monday to Friday beginning at 8:00 AM and ending at 5:00 PM EST.
Weekend support	is defined as 5:01PM Friday through 7:59 AM Monday
After hours support	is defined as 5:01 PM to 7:59 AM Monday through Thursday
Holiday support	is defined as any national published holiday. If the celebrated holiday falls on Monday or Friday, the Holiday rate will apply.

Reporting & Communication: (2.1.11)

As with any relationship, communication between an organization and a service provider is crucial to ensuring both parties are getting what they need.

For things to go well with an MSP, it's all about the relationship. Organizations that do their part to keep the relationship strong through clear communication, reasonable terms, reasonable requests and documented expectations are more likely to have a positive experience.

Having regular relationship meetings with the provider that focus on the review of transferred risks, controls developed to mitigate risks and key metrics to determine acceptable management of transferred risks keeps everyone on the same page.

When things go wrong it's important to talk frankly about the issues, expectations and what both parties can do to work together to make it better. Go back to the contract and make sure that both parties understand what is written. Too often, a wall will be built between both sides and the relationship will quickly deteriorate. When this happens, things usually get worse – not better.

eGroupTech will schedule monthly state of the system meetings with appropriate CCOC personnel. These meetings will be in addition to the CIO services and planning meetings that have been outlined in the RFP.

The RMM system, integrated applications and management platforms can generate almost any type of report that may be required. I suggest narrowing the actual reports down to a group that will provide meaning full data and metrics to CCOC on an ongoing basis. Specific Incident / issue reports can be generated for status on issues. Other reports like hardware and software reports will be run quarterly and added to the physical documentation binder. Help Desk reports containing the ticket information, resolution and time to complete are available. A summary of SLA data will be extracted monthly and provided with the next month's invoice for services.

Any new purchases will be documented with the PO, packing slip and invoice if purchased for CCOC by eGroupTech. If purchase was made directly by CCOC the organization must furnish this information so the asset lists for hardware or software can be updated. If this information needs to be feed to the RMM application or one if it's components, eGroupTech will update the documentation.

If CCOC has requested and signed an authorized Change Authorization Order (CAO) for additive new hardware, software, or other IT processes, a Project report on the status of that CAO will be provided monthly.

IT Policy Review & Development: (2.1.12)

Policies, procedures, and standards each have their specific purposes and functions within the context of corporate IT governance. eGroupTech will help you find the right **balance** between **policy and process.** Our intention is to understand your risk landscape and to identify key policy areas. In areas where policy is not necessary, we will establish SOPs, best practices, and guidelines to prescribe behavior.

- Our approach starts by assessment of your current policies, procedures and SOP's
- This assessment will identify policies that are out of date, disorganized, and complicated. This assessment will utilize the Swim lane diagram Exhibit A on page 22

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- If CCOC's current policies do not reflect current regulations and don't actually mitigate your organization's current IT risks they will be dis-guarded or rewritten.
- It's a misconception that your most severe risks each need a specific policy – SOPs, standards, and guidelines can be written to fit under your policy umbrella.
- Review of current policies will be followed up with a discussion for new policies to address ricks that are / may be identified. By aligning your policies with your greatest risks you will actually mitigate your organization's current IT risks.
- eGroupTech will write your policies on the right level – policies need to be understandable to the parts of the organization they affect.
- An IT policy review process will be established – to reassess the effectiveness of your IT policies on a regular basis so you know they still enable your critical procedures.

This process will develop an avenue for policy communication and make your policies available for reference in one place at any time. We will listen to the feedback you get from CCOC employees and talk it out. The best way to get buy-in is to make your employees part of the policy process - use their feedback and analysis to revise your policies. If your policies are difficult to understand, aren't easy to find, or aren't well monitored and enforced for compliance. They result in an atmosphere where your employees don't care about your policies.

eGroupTech's dynamic and streamlined policy approach will:

- Right-size policies to address the most critical IT risks.
- Clearly lay out a step-by-step process to complete daily tasks in compliance.
- Obtain policy adherence without having to be "the police."
- Address areas like: Acceptable Use Policy (AUP), Security Awareness, Information Security, DR/BCP, Change Management, Incident Response, BYOD, Vendor Access, Media destruction, retention & Backups

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Exhibit A: Standard IT Policy Swim Lane assessment Diagram
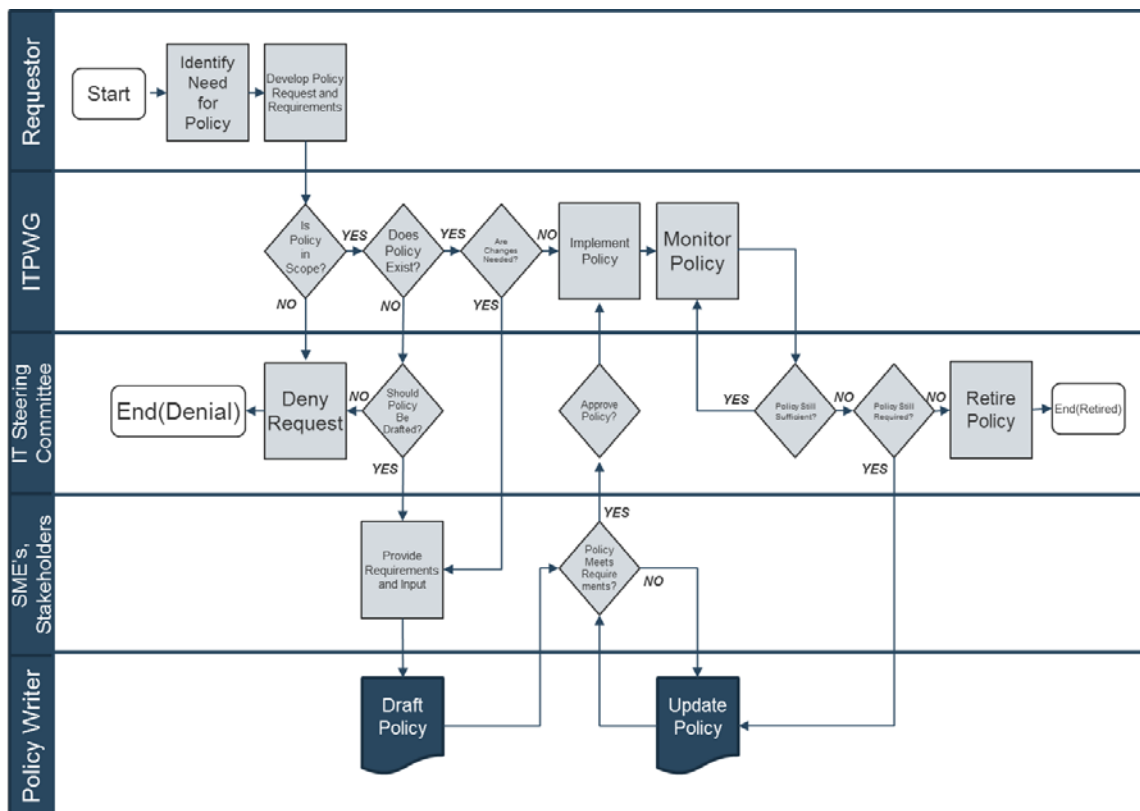
Unit Evaluation and Testing: (2.1.13)

If new hardware is presented to eGroupTech for test and evaluation, it will be taken to eGroupTech's the lab and the appropriate system or components will be compared against requirements and specifications through testing. The results are evaluated to assess progress of design, performance, supportability, etc. A report of the results will be provided to CCOC.

Configuration: (2.1.14)

Any new hardware or software purchased on behalf of CCOC or directly by CCOC will be either drop shipped to the eGroupTech office or picked up from CCOC by an eGroupTech representative and transported to the eGroupTech Lab.   Technicians at eGroupTech's lab will utilize a build sheet for each type of device for CCOC's network. A router or managed switch may use a generic build template. Servers will have a custom built template created for each individual server and go through a similar procedure as the workstation process described below.

Workstations will utilize a specific built template based upon CCOC's recommended standard hardware and software components and the role or department where the device will be used. Actual configuration of the hardware will utilize the check sheet step by step until the OS is configured, an Administrative user is created and the equipment is joined to a network. The next steps on the check sheet involve installing all standard software with any configuration that is required. The next steps involve the installation of unique software based upon department or

end users requirements. The hardware is left on the bench to get any additional or new Microsoft updates. Updates for additional Office products are turned on and updates for Office 365 start. The core RMM software agent is loaded and the RMM console is checked to see that the device appears properly, has reported in and can be seen via remote access. Any software, printer drivers or special applications that will be needed on site but cannot be loaded until the hardware is on site within the CCOC office s physically joined to the CCOC domain is copied to an IT Downloads folder at the root of c:\ drive.   All devices will be repackaged in the original boxes or shipping containers and scheduled for delivery to CCOC for onsite installation.

PC Development: (2.1.15)

Prerequisite to this process is RFP section - Configuration 2.1.14.

eGroupTech's process for hardware delivery and on site set up consists of:

- unpacking the laptop or server
- Hooking up the Ethernet cable and / or joining the machine the local wireless network and identifying the CCOC network as the WORK network within the NIC.
- Joining the hardware to the CCOC domain with the appropriate credentials for the primary assigned user
- logging in as the assigned user and:

  - Set up Outlook e-mail account for primary assigned user
  - Map network drives according to primary assigned user assigned security group
  - Install all standard network based printers and test print a page
  - Install and test all local hardware - local printers, scanners, wireless mouse and keyboard if required – Set up external drives if necessary
  - Install, configure and register any unique / non-standard software for the assigned users job function

- Arrange desktop and put shortcuts for the most used programs on the desktop and in the task bar.
- Delete the standard junk from the users menu and frequently used programs list – turn off the newly installed programs feature in the menu
- Export or otherwise copy the favorites and bookmarks from the old Laptop to the new laptop
- Physically install the laptop, docking station and related equipment on the assigned users' desk
- Provide the assigned end user any documentation, manuals or CD's – And/or add them to the documentation area within the CCOC office.
- Sit with the assigned user and go over anything new with this hardware compared to the end users previous device.
- Dispose of and boxes, plastic, packing materials and any extra cables or other materials

Life Cycle Management: (2.1.16)

The scope and complexity of IT lifecycle services have changed significantly in recent years. Today, IT leadership deals with more devices, more applications, and a wider variety of workflows than ever before.

Two questions arise at the end of your IT equipment's lifecycle. First, how do you protect sensitive data on the hard drive? Then, how do you dispose of the asset? Our extensive program offerings provide options for every aspect of managing CCOC assets—from recycling and trade-in to environmentally friendly disposal. Once a piece of equipment is identified we will take care of the rest.

eGroupTech's Managed Services is ready to help you tackle the toughest, complex asset management tasks from asset disposition to warranty and installation. CCOC can rely on dependable; secure IT Asset Disposition through one of eGroupTech's partner ships with multiple recyclers. CCOC has the choice of a DOD level 5 wipe or shredding of the hard drives removed from your equipment. Once the hard drives are removed or rendered clean, the workstations can be donated to a local charity, sold in the open market or broken down into components for green recycling.

Once the standardized hardware and software lists are established for CCOC, the specific vendor life cycle information for software – hardware is gathered from their OEM web sites and put in a Bookmark folder on the Administrative workstation for reference. These links are utilized in the strategic and operational plans for guiding IT replacement decisions for workstations and software.

Software Licensing Management: (2.1.17)

Software asset management (SAM) is the administration of processes, policies and procedures that support the procurement, deployment, use, maintenance and disposal of software applications within an organization. SAM is the part of IT asset management that seeks to ensure the organization complies with license agreements and does not overspend on software.

An important goal of every SAM initiative is to facilitate the discovery of software assets, ensure the validity of end user license agreements (EULAs) and validate the appropriate use of free software. SAM documentation can protect the organization from anti-piracy litigation, prevent the unintentional overuse of licenses and provide a control for shadow software on the network.

eGroupTech will be responsible for renewing software licenses, negotiating new license agreements and identifying and eliminating software that is rarely or never used.

The RMM application will auto discover all software on a workstation or server and reports can be generated to determine quantities and version levels of applications that are in use. If a database or spreadsheet of software purchased does not exist, CCOC is responsible for assembling all historical software purchase information and create this document. Once the as installed and as purchased information is available the issue of licensing compliance can be addressed.

All of CCOC existing software licenses that require annual or other renewal periods will be identified and entered into a IT calendar with 30 day setbacks in order to have the renewal licensing in place prior to the expiration of the existing term.

Warehousing: (2.1.18)

Where eGroupTech has sold three or more of exactly the same type of equipment to one or more of our clients, we maintain at our cost a set of known good spares in our inventory.   As an example we have clients that utilize HP DL380 servers. We maintain a minimum of 3 each 146 GB, 300 GB and 600 GB spare hot pluggable drives.

We maintain sets of new: monitors in multiple sizes (23", 27" 32"); APC power supplies of various power levels (450, 750, 1500); 1GB capacity switches with 5,8,16 and 24 port configurations; Laptop SSD drives in 128, 240 and 500mb capacity; replacement batteries for and APC / UPS power supply's we have sold; new Video cables of any configuration, Ethernet patch cables and other items.

eGroupTech's support truck carries a defined set of most used service call items. The truck has a standardized inventory stock list that is replenished if items are used in a service call. Some of the items on the truck are 5 and 8 port switches, video cables, power cables, Keyboards, wired and wireless mice, graphics cards, CMOS batteries and patch cables in various lengths.

 eGroupTech can maintain either at its office or onsite a specific list of standardized spares that will be identified during the planning for CCOC IT.

We also have a variety of off lease / used equipment. Currently there are servers, laptops, and some switches.   We always have one or more laptops ready to go that can be put in service in an hour or less.

eGroupTech has designated devices available exclusively to its MSP clients that can be put into temporary service if there is a catastrophic failure of a laptop and the client does not have any of its own designated spares.   Configuration and installation of the device to the client's network is covered as part of the MSP services.

Monthly IT Managed Services Fees do not include the cost of new or replacement hardware, software, cabling or other equipment that may be required to perform services under this agreement. CCOC may procure equipment independently or a quote can be furnished for new or replacement equipment. CCOC will pre-approve any software and equipment purchases. Purchases by eGroupTech will be billed separately from the MSP contract at the end of the month or when the order is placed if the purchase price exceeds $500

Carrying most used items on our support truck allows us to finish an onsite support call in one visit. This solves CCOC issues and puts your environment back in service quicker and is more efficient on our part.

Services: (3.1 to 3.4)

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.

Qualifications: (4.0)

eGroupTech's demonstrated experience and proficiency for managing and supporting information technology services is outlined in Sections 4.1 to 4.7

PC Installations: (4.1)

eGroupTech has deployed and configured PC based equipment for companies starting in 1980 with the original IBM PC with dual floppy drives and running MS DOS. There is little resemblance to today's equipment other than the PC moniker. We regularly specify order, configure and deploy PC's and Apple based desktops, laptops, ultra-lights, 2 in 1's, all in One's, tablets and smart devices for our clients.   We support the installation of these devices in LAN, WAN, VPN, Wireless, 3G and 4G networks.

Troubleshooting / Hardware issues: (4.2)

eGroupTech provides on-site, remote and in lab troubleshooting of software and hardware issues for its current client base. Years of hands on experience leads a tech to not spend an inordinate amount of time trying to fix it.   We understand and use the various vendors built in hardware diagnostic tools. Business-class systems from Dell, HP and IBM include their own diagnostic tools with their computers, either in the BIOS or on a disc. Understanding where to find and read various log files generated by diagnostic tools is critical. eGroupTech recommends standard hardware for clients because it makes the hardware troubleshooting process easier. Having known good spares available allows one to eliminate suspected components if they work correctly in a like machine.   If eGroupTech sells more than three of the same type of workstation, laptop or server into its client base, we stock known good working spare parts that are available for replacement or testing.

One has to go through potential problems component by component, matching symptoms to issues and eliminate suspected problems in order to find the root cause of the issue and solve it.

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Recognizing whether an issue is a hardware or software related is sometimes challenging as the errors are similar and can be caused by either.   Having a suite of additional tools that you trust and use regularly during diagnosis provides client value by reducing the total cost of fixing the issue for the client.

Software installation, re-imaging, configuration needs: (4.3)

eGroupTech has collected an extensive library of software including an archive of older software that may be required by a client for installation, re-imaging, or re-configuration. We recently reconstructed a windows 2000 SP4 workstation and redeployed it as a replacement for a unique PC that was the controller for a 500k printing press. The success of this project saved the client from the purchase of a new software system for the press that would have cost 25K.

Each eGroupTech client has a standardized list of applications software for each type of device. We organize copies of each client's software into their unique software library.   Unique applications are also downloaded and stored in the client software library.   We maintain older version of the applications in case a workstation needs to be rolled back to an earlier version due to a software incompatibility.

eGroupTech has invested in data recovery software and hardware and has developed it's "drive rescue services".   We have the equipment to clone and image drives, and to recover data from drive failures caused by software and boot issues.   If White Room drive recovery is necessary because of a physical hardware failure, we have multiple relationships with drive recovery vendors to help recover your data. With eGroupTech's managed services a white room recovery services will probably never be needed once appropriate back up processes and procedures have been implemented.

Supporting multiple hardware manufacturers: (4.4)

eGroupTech's client base utilizes recommended, installed and supported servers from HP, Dell, and IBM (Lenovo) and custom built servers.

Installed and supported client workstations and laptops are from Dell, HP, Toshiba, ASUS, Lenovo, Apple and custom built PC's. Tablets are I-pads, HP, Lenovo, Dell, and Samsung. For each device deployed to an eGroupTech client, a series of support documents including specifications, user and repair manuals are added to the client's documentation.   eGroupTech is an authorized Dell and Lenovo Reseller and have partnerships with multiple channel suppliers.

eGroupTech's client base utilizes recommended, installed and supported routers from Cisco, D-Link, Avaya, 3COM, Linksys, Meraki, Netgear, TP-Link, Ubiquity, and ZyXEL. Switches from Cisco, Dell, d-link, EnGenius, Fortinet, HP Linksys, Meraki, Netgear, OpenMesh, TP-Link, Ubiquity, and ZyXEL

eGroupTech's client base utilizes recommended, installed and supported Network Area Storage (NAS) devices from Segate, QNap, Western Digital and Buffalo.

Supporting Server OS: (4.5)

eGroupTech's client base includes installed and supported server operating systems starting with windows server 2008.   Our managed client base requires support for the following Windows Server versions: 2008, 2008R2 Standard and Enterprise including 2008 Small Business Server; SBS 2011 Standard and SBS 2011 Essentials Server; 2012, 2012R2, Standard, Enterprise Foundation and Data Center versions along with 2012 Essentials (SBS) and , 2012 Storage Server.   We currently do not have any clients running the data center versions of 2012R2.

 2016, Standard, Enterprise Foundation and Data Center versions along with 2016 Essentials (SBS) and , 2016 Storage Server.   We currently do not have any clients running the data center versions of 2016. 2019 Server Datacenter, Standard and Essentials edition. We currently do not have any clients running any 2019 Servers.

VMWare: (4.6)

One of our clients has a VMWare cluster in place consisting of three VMware hosts that support 36 individual Windows and UNIX servers. It is configured in an auto fail over mode to support the failure of one of the host machines. The backup solution in place for this client is based upon NetVault software.   A single VMWare Host supporting three windows servers has been recently configured and deployed and for a client in Wisconsin. Other clients have a single VM ware host machines similar to your current CCOC server environment.

Veeam Back-Up services: (4.7)

The research and vetting of the Veeam product as a recommended solution in conjunction with VMWare was completed in 2014.   This product has been recommended and installed at several Clients.   Multiple clients are using the product as part of their backup and security processes. .

Network Support Services: (4.8)

Network support maintains all network software, hardware and infrastructure, including servers, switches, VPN, backup systems, and firewalls. They are also accountable for all network based services, such as email configuration and management in Office 365. They will assist CCOC with: Network Design and Implementation; Local Area Network (LAN) Support; Wide Area Network (WAN) Support; Virtual Private Network (VPN) Support; Routing and Communications issues; Wireless Network support; and Remote Access Services as required.

Server Administration: (4.9)

Server administration maintains all servers and server based processes. This includes Domain Name System (DNS) servers, VMWare Servers and Windows based servers. Server services and processes consist of network authentication through one or more methods including Active Directory, network shares, network resources, file management, user profiles, and security issues as related to any server OS.   It may also include more advanced services such as those related to

databases (SQL), storage or content management systems, specialized proprietary services, and other industry-specific server-based applications.

Office 365: (4.10)

eGroupTech is an authorized Microsoft Partner and reseller of Office 365 services. We currently support multiple clients on Hosted Exchange since 2010.   Prior to Office 365 we have supported and continue to support multiple clients on other hosted exchange services.

eGroupTech - Overview (4.11)

eGroupTech was Founded in 2002 to address the growing need for Technology Strategy and Technology Management within the Small - Medium Business market segment (SMB).   The knowledge gained by utilizing technology to continuously improve business processes resulted in the formation of a company that understands and has developed the critical processes necessary to support the core technology and business processes for its clients.

eGroupTech is the outsourced technology company now providing Managed Services as a MSP organization as well as standalone services for technical assistance, network support, training and programming services for our current clients.

eGroupTech has a trained and tenured chief technologist with over 40 years of experience. We are extremely effective with staying ahead of the technology curve to keep our client base running efficiently and effectively.

Our vision: Sustain a *"State of Excellence"* in our customer relationships, technical and business knowledge, products, services and support.

Our primary mission is:

- *"The Fusion of People, Processes and Technology"* within your business providing a sustained competitive advantage
- Provide business process and technology solutions to organizations that are cost effective, practical and add real value
- Partner of choice for all of your technology requirements from contract CIO/CTO services to desktop support
- Offer consulting, hardware and software products at competitive prices coupled with support contracts and training options designed to meet your company's needs
- Strive to be on the leading edge of technological knowledge by maintaining a staff of motivated, experienced, and highly trained employees working together collaboratively
- Committed to building and maintaining long term client relationships based upon service excellence and real solutions

Our organization supports the following values:

- Make and keep our commitments to customers, colleagues, the company and ourselves

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- Show respect for others and ourselves by being open, honest, truthful and by resolving conflict
- Behave in an ethical, legal, fair and balanced manner
- Contribute to the growth and prosperity of our company through individual, team and total company effort
- Continuously learn, encourage one another, celebrate, and do worthwhile, high quality work

eGroupTech is a drug free workplace.

Requirements: (5.0)

Notice of Intent to Bid: (5.1)

eGroupTech submitted the intent to bid on November 15, 2018 via e-mail. Receipt was confirmed by the CCOC Exec Director John Dew.

Format & Copies: (5.2)

eGroupTech submitted a complete electronic response to the CCOC RFP on December 7, 2018 via e-mail.

The Proposal Shall be Signed: (5.3)

Please refer to section 5.4.1 below and the proposal cover page.

Responses – Shall Include- Submission Information: (5.4)

Reference section 5.4.1 to 5.4.6 below:

Authorizations: (5.4.1)

eGroupTech's respondent to the CCOC RFQ is:

Kenneth Baker, CM – President and Chief Technologist
2441 Monticello Drive.
Tallahassee, FL. 32303
V: 850-894-6400
kbaker@egrouptech.com
www.egrouptech.com
Respectfully Submitted:

December 07, 2018

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Qualifications, Certifications - Resumes: (5.4.2)

Reference section 5.4.2.1 to 5.4.2.3 below:

Qualifications: (5.4.2.1)

eGroupTech as a corporation and Ken Baker as the President and Chief Technologist supports the following Core Technologies as they relate to client support:

MSP: eGroupTech changed its business model in 2014 to become a MSP. We on boarded our first Managed Services Client

Enterprise Server Based Applications: Microsoft Server up to and including the current version 2019; Microsoft Exchange Server2007, 2010, 2012; Office 365 Hosted Exchange and other Hosted Exchange services; VM Ware ESX & ESXI; IBM-Lotus Domino / Notes; BlackBerry Enterprise Server; Good Enterprise MDM; MaaS360 MDM, Document Imaging & Document Management systems NAS: OS- Qnap, Windows 2008 , 2012 storage server.

Desktop Software and Applications: Windows 10, 8.1 8 7 and Vista; Microsoft Office 2019, 2016, 2013, 2007 and 2003; Corel Office; The Adobe Product Family; Graphics Applications, Various vertical market and functional applications and the various levels of Office 365 along with their related software and services.

IT Software Support Applications: Network and cloud based Antivirus Applications; Network and cloud based Workstation Anti Spy Ware / Ad Ware Applications; Spam and e-mail filtering software; and Network Security Applications

Enterprise Installation & Support Services: Cloud based Enterprise / workgroup backup solutions; Local Enterprise / workgroup backup solutions; High availability servers and clustering; Storage redundancy solutions; NAS & SAN storage devices; Server conversion and migration; Server consolidation, replacement or updates, Server Virtualization, Server migration to cloud.

e-Commerce Services: Internet and E-commerce Strategy; Web Site Design and Implementation; Web Hosting and Management; Corporate e-mail domains and identity; Internet e-mail configuration

Certifications: (5.4.2.2)

eGroupTech - Vendor Certifications / Relationships: We are an Authorized Microsoft Partner and Office 365 reseller, a Veeam Pro Partner, Connect Wise Partner, Dell Authorized reseller, Lenovo Authorized Reseller and maintain several software partnerships.

Resumes: (5.4.2.3)

Ken Baker C.M is a certified professional manager with extensive project management experience as it relates to technology strategy, planning, implementation and deployment.   Ken holds a: Master's Degree in the Management of Technology from the University of Miami; A Bachelor's

Degree in Business management and industrial supervision from Purdue University as well as Associates Degrees for Aviation Maintenance Technology and General Flight Technology.

The use of technology to improve business has been a lifelong experience, Various positions along his career path starting from the beginning are: industrial engineer; divisional budget planner, Corporate Manager of Planning Services, Network Administrator, Program budget planner for new product development, Quality manager for Business Systems, Senior Technical Engineer, Vice President of Technology, President and Chief Technologist.   All experiences along the way have contributed to the successful organization that is eGroupTech.

Our customer focused and quality oriented back ground stems from being formally trained in the Total Quality Management TQM programs while working for a governmental contractor. Since 1992 our involvement on the Board of Directors for the Florida Sterling Council has provided a business management model that promotes performance excellence. Parts of the criteria from the model are used within our strategic planning and guidance for the clients of eGroupTech.

Capabilities: (5.4.3)

eGroupTech clients rely on their technology to just work when they need it.   It is our objective to help every client develop a technology strategy and plan based upon business objectives and processes. Our MSP services provide a going evaluation of your systems and processes ensuring that we continue to deliver the right services in the format that suits your organization and employees' preferences. After all, it is not just about IT but the integration of "People, Processes, and Technology" resulting in your organization becoming more efficient and effective.

Managed Services helps your employees be more efficient. It makes the end user technical support decisions easy. The employees no longer have to try and solve the issues themselves and worry about the resultant IT bill that the organization will get. The budgeting process is easy, the organization pays the monthly MSP invoice and the only other costs are hardware and software according to the IT operations plan.

eGroupTech has the network, laptop, server, tablet and smart device knowledge to support CCOC end user environments. We have developed a set of core competencies as a MSP to manage, maintain monitor and update your server, laptop and infrastructure environment so CCOC will have less interruptions in their day to day activities.

eGroupTech has a depth of knowledge that can only be accumulated by the been there done that level of hands on experience.

CCOC has a choice to select a vendor that will just show up when you call them (or have to call them multiple times) conversely, you select one that is proactive and will provide all of the services listed in the scope of services in this RFP within the SLA timeframes stated.

References: (5.4.4)

The references listed below represent a few medium to large multi user networks. Managed Services and technical support services for these clients consist of the following:

- Network infrastructures ranging from simple interfaces to complex networks with dedicated security and access control devices.
- On site and cloud server environments running windows, UNIX and VMWare. Most have multiple in house servers. Some run cloud based services.
- One or more dedicated backup processes that utilize an on-site NAS and an Off-site process for disaster recovery.
- Workstations in the environments consist of PC - MAC desktops and laptops. Mobile devices along with I-pads, I-phones, Android and Windows based tablets and smart phones are supported and integrated into the business systems.
- Cloud based services consist of: Office 365; other Hosted Exchange services, in-bound and outbound e-mail filtering, anti-spam; anti-virus solutions; anti-mal ware and other security solutions.
- One client runs a Mobile Device Management (MDM) platform that secures workplace content and data on company owned and BYOD devices. Remote wipe of the company data on any lost or stolen smart phone or tablet is simple.

Skandia Window Fashions	Watson & Associates	Florida Sterling Council
Hilmar Skagfield - President	Adam Watson	Dione Geiger - President
V 850-878-1144 Ext 2102	V 850-668-2228	V 850-922-5316
Gil Martel – Director IT		
V 850-878-1144 Ext 2104		

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Monthly Managed Services Fee & Rates: (5.4.5)

eGroupTech Managed Services Provider (MSP) monthly fixed fee schedule for CCOC

Service	Quantity Year 1	Quantity Year 2,3	Notes
Network Infrastructure	1 ea.	1 ea.	Production Network – Comcast Router, Cisco RV042G Router, TP-Link TL-SG1024DE switches and Ubiquity Wireless point
PC Management – Laptop - Desktop Support	9	9	As indicated on the CCOC RFP diagrams
Server Management	2	2	One on site – Dell PowerEdge R510 and Off Site VPS server
E-mail Admin and management and administration including Virus and Filtering software	Per user + Generic Accounts	Per user + Generic Accounts	
Standard PC App(s)	All	All	Office, Adobe, QuickBooks – per standardized list
Backup & Backup Monitoring	All	All	All Servers and laptops identified above and Off Site data
Wireless Network Management	*1*	*1*	Manage Access point
Network & Local Printers	All	All	Kyocera3051i – Local printers – Add drivers and connectivity
Network and local scanners	All	All	
IT Assessment	1	0	Complete report Year r 1 Updates included in Year 2 as part of MSP $
Consulting on governance and Governance Plan	1	0	Plan completed Year 1 Updates included in Year 2 as part of MSP $
Consulting on Strategic Planning and IT Strategic Plan	1	0	Plan completed Year 1 Updates included in Year 2 as part of MSP $
Backup Assessment and Backup Plan	1	0	Plan completed Year 1 Updates included in Year 2 as part of MSP $
Security Threat Assessment	1	0	Assessment completed Year 1 Updates included in Year 2 as part of MSP $
Security Consulting and a Security Plan	1	0	Plan completed Year 1 Updates included in Year 2 as part of MSP $
CIO Services	1	1	Include in both years as part of the MSP $
Monthly Total	$3100 Year 1	*$2000 Year 2,3*	

In addition to the monthly fees set forth above, CCOC agrees to pay an initial one time setup fee for the MSP Services. This will be invoiced as "MSP Setup Services" in the amount of $2000.00. The setup and first monthly MSP payment is due in full within 7 days of contract award.

Monthly IT MSP fees do not include the cost of new or replacement hardware, software, cabling or other equipment that may be required to perform services under this agreement. CCOC may procure equipment independently or a quote can be furnished for new or replacement equipment. Sterling will pre-approve any software and equipment purchases. Purchases by eGroupTech will be billed separately at the end of the month or when the order is placed if the purchase price exceeds $500.

For the first 12 months of this proposal monthly costs are $3100.   For months 13 through 36, the costs of the monthly support will be $2000 per month.

Payment is due on the first business day of each month for the current month's services. The next month's service will be billed on or before the 20th business day of the previous month.   Payment is late if paid after the 7th day of the month and a $30.00 late payment fee will be added to the next month's invoice.

Litigation: (5.4.6)

eGroupTech, Inc. has not been involved in any litigation during the past five (5) years involving the organization, the respondent or any person(s) listed in this RFQ relating to professional services, including a summary of the disposition of such matter or matters. eGroupTech, Inc. has not had any grievances filed within the past five (5) years against the organization, the respondent or any person(s) listed in the response with any regulatory or judicial body, including a summary of the disposition of such matter or matters.

Contract: (9.0)

The following eGroupTech documents are provided as attachments to the RFP submission.   They are confidential documents and will be part of the contractual arrangement. They may NOT be published on the CCOC Web site as part of the response to this RFP.

Master Service Level Agreement – Confidential document
Help Desk Process and procedures – Furnished to CCOC if Contract is awarded. – Confidential document

Appendices:

Appendix A: List of Hardware and Software Covered by MSP Service

This appendix lists the equipment and software that will be supported under the unlimited on site and remote technical assistance (MSP) plan as defined in this response to RFP. Exclusions are also listed.

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CCOC Request for Proposal (RFP) Outsourced IT & Managed Services Support

The data is taken from the two CCOC diagrams listed in the RFP:

1) FLCCOC Ethernet Lan Diagram and
2) Untitled – FCCOC topical network diagram.

The unlimited service covers current hardware and software and the replacement of those items:

1) i.e. A laptop breaks and a new one is ordered – Labor for the replacement device is covered as long as the replaced device is taken out of service.
2) Updating Software (labor) – i.e. Updating Office 365 to a newer version is covered. Updating QuickBooks to a newer version is covered.
3) Labor for the replacement of components is included but the cost of the replacement hardware, software, or consumable is a CCOC cost: i.e. CCOC will purchase the replacement batteries for the APC units, and eGroupTech will install under the MSP contract.

E1) Specifically Included Equipment:

- Nine (9) windows laptops – On Site
- One (1) Dell power edge R510 server – On Site
- One (1) Hosted VPS server – remote / Cloud
- One (1) TP-Link TL-SG1024DE 24 port Gigabit switch
- One (1) Cisco SB Router – RV042G
- Two (2) APC Back up Power supply units – data center closet
- One (1) Unify wireless access point
- All Desktop Back up power supply units (if currently installed)
- LAN wiring and patch cables – punch downs or replacement patch cables
- Any mobile devices (company owned or BYOD) needing access to the wireless access point or e-mail configuration
- CCOC has 15 days after contract award to correct this list (if necessary).

E2) Specifically Excluded Equipment:

- Kyocera 3051ci Printer – Warranty and replacement issues are the responsibility of the printer vendor.
- PRINTER NOTE(s):
    - Installation of printer drivers and basic printing / troubleshooting printer issues is covered as part of CCOC's Managed Services.
    - Vendor coordination for major printer issues is included (note SLA metrics do not apply because the schedule and response to physical printer issues are based upon the Printer vendors' response.
- Comcast Business Gateway – (cable modem / router)
- COMCAST NOTE(s):
    - Physical failure of the device is the responsibility of Comcast.
    - Vendor coordination of the replacement and unique configuration relative to CCOC's WAN/LAN network is covered as part of CCOC's Managed Services.

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- Vendor coordination for ISP / cable modem- router issues is included (note SLA metrics do not apply because the schedule and response to physical modem / router issues are based upon Comcast's vendor Response
- eGroupTech must be added an authorized account contact and other account contacts should be reviewed at that time.
- Xblue X16 Digital phone system and Grace Digital Audio system
- Actual phones for system above

E3) New – Additional Hardware:

New hardware added to the list of software for CCOC's use can be requested, procured and installed as a Project (request for additional services). Fees for such additional services or out of scope work will be presented as an authorized Change Authorization Order (CAO), which will also provide a description of the changed or additional service(s) being requested. Once a CAO is signed by both parties, it will be incorporated into the Agreement and have the same legal effect as the SOW or contract that is incorporated into the IT Master Services Agreement. The CAO will also provide a projection of the monthly Managed Services cost increase once the hardware request is implemented.

S1) Specifically Included Software - Workstations:

- Office 365
- Office 365 Hosted Exchange Services
- QuickBooks
- Current AV program
- Adobe Acrobat
- Adobe Reader
- Adobe Flash
- Adobe Shockwave
- Apple iTunes
- Google Chrome Browser
- Mozilla Firefox Browser
- Oracle Java
- PDF Creator (or similar)
- 7-Zip (or similar)
- Notepad++
- Windows, VLC Media Player (or similar)
- CCOC has 15 days after contract award to correct this list (if necessary).

S2) Specifically Included Software - Servers:

- Microsoft Server (any current or new version)
- VMWare
- Veeam Backup software

S3) Specifically Excluded Software:

- Microsoft SQL Server software, version upgrades, patches and updates on the VPS server
- SQL maintenance or updates to the database tables that support PABS
- Any software or Software As a service (SAS) that has not been disclosed in the original RFP or added to the specifically included software list above within the 15 day limit after contract award.

S4) New Software:

New software for CCOC's use can be requested, procured and installed as a Project (request for additional services). Fees for such additional services or out of scope work will be presented as an authorized Change Authorization Order (CAO), which will also provide a description of the changed or additional service(s) being requested. Once a CAO is signed by both parties, it will be incorporated into the Agreement and have the same legal effect as the SOW or contract that is incorporated into the eGroupTech's IT Master Services Agreement. The CAO will also provide a projection of the monthly Managed Services cost increase once the software request is implemented.

Appendix B: Summary of MSP Tasks, Activities, List of Services

B-1: Desktop Support - Managed workstation tasks

- New user adds removes and changes to workstations including access to devices as necessary
- Workstation initial build and full configuration through delivery to end user
- Install and troubleshoot workstations including workstation OS, device drivers and connectivity
- Install and troubleshoot workstation applications. Support and troubleshoot all standard software including Adobe products, MS Office, and other software as determined by the list of specifically includes software – workstation in Appendix A-S1
- Provide emergency remote and on site break / fix operations for workstations, laptops and tablets
- Manage printer issues, print drivers, printer installations and printer driver updates
- Manage scanning issues, scan drivers, scanner installations and scan driver updates
- Manage workstation connectivity including drive mappings, back up connections and other access issues to the network or applications that are network based or cloud based.
- Manage all aspects and Admin functions for workstations
- Manage user credentials / security and provide account lockout and password reset services as designated
- Create, modify or change CCOC documentation for workstations and desktop applications, in support of corporate IT best practices
- Manage all aspects of the RMM Managed Workstation Application for all desktops
- Provide patches and updates as necessary for all workstations
- Be responsible for IT asset and inventory management as part of the Managed Workstation Application. Includes hardware and software inventories.

- Installation, monitoring and verification of workstation data back-up including logs / alert monitoring as requested

B-2: Server Support - Managed server – Active Directory (AD) tasks

- New user adds removes and changes to servers / AD including access to resources as necessary
- Server initial build and full configuration through delivery to end user
- Install and troubleshoot servers including OS, device drivers and connectivity
- Install and troubleshoot server applications. Support and troubleshoot all standard server software as determined by the list of specifically included server software – workstation in Appendix A-S2
- Provide emergency remote and on site break / fix operations for onsite servers – Host vendor responsible for VPS server
- Manage server connectivity including security for drive mappings, back up connections and other access issues to the network or applications.
- Manage all aspects and Server Admin, maintenance and AD services.
- Manage user credentials / security and provide account lockout and password reset services as designated
- Create, modify or change CCOC documentation for servers in support of corporate IT best practices
- Manage all aspects of the Managed Server Application for all Servers
- Be responsible for IT asset and inventory management as part of the Managed Workstation Application. Includes hardware and software inventories.
- Installation, monitoring and verification of server data back-up including logs / alert monitoring as requested

B3: Network Support - Managed network tasks

- New user adds removes and changes including access to devices as necessary
- Router or switch initial build and full configuration through delivery to end user
- Install and troubleshoot Router and switches and connectivity
- Provide emergency remote and on site break / fix operations for Router and switches
- Manage network based printer issues, print drivers, printer installations and printer driver updates
- Manage network based scanning issues, scan drivers, scanner installations and scan driver updates
- Manage network connectivity providing drive mappings, back up connections and other access issues to the network or applications that are network based or cloud based
- Manage all aspects and Admin functions of the network including AD
- Manage all aspects of any local Wireless network devices including SSID's and passwords as designated.   Includes any new or replacement installations of devices,
- Create, modify or change CCOC documentation for the network infrastructure in support of corporate IT best practices
- Work with a designated individual as necessary for coordination of information and technical knowledge

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- Installation, monitoring and verification of network devices including back-up configurations, logs / alert monitoring as requested

Appendix C: Proposed Schedule of Activities and Timeline

The data in this section will become a live schedule. This outline is not intended to be all inclusive at this point in time. Dates for projects and assessments are dependent upon CCOC and eGroupTech resources being available at the same time to do the work involved in the processes. The timing and sequence of the projects are based upon eGroupTech's recommendations.   A final schedule will be set once priorities are worked out with CCOC.

Defined as days / weeks / months after contract award:

Day 1:
- o Pull all Workstation documentation from existing Vendor
- o Create a IT only e-mail address to use within the CCOC environment for an IT administrator *********
- o Have access to CCOC Last Pass application – CCOC to add another user for the IT administrator **********
- o Set CCOC up in eGroupTech's Last Pass application
- o Change all passwords for previous Vendor on all systems, servers, hosted exchange etc.
- o Install the RMM client on all CCOC workstations and servers
- o CCOC provides a list of every end user; First name, Last Name, e-mail address, Phone number and extension, cellphone number

Day 2:
- o Create new user ********** in AD / give the user Global Admin rights
- o Install eGroupTech furnished workstation onto COCO network
- o Meeting to discuss any open issues or projects that need to be carried over and integrated into the help desk ticketing system

Day 3:
- o Run basic reports from the RMM tool as the start of the CCOC IT assessment / reassessment
- o Acquire the network monitoring software and the OM Plus application licenses (eGroupTech cost)

Day 5:
- o Issue eGroupTech Transition document including Help Desk Contact information.

Week 2
- o Install network management SAS into the RMM tool

Week 3
- o install OMPlus application to manage mail and Office 365

eGroupTech

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Week 4
- o Start Security Threat Assessment

Week 5

Week 6
- o Back up Assessment started

Week 7

Week 8
- o Start policy development

Week 9

Week10

Week 11
- o Back up deployment plan started – Load Backup software to all workstations and set up job to back up to local server (assumes Server has enough disk space for backups)

Week 12

Month 4
- o Security Assessment planning complete

Month 5
- o Start IT Governance and strategic planning process

Month6

Month7

Month8
- o Finish Policy Development

Month9
- o Finish IT Governance and strategic planning process

Month10

Month 11

Month12

EPYON TECHNOLOGIES

December 6, 2018

John Dew

Florida Clerks of Court Operations Corporation
2560 Barrington Circle, Suite 2
Tallahassee, Florida 32308

Dear John:

We appreciate the opportunity to present our proposal to provide helpdesk support services for Florida Clerks of Court Operations Corporation.

Workstation / Network Support

We will provide a proactive service approach for helpdesk support and website services that minimize disruptions to your work process. We will:

- Provide reliable, timely and effective helpdesk support services
- *Provide unlimited hours for IT support*
- Be on-call during normal business hours and have a 4-hour response for mission critical hardware/software issues and same-day response for non-mission critical issues
- Install professional antivirus on all computers and the servers (Symantec Cloud)
- Provide remote backup utilizing Microsoft Azure Cloud Services on all computers and the servers
- Provide support for all end user workstations and Servers
- Provide support for printers, device drivers, and network connectivity
- Full support of domain accounts and email accounts for all users
- Provide printer access and shared drive access to new and existing users
- Support for all wired and wireless connectivity
- Maintain Windows/Office Update Scheduling and Installation
- Provide reliable, timely and effective technology support services

Fee

We offer the above services for a flat monthly fee of **$1350**.

The contract is for a 12-month term and will start January 1, 2019 and expire December 31, 2019. The contract will automatically renew unless either party wishes to make amendments to it.

All Other Services

As it relates to all other services that fall outside of the scope of this Master Services Proposal, including but not limited to: Website design and development, database development and maintenance, search engine optimization, etc. will be billed at $80 per hour. These other services and projects will not commence until agreed upon by both parties in writing.

315 Beard Street   **EpyonTech.com**   **(850)391-3666**

The agreement is cancelable by either party with a 30-day notification.

These fees do not include the acquisition of hardware or software, including monthly recurring software charges.

*****

If this proposal does not respond to your questions or concerns, we would be glad to provide clarification. If this proposal is acceptable, please indicate your acceptance by signing in the appropriate space below. Again, thank you for this opportunity and if you have any questions please do not hesitate to call me back at (850)320-0529.

Sincerely,

Brian Campbell

Acceptance by Florida Clerks of Court Operations Corporation:

_____

John Dew

_____

Date

EPYON
TECHNOLOGIES

Section 5.4 Write Up

- **5.4.1   Name, address, telephone number, etc. of the firm or person submitting the proposal;**

    o   Epyon Technologies
         315 Beard Street
         Tallahassee, FL. 32303

- **5.4.2   Qualifications, certifications, and educational professional resume of all persons that would provide services under any resulting contract;**

    o   Our team of 6 has been supporting large IT networks in excess of 20 years. Our staff has expertise in Windows server technologies, phone system implementations, website design, development, hosting and maintenance as well as complex SQL development expertise. We have MCSE technicians, Google certified web managers, and 2 SQL full stack developers. **Resumes available upon request.**

- **5.4.3   A straightforward, concise description of capabilities to satisfy the requirements of the RFP**

    o   We have been the majority supporters of FLCCOC's IT efforts since earlier this year. In our time we believe that the overall health of the network has improved, and we have a high comfort level with all initiatives related to FLCCOC's IT needs.

- **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.**

    o   Adam Marshall – Chief Operations Officer – Kevin's Fine Outdoor Gear and Apparel
         ▪   (850)524-2332
         ▪   AMarshall@kevinscatalog.com

    o   Katie Morgan – Office Manager – Marie Mattox P.A.
         ▪   (850)383-4800
         ▪   katie@mattoxlaw.com

    o   Joe Kelley – President – Ghost Controls
         ▪   (850)559-3363
         ▪   Joekelley@ghostcontrols.com

    o   Everett Drew – President – SouthGroup Holdings
         ▪   (850)508-6151
         ▪   edrew@southgroup.com

- **5.4.5   Cost to CCOC for services offered should be estimated MONTHLY;**

  - The total monthly cost for unlimited support hours, website hosting/security/backups, nightly cloud backups and anti-virus protection for all systems will be a flat rate of **$1350 per month.**

- **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.**

  - **There has never been any litigation against Epyon Technologies.**

315 Beard Street   EpyonTech.com   (850)391-3666

Stacy Butterfield, CPA
POLK COUNTY
EXECUTIVE COUNCIL CHAIR

Tara S. Green
CLAY COUNTY
VICE-CHAIR

JD Peacock, II
OKALOOSA COUNTY
SECRETARY/TREASURER

JOHN CRAWFORD
NASSAU COUNTY

HARVEY RUVIN, ESQ.
MIAMI-DADE COUNTY

VACANT
HOUSE APPOINTEE

PAT FRANK
HILLSBOROUGH COUNTY

RON FICARROTTA
13TH JUDICIAL CIRCUIT JUDGE
SUPREME COURT APPOINTEE

JOHN DEW
EXECUTIVE DIRECTOR

TODD NEWTON
GILCHRIST COUNTY

KYLE HUDSON
HOLMES COUNTY
SENATE APPOINTEE

JOE BOYD
GENERAL COUNSEL

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

CCOC
FLORIDA CLERKS OF COURT
OPERATIONS CORPORATION

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

AGENDA ITEM 3

DATE: December 20, 2018
SUBJECT: Quarter 4 Performance Measure & Action Plan Report
COUNCIL ACTION: Approve Quarter 4 Performance Measures & Action Plans Report

OVERVIEW:

Section 28.35(2)(d), F.S., requires the CCOC to develop a uniform system of performance measures and standards to facilitate an objective determination of the performance of each clerk. When a Clerk's office has not met the performance standards, the CCOC identifies the nature of each deficiency and any corrective action recommended and taken by the affected Clerk of the Court. The CCOC is required to notify the Legislature of any clerk not meeting performance standards and provide a copy of applicable corrective action plans. Attached is a summary report of the action plans for CFY 2017-18 Quarter 4 (July - Sep).

Quarter 4 Report Highlights

- 45 clerk offices required an action plan for collections during this period.
    - The circuit criminal court was slightly below (8.74%) below the 9% annual standard; however, when adjusted for mandatory drug trafficking assessments the overall standard was 15%.
    - The county criminal court division dipped below the 40% standard to 38% after achieving the standard in the previous quarter.
    - The civil traffic court performance remains well below the 90% standard at (83.41%).
- 18 clerk offices required an action plan for _**not filing cases**_ timely for at least one court division.
    - The **circuit civil court division** rebounded to 87% after missing the standard for the first time in quarter 3. Some Clerk offices shifted resources to this division and as such were able to process approximately 10,000 more new cases timely (or 52%) than quarter 3.
    - Improved performance in circuit civil was offset by performance slippage in circuit criminal, county criminal, and dependency court divisions.

Our Mission: As a governmental organization created by the Legislature, we evaluate Clerks' court-related budgetary needs, and recommend the fair and equitable allocation of resources needed to sustain court operations.

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- 15 offices required an action plan for ***not docketing cases*** timely for at least one court division during this period.
    - The **circuit civil court division** also rebounded with docketing cases timely to almost 90%. However, it remains the lowest performing court division for docketing cases timely.
    - Like the filing cases performance measure, improvements in docketing circuit civil cases were offset with some slippages in circuit criminal, county criminal, and other civil court divisions.

Staffing, or the lack thereof, and the need for cross training continues to be the predominant reason for not being consistent in meeting and/or improving performance measures.

COUNCIL ACTION: Approve the PIE Chair working with CCOC staff to finalize data for CFY 2017-18 Quarter 4 (July - Sep) Performance Measures & Action Plans Report and for dissemination to the Legislature.

LEAD STAFF: Douglas Isabelle, Deputy Executive Director

ATTACHMENTS:
1. CFY 2017-18 Quarter 4 Performance Measures & Action Plans Report (DRAFT)

Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

4th Quarter
County Fiscal Year 2017-18

(July 1, 2018 through October 31, 2018)

Table of Contents

Appendix

Performance Measure & Quarterly Action Plan Background

The Florida Clerks of Court Operations Corporation (CCOC) was created as a public corporation to perform the functions specified in sections 28.35 and 28.36, Florida Statutes. Section 28.35 (2)(d), F.S. requires the CCOC to develop a uniform system of performance measures and applicable standards in consultation with the Legislature. These measures and standards are designed to facilitate an objective determination of the performance of each clerk in fiscal management, operational efficiency, and effective collection of fines, fees, service charges, and court costs. Current performance measures address:

- Collections (one measure each for nine court divisions, reported quarterly)
- Timeliness (two measures for each of ten court divisions, reported quarterly)
- Juror Payment Processing (one measure, reported quarterly)
- Fiscal Management (one measure, reported annually)

When the CCOC finds a Clerk's office has not met the performance standards, the CCOC identifies the nature of each deficiency and any corrective action recommended and taken by the affected Clerk of the Court. The CCOC is required to notify the Legislature of any clerk not meeting performance standards and provide a copy of applicable corrective action plans.

The CCOC monitors the performance of the Clerk's offices through quarterly reports provided by the Clerk's offices, due on the 20th of the month following the end of the quarter. The CCOC provides notification of the status of the Clerks' performance standards to the Legislature through these quarterly reports.

The quarterly report for the 4th Quarter of CFY 2017-2018 provides information about the performance of the Clerks of Courts on standards relating to collections, timeliness, and juror payment management. The report identifies the Clerk's offices not meeting each performance standard. In addition, the report provides a description of factors that may have contributed to the unmet standard.

For the 4th Quarter of CFY 2017-2018, 45 clerk offices required an action plan related to collections, 18 clerk offices required an action plan for filing cases timely, 15 clerk offices required an action plan for docketing cases timely, and 7 clerk offices required an action plan regarding paying jurors timely. The performance measure analysis and required action plans are in the following pages of this report. Four offices did not submit a collections report and two offices did not submit a juror's report for this quarter.

Our Mission: As a governmental organization created by the Legislature, we evaluate Clerks' court-related budgetary needs, and recommend the fair and equitable allocation of resources needed to sustain court operations.

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COLLECTIONS

Statewide Performance Summary

Collections - Statewide Action Plans Required

Below Standard
16.25%

At or Above Standard   505
Below Standard   98
Total   603

At or Above Standard
83.75%
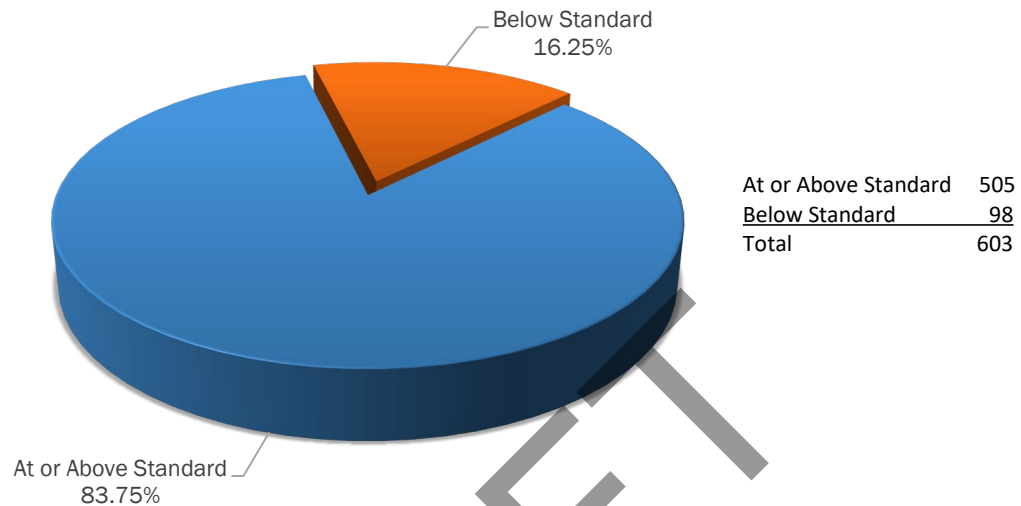
Collection Performance by Reason Code

Pursuant to Executive Council direction on October 6, 2015, the "Reason Codes" chosen for not meeting a statewide Collection performance measure were amended to clarify what was under the control of the Clerk's office and what was not. The new reason codes are:

➤ "Internal" – Reasons are inter-office and controllable. Internal reasons will require an "Action to Improve" and a detailed explanation of the reason why the standard was not met and an expected duration of time to have this reason resolved.

➤ "External" – Factors outside of office management and/or process control. External Reasons will not require an Action to Improve but must have a detailed explanation of the external reason why the Collection Performance Standard was not met.

Of the 98 action plans where the collection standard was not met, 27 (27.55%) were classified as within the control of the Clerk. A list of the 27 action plans for 13 counties is found below. The remaining 71 (72.45%) action plans were outside the control of the Clerks' offices. A list of these external reasons is found in Appendix B.

Collections - Action Plans by Reason Code

External 72.45%

Internal 27.55%
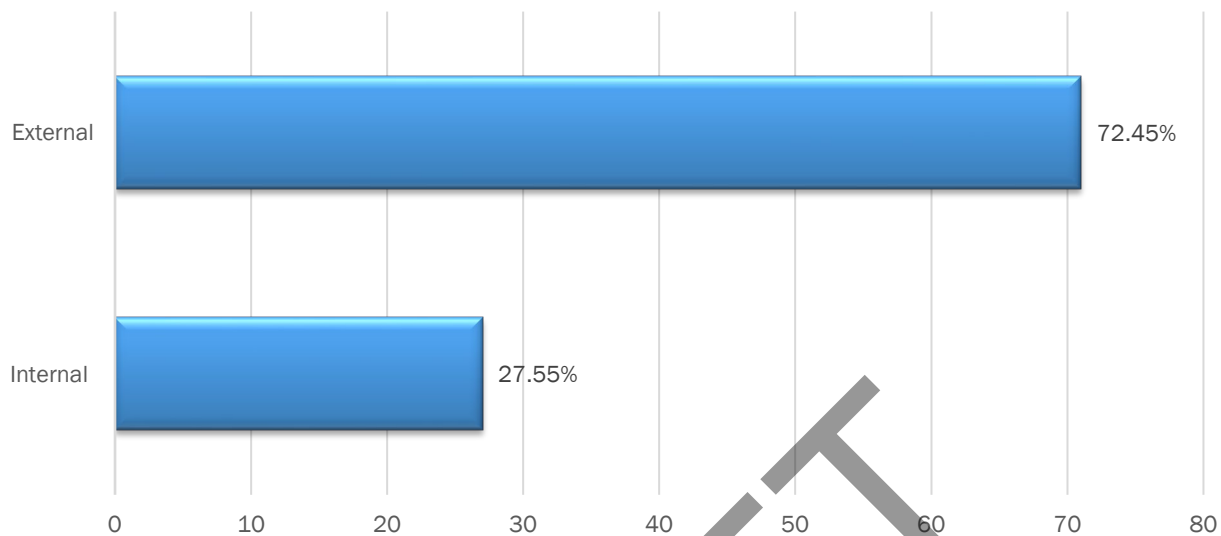
Internal – Action Plans

	County	Division	Plan to Improve
1	Bay	Circuit Criminal	adjustments were made
2		Juvenile Delinquency	adjustmets were made
3		County Civil	adjustmets were made
4	Bradford	Circuit Criminal	Inadvertant adjustment
5		County Criminal	Inadvertant adjustment
6		Circuit Civil	Employee added new assessment to original date
7		County Civil	additional training
8		Family	additional training for new employee
9	Brevard	County Criminal	Adjustments made to assesments
10		Circuit Civil	Adjustments made to assesments/increased volumn of payment plans in Circuit Civil
11	Charlotte	Civil Traffic	Collection Agency working to increase collections of older cases
12	DeSoto	County Criminal	Continue collection efforts
13	Glades	Circuit Criminal	Assessment of $500 was not timely made
14		County Civil	Assessment not made timely
15	Jefferson	County Criminal	We have 1 misdemeanor case where the assessment was $9,803 that has skewed the data in this quarter.
16		Criminal Traffic	We have multiple cases with assessments that have been remitted to our collection agent. We feel that over time our agent will increase our collection rate.
17	Lake	Circuit Criminal	Lack of sufficient staffing due to continued budget cuts reduces ability to aggressively pursue delinquent accounts. Note - without Drug Trafficking assessments, rate would have been 10.02%

	County	Division	Plan to Improve
18		County Criminal	Lack of sufficient staffing due to continued budget cuts reduces ability to aggressively pursue delinquent accounts.
19		Juvenile Delinquency	Lack of sufficient staffing due to continued budget cuts reduces ability to aggressively pursue delinquent accounts.
20	Liberty	County Criminal	Area being monitored and reviewed. Best Practices for Collections in place.
21		Civil Traffic	Area continues to be monitored/attempts have been made to improve collection rate over the years to no avail.
22	Marion	County Criminal	We are unable to create an action plan to improve collections. We are following the Best Practices and FSS 28.246(4).
23	Pasco	Civil Traffic	Collections impacted by Hurricane Irma. Additionally, internal workflows have been identified that impacted the assessments. Procedures were updated in September. Projected to meet performance measures in future quarters.
24	Pinnellas	Circuit Criminal	Continuing to work with staff on our collection methods to improve the process. We are increasing our performance level and we hope to achieve the standard level by next quarter ending.
25		County Criminal	Continuing to work with staff on our collection methods to improve our process. .
26	Sarasota	County Criminal	Intensified management of payment plans and enhanced efforts of collection agencies expected to increase collection rates in 2019.
27		Civil Traffic	Recently implemented after Traffic court handout to help prompt additional payments. Expected to help improve collection rates in 2019.

Statewide Performance by Court Division

As shown below, the civil traffic court division continues to exceed (28.57%) all other court divisions for not meeting collection standards. Criminal court division cases, as a whole (64.29%) continue to be a challenge to collect.

Collections - Action Plans by Court Division
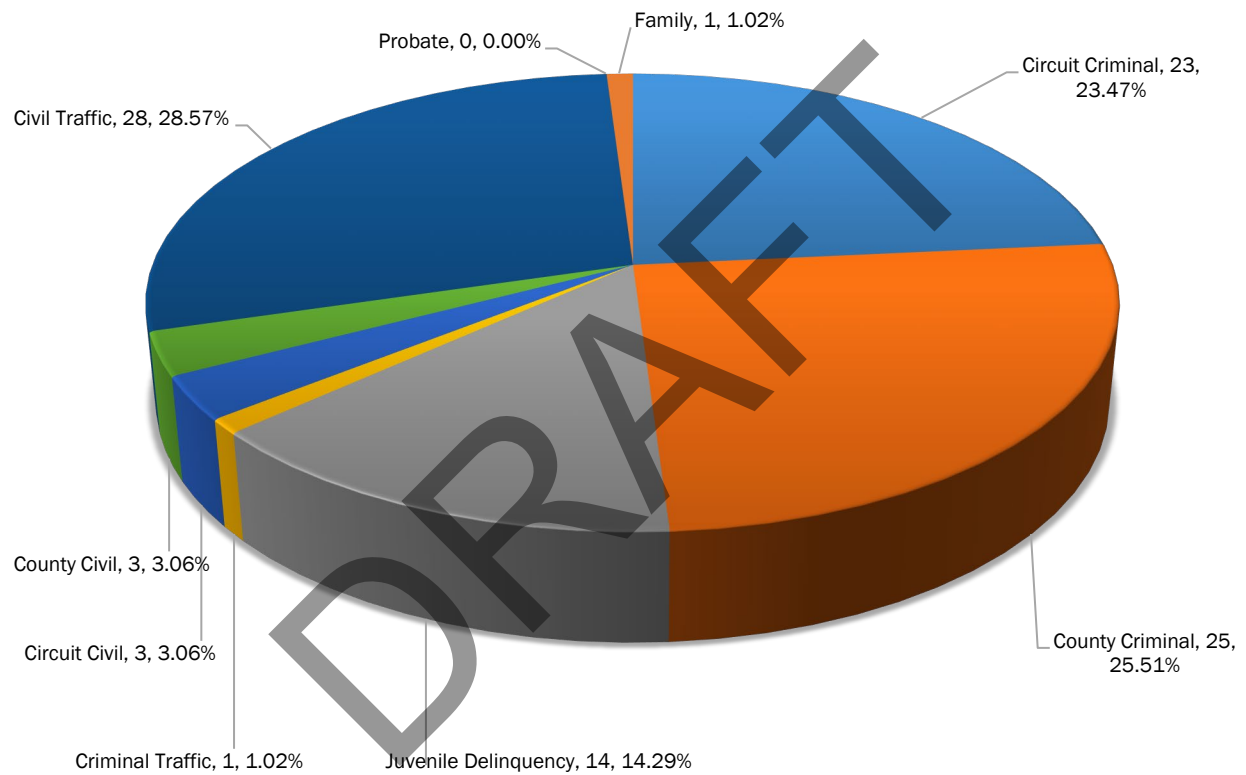
Historic Collection Rates

The table below shows that from the end of CFY 2016-17 through the 4th quarter of CFY 2017-18. Circuit criminal fell below the performance standard again for the 4th quarter. After adjusting the drug trafficking mandatory assessments and collections; the statewide circuit criminal court division collection rate increased from 8.74% to 15.01%. County criminal did not achieve the 40% standard for this quarter. Civil traffic performance is well below the 90% performance standard.

Court Division	CFY 2016-17 Year End	CFY 2017-18 1st Quarter	CFY 2017-18 2nd Quarter	CFY 2017-18 3rd Quarter	CFY 2017-18 4th Quarter	Standard
Circuit Criminal	8.25%	9.95%	10.31%	8.45%	8.74%	9%
Circuit Criminal (No Trafficking)	16.25%	16.14%	15.49%	16.45%	15.01%	NA
County Criminal	39.97%	39.85%	40.16%	40.00%	38.92%	40%
Juvenile Delinquency	13.88%	11.67%	13.18%	18.41%	16.65%	9%
Criminal Traffic	61.91%	62.41%	62.43%	60.84%	61.05%	40%
Circuit Civil	99.26%	99.25%	99.31%	99.28%	99.27%	90%
County Civil	99.69%	99.58%	99.73%	99.81%	99.77%	90%
Civil Traffic	84.57%	84.26%	85.41%	83.42%	83.41%	90%
Probate	99.47%	99.41%	99.45%	99.36%	99.16%	90%
Family	96.86%	96.96%	94.99%	97.05%	96.86%	75%
	67.10%	67.04%	67.22%	67.40%	67.09%	

Of the 25 counties who did not meet the circuit criminal collection standard, 14 would have met the standard had drug trafficking assessments not be included as part of circuit criminal assessments. Drug trafficking assessments accounted for over 42.81% of total assessments for these counties in Quarter 4.

TIMELINESS

Statewide Performance Summary

Timeliness 1 – Filing New Cases Timely

Of the 34 action plans required for not filing new cases timely (Timeliness 1), 19 were in the control of the Clerk; 18 of those action plans cited staffing and 1 action plan cited Systems/Conversions. For external reasons, 7 of the 15 action plans cited staffing and the remaining 8 cited Systems/Conversions. (See Appendix B for more details)

Timeliness 1 - Statewide Action Plans

Below Standard
5.07%

At or Above Standard
94.93%

At or Above Standard	636
Below Standard	34
Total	670
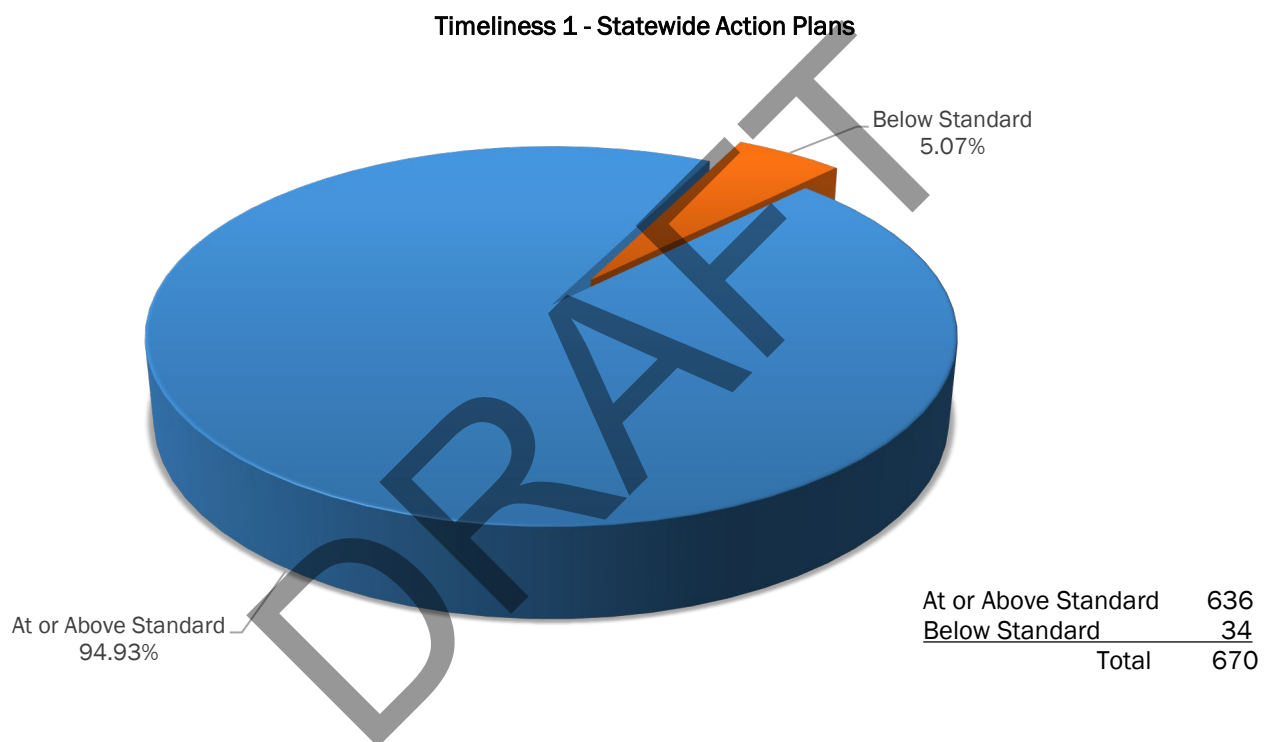
Timeliness 2 – Cases Docketed Timely

Of the 23 action plans required for not docketing cases timely (Timeliness 2), 18 were in the Clerk's control to correct; All 18 action plans cited staffing as their reason for not meeting the standard. For external reasons, 2 cited staffing and the remaining 3 cited systems/Conversions. (See Appendix B for more details)

Timeliness 2 - Statewide Action Plans

Below Standard
3.43%

At or Above Standard   647
Below Standard   23
                Total   670

At or Above Standard
96.57%
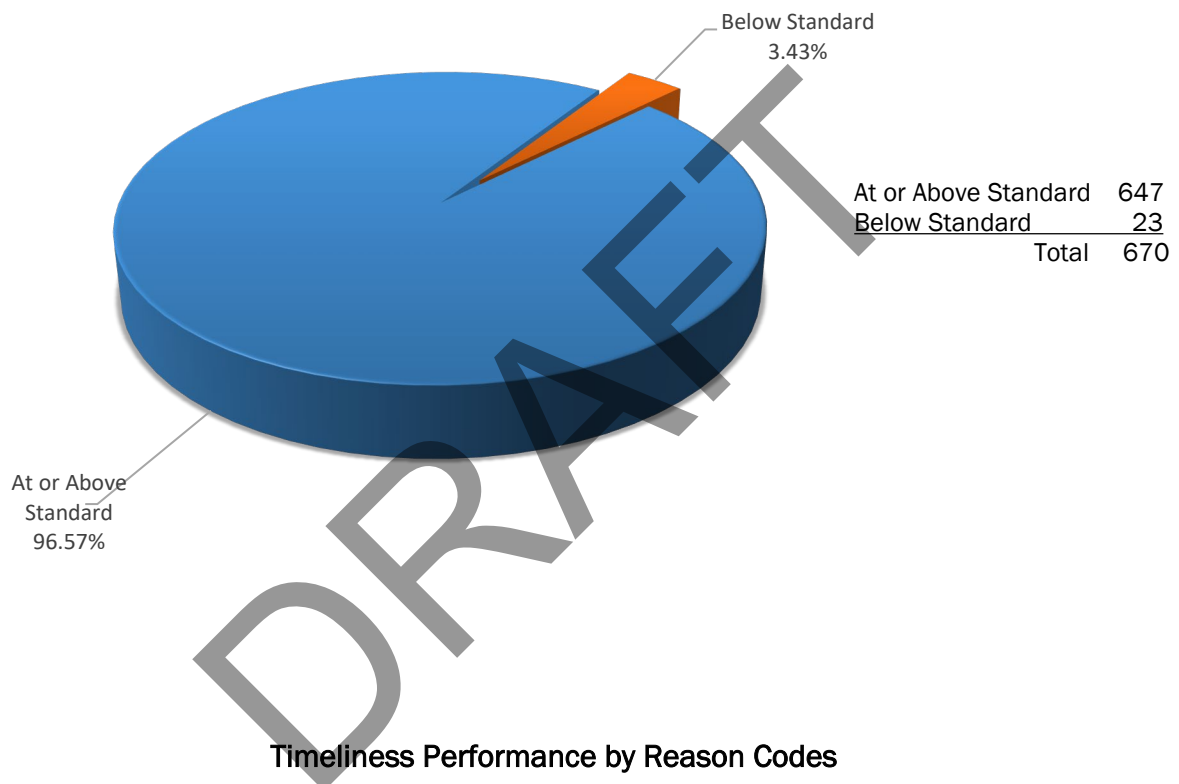
Timeliness Performance by Reason Codes

Pursuant to Executive Council direction on October 6, 2015, the "Reason Codes" chosen for not meeting a statewide Timeliness (filing cases timely and entering dockets timely) performance measures were amended to clarify what was under the control of the Clerk's office to correct and what was not. The reason codes are:

> ➢ "Staffing - Internal": Reason is inter-office and controllable. Internal Staffing reasons will require an "Action to Improve" and a detailed explanation of the reason why the standard was not met and an expected duration of time to have this reason resolved.
> ➢ "Staffing External": Staffing factors outside of office management and/or process control. External Staffing Reasons will not require an Action to Improve but must have a detailed explanation of the external reason why the Timeliness Performance Standard was not met.

> ➤ "Systems/Conversions - Internal": Reason is inter-office and controllable. Internal System reasons will require an "Action to Improve" including all factors noted above.
> ➤ "Systems – Conversions - External": System/Conversion is outside of office management and/or process control. External Systems/Conversion reasons will not require an Action to Improve but must have a detailed explanation of the external reason why the Timeliness Performance Standard was not met.
> ➤ "Unfunded Mandates - External": Federal, State and/or local mandates outside of office management and/or process control. Unfunded Mandate reason(s) will not require an Action to Improve but must have a detailed explanation of the external reason why the Timeliness Performance Standard was not met.

Timeliness 1 – Filing New Cases Timely

There were 34 action plans for not filing cases timely of which 18 were for Staffing – Internal, 7 were related to Staffing – External, 8 for Systems/Conversions – Internal, 1 for Systems/Conversions – External, and none for Unfunded Mandates.

Timeliness 1 - Action Plans by Reason Code

9

185
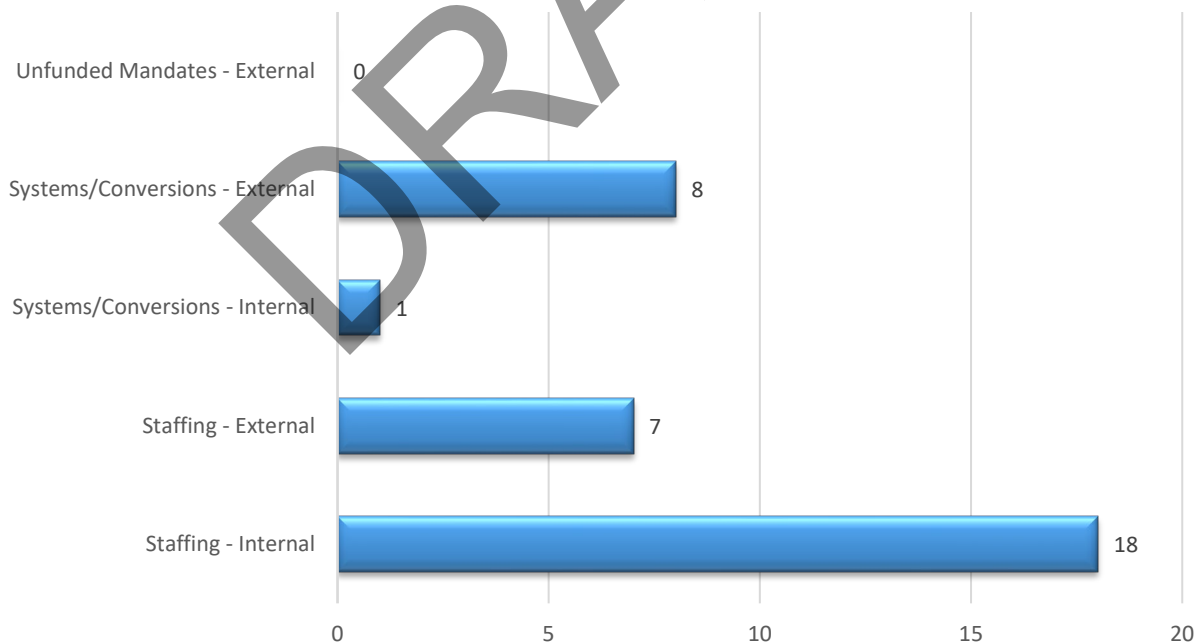
Timeliness 2 (Docket Entries) – Performance by Reason Code

There were 23 action plans for not docketing cases timely of which 18 action plans were for Staffing – Internal, 3 for System Conversions – External, and 2 for Staffing – External.

Timeliness 2 - Action Plans by Reason Code

Internal Action Plans
Timeliness 1 – Filing New Cases Timely

The following are the action plans for internal reasons for counties missing a statewide performance measure as submitted by the Clerks:

	County	Division	Reason Code	Action Plan to Improve
1	Baker	Juvenile Delinquency	Staffing - Internal	New Employee in Training
2	Brevard	Circuit Civil	Staffing - Internal	Furloughs from Summer just returning
3		County Civil	Staffing - Internal	Furloughs from Summer just returning
4	Broward	Probate	Staffing - Internal	Budget permitting, overtime will be utilized to improve timeliness
5	Citrus	Juvenile Delinquency	Staffing - Internal	Staff training and coverage for court proceedings; measures have been taken to reassign work to ensure future compliance along with cross-training of existing staff

	County	Division	Reason Code	Action Plan to Improve
6		Circuit Civil	Staffing - Internal	Performance has increased slightly as new hire gains knowledge and speed; we expect to continue rising in performance as training is solidified
7		County Civil	Staffing - Internal	Workload has increased, and performance decreased slightly; as new hire gains knowledge and speed, we expect to continue rising in performance as training is solidified
8	Miami-Dade	Circuit Civil	Staffing - Internal	Unable to meet standard due to reduced staff from prior year's budget cuts
9	Hardee	Criminal Traffic	Systems/Conversions - Internal	CLERICUS report is incorrect. Instructed by CCOC to leave blank.
10	Highlands	Circuit Criminal	Staffing - Internal	Felony clerk on FMLA; should be resolved by next Qt.
11	Hillsborough	Circuit Criminal	Staffing - Internal	Actively recruiting to fill vacant positions when budgetary restraints allow.
12	Lake	Probate	Staffing - Internal	Lack of staffing to keep workload current when regular staff members are out of the office.
13	Levy	Criminal Traffic	Staffing - Internal	no budget
14	Monroe	County Civil	Staffing - Internal	Short Staffed-New employees not yet trained
15		Probate	Staffing - Internal	Short Staffed - New employees not yet trained
16	Okeechobee	Juvenile Delinquency	Staffing - Internal	short staffed
17	Putnam	Probate	Staffing - Internal	Group of 3.5 FTEs covering Circuit & County Civil, Probate. Only experienced Probate FTE turned in June; replaced in July. Training issues will continue. Vacation in September for most experienced remaining employee impossible to makeup.
18	Wakulla	Probate	Staffing - Internal	N/A
19		Family	Staffing - Internal	N/A

Timeliness 2 – Cases Docketed Timely

The following are the action plans for internal reasons for counties missing a statewide performance measure as submitted by the Clerks:

	County	Division	Reason Code	Action Plan to Improve
1	Baker	Juvenile Delinquency	Staffing - Internal	Training New Employee
2	Brevard	Circuit Civil	Staffing - Internal	Furloughs from Summer just returning
3		County Civil	Staffing - Internal	Furloughs from Summer just returning
4	Broward	Probate	Staffing - Internal	Budget permitting, overtime will be utilized to improve timeliness
5		Family	Staffing - Internal	Filling vacant positions to address the workload.
6	Miami-Dade	Family	Staffing - Internal	Unable to meet standard due to reduced staff as a result of prior year's budget cuts
7	DeSoto	Juvenile Delinquency	Staffing - Internal	Training new clerk to help with juvenile division
8	Hillsborough	Circuit Criminal	Staffing - Internal	Actively recruiting to fill vacant positions when budgetary restraints allow.
9	Holmes	Circuit Criminal	Staffing - Internal	Workload and understaffed
10		Juvenile Delinquency	Staffing - Internal	Workload and understaffed
11	Lake	Probate	Staffing - Internal	Lack of staffing to keep workload current when regular staff members are out of the office.
12	Liberty	Juvenile Delinquency	Staffing - Internal	Juvenile Clerk also covers Felony, Probate and Child Support Courts, we do not have the staff to cross train.
13	Monroe	Circuit Civil	Staffing - Internal	Short Staff and new employees not trained
14	Polk	Circuit Civil	Staffing - Internal	Open positions are now filled - staff will be trained/cross-trained
15		County Civil	Staffing - Internal	Open positions are now filled - staff will be trained/cross-trained
16	Putnam	Circuit Criminal	Staffing - Internal	Training, learning curve, vacations
17		County Criminal	Staffing - Internal	Training, learning curve, vacations
18		Criminal Traffic	Staffing - Internal	New case/reopens high. Shifting resources and retraining as possible. Turnover continues. Uncompetitive in tight labor market; cannot increase pay rates or value of benefits with declining budget.

Statewide Performance by Court Division

Timeliness 1 – Filing New Cases

As shown below, 67.65% of action plans for Timeliness 1 (Filing new cases) were in the civil court divisions, accounting for 23 of the 34 action plans.

Timeliness 1 - Action Plans by Court Division

- Circuit Criminal, 3, 8.82%
- County Criminal, 1, 2.94%
- Juvenile Delinquency, 3, 8.82%
- Criminal Traffic, 4, 11.76%
- Circuit Civil, 7, 20.59%
- County Civil, 6, 17.65%
- Probate, 6, 17.65%
- Family, 3, 8.82%
- Juvenile Dependency, 1, 2.94%

13
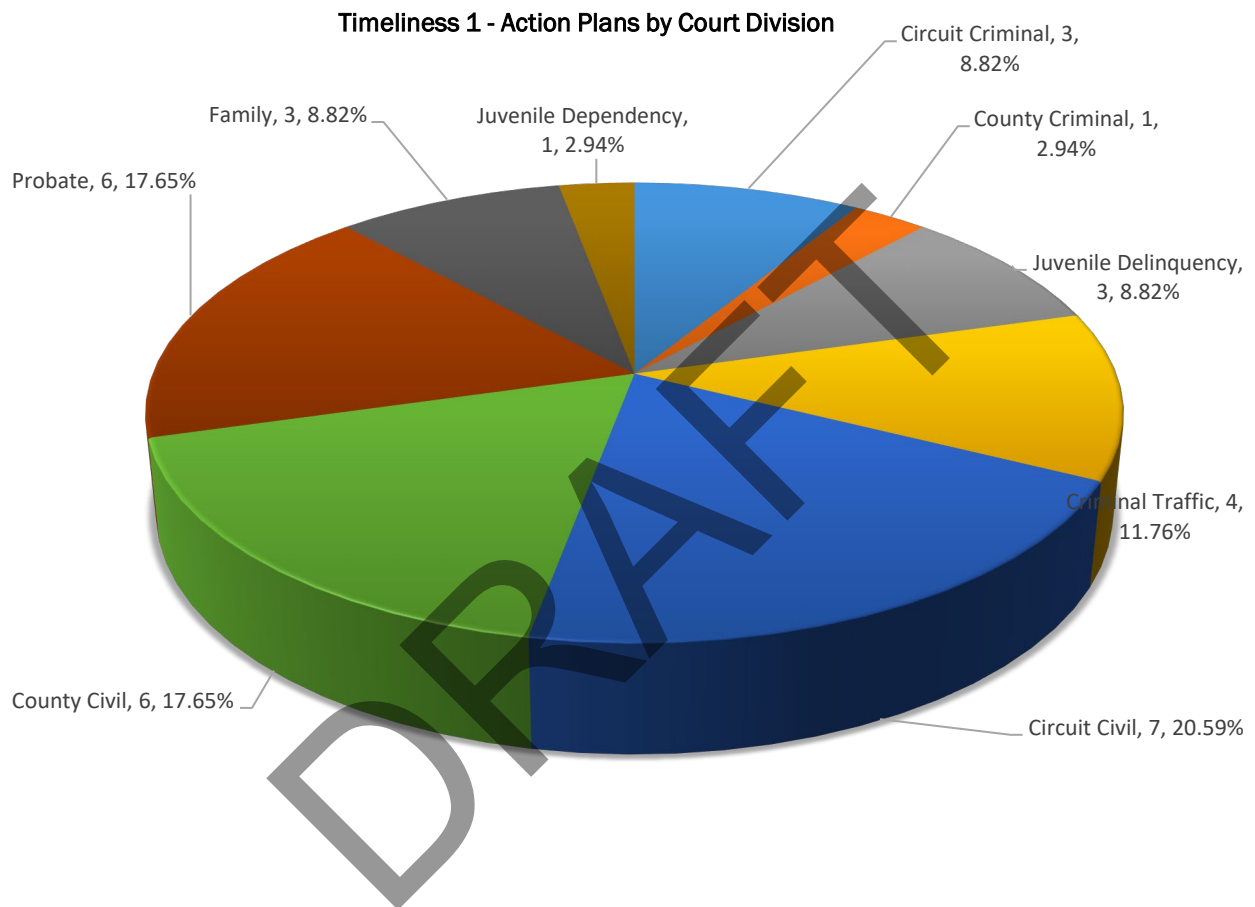
Timeliness 2 – Cases Docketed Timely

As shown below, 56.52% of action plans for docketing cases timely were in the criminal court divisions, accounting for 13 of the 23 action plans.

Timeliness 2 - Action Plans by Court Division
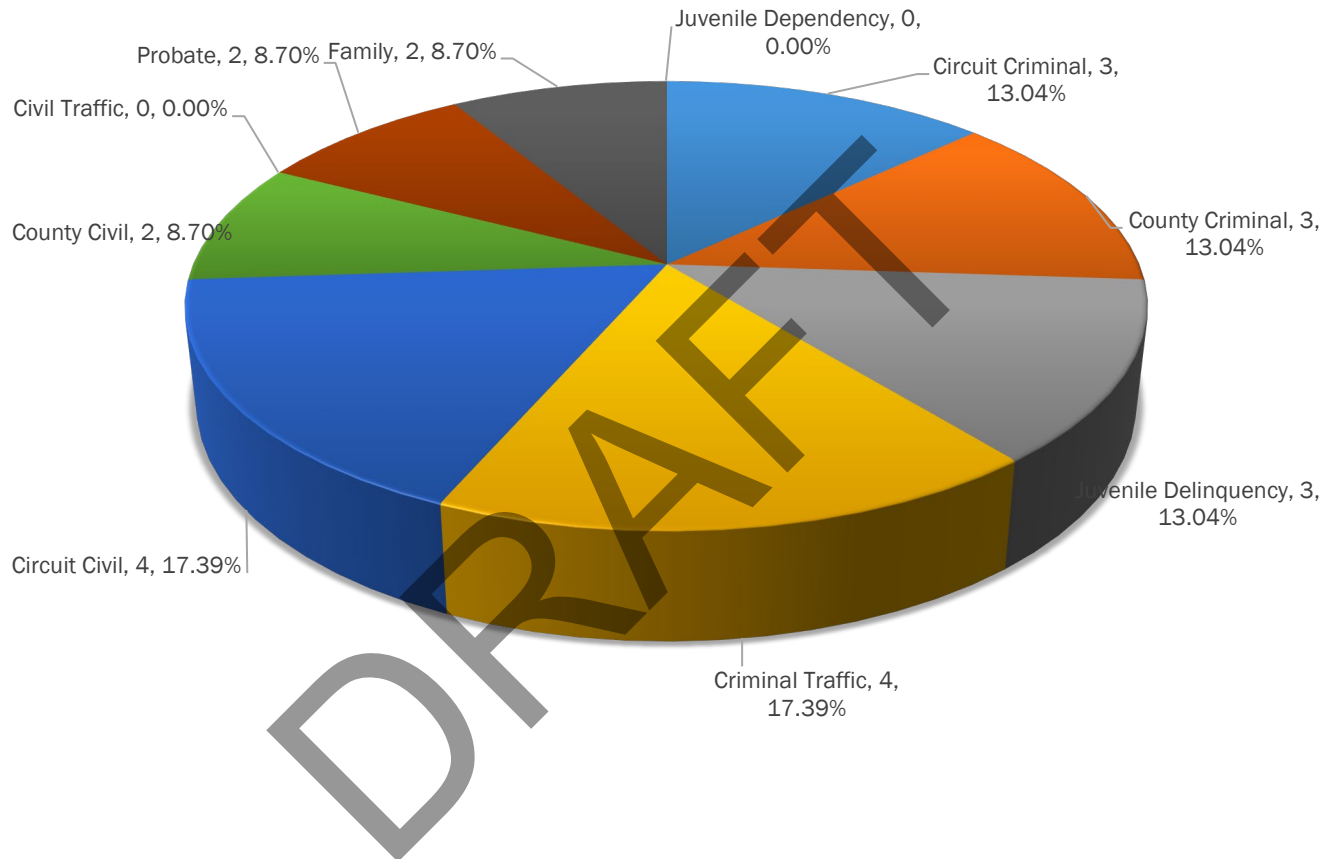
Historic Timeliness Rates

Timeliness 1 – Filing New Cases Timely

For Timeliness 1 (Filling New Cases), all court divisions are meeting the 80% standard. Circuit Civil rebounded from 3rd quarter lows to above 80%. Approximately 10,000 cases were filed timely this quarter, which was a 57% improvement from last quarter. However there were some slippages in the following divisions: Circuit Criminal, County Criminal, and Juvenile Dependency.

Time 1 Quarter 3 CFY 2017-18						
Court Division	CFY 2016-17 Year End	CFY 2017-18 1st Quarter	CFY 2017-18 2nd Quarter	CFY 2017-18 3rd Quarter	CFY 2017-18 4th Quarter	Standard
Circuit Criminal	94.46%	85.79%	87.50%	95.04%	92.46%	80.00%
County Criminal	95.48%	88.97%	89.10%	96.00%	94.34%	80.00%
Juvenile Delinquency	95.30%	86.24%	86.11%	93.41%	93.45%	80.00%
Criminal Traffic	92.97%	89.55%	91.95%	89.03%	95.46%	80.00%
Circuit Civil	84.79%	94.65%	87.39%	69.79%	87.36%	80.00%
County Civil	94.68%	86.82%	87.06%	87.46%	93.02%	80.00%
Civil Traffic	96.11%	97.79%	97.79%	92.89%	96.70%	80.00%
Probate	92.89%	85.41%	86.80%	93.67%	94.42%	80.00%
Family	96.04%	90.09%	89.53%	95.21%	95.76%	80.00%
Juvenile Dependency	95.99%	89.16%	89.55%	98.53%	83.27%	80.00%

Timeliness 2 - Cases Docketed Timely

For Timeliness 2, all court divisions are meeting the standard for entering dockets timely. Circuit Civil rebounded again from quarter 2, however it stays the lowest court division for docketing cases timely. There was a slight improvement in the criminal court divisions, while civil courts slipped slightly.

Time 2 Quarter 3 CFY 2017-18						
Court Division	CFY 2016-17 Year End	CFY 2017-18 1st Quarter	CFY 2017-18 2nd Quarter	CFY 2017-18 3rd Quarter	CFY 2017-18 4th Quarter	Standard
Circuit Criminal	94.71%	93.39%	94.70%	93.51%	92.64%	80.00%
County Criminal	94.86%	94.80%	94.91%	94.75%	94.72%	80.00%
Juvenile Delinquency	96.52%	96.14%	96.15%	94.99%	96.18%	80.00%
Criminal Traffic	95.52%	95.34%	95.63%	95.87%	96.02%	80.00%
Circuit Civil	94.51%	92.16%	89.45%	85.63%	89.97%	80.00%
County Civil	95.37%	97.01%	95.12%	93.60%	94.24%	80.00%
Civil Traffic	97.56%	94.82%	98.32%	98.59%	98.30%	80.00%
Probate	94.97%	90.80%	90.77%	94.76%	94.68%	80.00%
Family	93.09%	94.32%	94.97%	92.90%	91.61%	80.00%
Juvenile Dependency	93.49%	98.35%	95.08%	95.72%	95.63%	80.00%

JURY PAYMENT

Statewide Action Plans

Jury Payment - Statewide Action Plans

Below Standard
10.45%

At or Above Standard
89.55%

At or Above Standard	60
Below Standard	7
Total	67
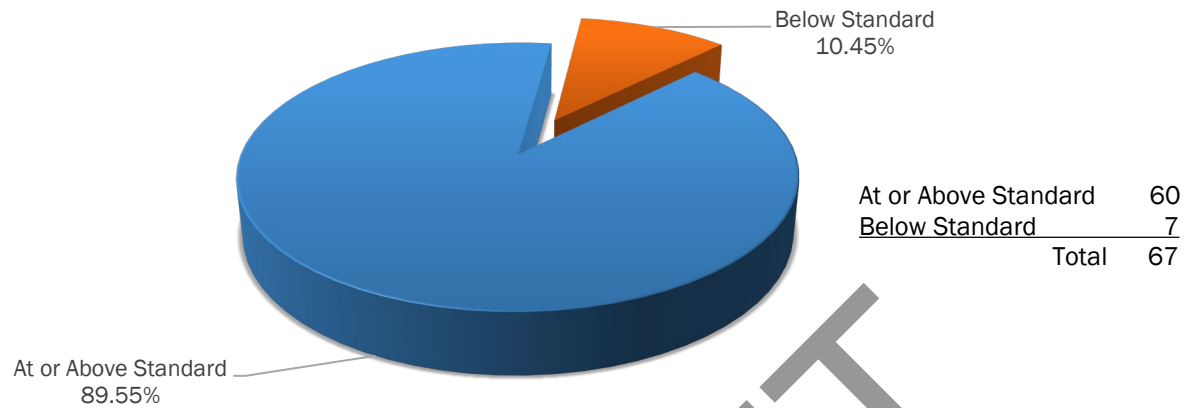
Jury Payment Action Plans by Reason Code

The performance standard for timely juror payment is 100% payment of jurors within 20 days of final jury attendance. Seven clerk offices did not meet the standard. Three of these offices cited procedure related reasons and four offices cited staffing related reasons for not meeting the performance standard.

Jury Payment Action Plans

County	Reason	Action Plan to Improve
Baker	Procedural	The Courts had us summons a jury and then did selections and had them return 2 weeks later
Bay	Systems	No Comments
Hendry	Other (Explain)	Better time management, Shorthanded - Jury Clerk handles multiple tasks, not just jury
Martin	Staffing - Workload	Work with Court Admin to add staff support for Sr. Judge
Okeechobee	Other (Explain)	4th Quarter payments issued timely is one payment short due to incorrect paperwork. The court clerk inadvertently missed indicating one day's presence for one juror. Once found, the payment was issued immediately
Pinellas	Other (Explain)	Civil Trials for one location wiped out for the month of June which affected the # of Juror timely payments.
Volusia	Late Report	Added reporting to outlook calendar

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Alachua			External							1
Baker	External						External			2
Bay	Internal	External	Internal			Internal	External			5
Bradford	Internal	Internal			Internal	Internal			Internal	5
Brevard		Internal			Internal					2
Broward		External	External				External			3
Calhoun		External					External			2
Charlotte		External					Internal			2
Citrus										0
Clay										0
Collier										0
Columbia	External	External					External			3
DeSoto		External					External			2
Dixie		Internal								1
Duval										0
Escambia	External	External	External				External			4
Flagler										0
Franklin										0
Gadsden	External						External			2
Gilchrist	External						External			2
Glades										0
Gulf	Internal					Internal				2
Hamilton										0
Hardee							External			1
Hendry	External									1
Hernando			External				External			2
Highlands	External									1
Hillsborough		External								1
Holmes	External	External					External			3
Indian River	External		External				External			3
Jackson										0
Jefferson	External						External			2
Lafayette		Internal		Internal						2
Lake										0
Lee	Internal	Internal	Internal							3
Leon										0
Levy		External			External		External			3
Liberty										0
Madison		Internal					Internal			2
Manatee										0
Marion										0
Martin		Internal								1
Miami-Dade										0
Monroe			External							1
Nassau										0
Okaloosa							External			1
Okeechobee	External	External	External				External			4
Orange		External	External				External			3
Osceola	External						External			2
Palm Beach		External	External							2
Pasco		External					Internal			2
Pinellas	Internal	Internal								2

Appendix A Collections Performance by Division CFY 2017-18 Quarter 4									
County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Polk	External	External					External			3
Putnam										0
Saint Johns							External			1
Saint Lucie	External	Internal					Internal			3
Santa Rosa							External			1
Sarasota										0
Seminole										0
Sumter										0
Suwannee	External									1
Taylor	External		External							2
Union										0
Volusia	External	External	External							3
Wakulla							External			1
Walton										0
Washington	External		External				External			3
Statewide	23	25	14	1	3	3	28	0	1	98
Internal Reasons	5	9	2	1	2	3	4	0	1	27
External Reasons	18	16	12	0	1	0	24	0	0	71

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	Appendix A Timeliness 1 - Filing New Cases by Division CFY 2017-18 Quarter 4									
County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua											0
Baker			Staffing - Internal								1
Bay											0
Bradford											0
Brevard					Staffing - Internal	Staffing - Internal					2
Broward								Staffing - Internal			1
Calhoun											0
Charlotte											0
Citrus	Staffing - External		Staffing - Internal	Staffing - External	Staffing - Internal	Staffing - Internal					5
Clay											0
Collier											0
Columbia											0
DeSoto					Staffing - Internal						1
Dixie											0
Duval											0
Escambia											0
Flagler											0
Franklin											0
Gadsden											0
Gilchrist											0
Glades											0
Gulf											0
Hamilton											0
Hardee											0
Hendry				Systems Conversions - Internal							1
Hernando		Staffing - External			Staffing - External					Staffing - External	3
Highlands					Systems Conversions - External						1
Hillsborough	Staffing - Internal										1
Holmes	Staffing - Internal										1
Indian River				Systems Conversions - External		Systems Conversions - External			Systems Conversions - External		3
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee								Staffing - Internal			1
Leon											0
Levy											0
Liberty				Staffing - Internal							1
Madison											0
Manatee											0
Marion											0
Martin											0
Miami-Dade											0
Monroe						Staffing - Internal	Staffing - Internal				2
Nassau											0
Okaloosa											0
Okeechobee			Staffing - Internal		Staffing - External	Staffing - External					3
Orange											0
Osceola											0

Appendix A Timeliness 1 - Filing New Cases by Division CFY 2017-18 Quarter 4											
County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Palm Beach											0
Pasco					Systems Conversions - External	Systems Conversions - External		Systems Conversions - External	Systems Conversions - External		4
Pinellas											0
Polk											0
Putnam								Staffing - Internal			1
Saint Johns											0
Saint Lucie											0
Santa Rosa											0
Sarasota											0
Seminole											0
Sumter											0
Suwannee											0
Taylor											0
Union											0
Volusia											0
Wakulla								Staffing - Internal	Staffing - Internal		2
Walton											0
Washington											0
Statewide	3	1	3	4	7	6	0	6	3	1	34
Internal Reasons	2	0	3	1	3	3	0	5	1	0	18
External Reasons	1	1	0	3	4	3	0	1	2	1	16

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	Appendix A Timeliness 2 - Cases Docketed by Division CFY 2017-18 Quarter 4										
County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua											
Baker											0
Bay			Staffing - Internal								1
Bradford											0
Brevard											0
Broward					Staffing - Internal	Staffing - Internal					2
Calhoun								Staffing - Internal	Staffing - Internal		2
Charlotte											0
Citrus											0
Clay											0
Collier		Systems Conversions - External		Systems Conversions - External							2
Columbia											0
DeSoto											0
Dixie									Staffing - Internal		1
Duval			Staffing - Internal								1
Escambia											0
Flagler											0
Franklin											0
Gadsden											0
Gilchrist											0
Glades											0
Gulf											0
Hamilton											0
Hardee											0
Hendry											0
Hernando											0
Highlands		Staffing - External		Staffing - External							2
Hillsborough					Systems Conversions - External						1
Holmes											0
Indian River	Staffing - Internal										1
Jackson	Staffing - Internal			Staffing - Internal							2
Jefferson											0
Lafayette											0
Lake											0
Lee											0
Leon								Staffing - Internal			1
Levy											0
Liberty											0
Madison											0
Manatee			Staffing - Internal								1
Marion											0
Martin											0
Miami-Dade											0
Monroe											0
Nassau					Staffing - Internal						1
Okaloosa											0
Okeechobee											0
Orange											0
Osceola											0
Palm Beach											0
Pasco											0
Pinellas											0

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County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Polk											0
Putnam					Staffing - Internal	Staffing - Internal					2
Saint Johns	Staffing - Internal	Staffing - Internal		Staffing - Internal							3
Saint Lucie											0
Santa Rosa											0
Sarasota											0
Seminole											0
Sumter											0
Suwannee											0
Taylor											0
Union											0
Volusia											0
Wakulla											0
Walton											0
Washington											0
Statewide	3	3	3	4	4	2	0	2	2	0	23
Internal Reasons	3	1	3	2	3	2	0	2	2	0	18
External Reasons	0	2	0	2	1	0	0	0	0	0	5

Appendix A
Timeliness 2 - Cases Docketed by Division
CFY 2017-18 Quarter 4

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<table>
<tr><td colspan="5" align="center">Appendix B
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2017-18 Quarter 4</td></tr>
<tr><td colspan="5" align="center">Collections</td></tr>
<tr><td></td><td>County</td><td>Division</td><td>Reason Code</td><td>Description</td></tr>
<tr><td>1</td><td>Alachua</td><td>Juvenile Delinquency</td><td>External</td><td>No comment provided.</td></tr>
<tr><td>2</td><td>Baker</td><td>Circuit Criminal</td><td>External</td><td>A drug trafficking amount is figured in this. Our defendants are sent to prison or placed on probation and fines are collected through probation. Our office does suspend DL and place Judgments against the defendants and set up payment plans when requested. We are open to any suggestions.</td></tr>
<tr><td>3</td><td></td><td>Civil Traffic</td><td>External</td><td>We D6 their DL weekly and forward all unpaid citations to the collections agency. We are open for any suggestions</td></tr>
<tr><td>4</td><td>Bay</td><td>County Criminal</td><td>External</td><td>Adjustments were made.</td></tr>
<tr><td>5</td><td></td><td>Civil Traffic</td><td>External</td><td>All attempts are made to collect.</td></tr>
<tr><td>6</td><td>Broward</td><td>County Criminal</td><td>External</td><td>Increases in the number of indigent defendants.</td></tr>
<tr><td>7</td><td></td><td>Juvenile Delinquency</td><td>External</td><td>Work with other governmental agencies and judiciary to improve collections of court ordered assessments.</td></tr>
<tr><td>8</td><td></td><td>Civil Traffic</td><td>External</td><td>Increases in the number of indigent defendants</td></tr>
<tr><td>9</td><td>Calhoun</td><td>County Criminal</td><td>External</td><td>$9257.70 of this money has been reduced to a civil judgment. We are working on collecting this money through the payment plan.</td></tr>
<tr><td>10</td><td></td><td>Civil Traffic</td><td>External</td><td>Continue to suspended driver license.</td></tr>
<tr><td>11</td><td>Charlotte</td><td>County Criminal</td><td>External</td><td>Collection Agency's are working to increase collections of old cases. Collections have improved.</td></tr>
<tr><td>12</td><td>Columbia</td><td>Circuit Criminal</td><td>External</td><td>Drug trafficking assessments are the reason this measure is not met.</td></tr>
<tr><td>13</td><td></td><td>County Criminal</td><td>External</td><td>The majority of these defendants are on probation.</td></tr>
<tr><td>14</td><td></td><td>Civil Traffic</td><td>External</td><td>We will continue to exhaust all collection efforts.</td></tr>
<tr><td>15</td><td>Miami-Dade</td><td>County Criminal</td><td>External</td><td>Due to our current economic conditions, many defendants are indigent or transient making collections efforts more difficult.</td></tr>
<tr><td>16</td><td></td><td>Civil Traffic</td><td>External</td><td>We have a significant number of payment plans which extend the time required for full collection. Additionally, a significant number of citations go to court which also delays collection times.</td></tr>
<tr><td>17</td><td>Duval</td><td>Circuit Criminal</td><td>External</td><td>Reviewing collection agency performance and other on-line payment options.</td></tr>
<tr><td>18</td><td></td><td>County Criminal</td><td>External</td><td>Reviewing collection agency performance and other on-line payment options.</td></tr>
<tr><td>19</td><td></td><td>Juvenile Delinquency</td><td>External</td><td>Reviewing collection agency performance and other on-line payment options.</td></tr>
<tr><td>20</td><td></td><td>Civil Traffic</td><td>External</td><td>Reviewing collection agency performance and other options to pay as well as enforcing 30 days to pay.</td></tr>
<tr><td>21</td><td>Franklin</td><td>Circuit Criminal</td><td>External</td><td>Franklin County is using all methods at our disposal to collect fees.</td></tr>
<tr><td>22</td><td></td><td>Civil Traffic</td><td>External</td><td>Franklin County is using all methods at our disposal to collect fees.</td></tr>
<tr><td>23</td><td>Gadsden</td><td>Circuit Criminal</td><td>External</td><td>Due to budget cuts this division lost a position and is under staffed. We will continue to attempt to meet the standard using the resources we have at our disposal.</td></tr>
<tr><td>24</td><td></td><td>Civil Traffic</td><td>External</td><td>we are a small office with a small staff. We will continue to attempt to meet the standard using the resources we have at our disposal.</td></tr>
<tr><td>25</td><td>Hamilton</td><td>Civil Traffic</td><td>External</td><td>We have changed collection agencies and are getting better results with the new agency.</td></tr>
<tr><td>26</td><td>Hardee</td><td>Circuit Criminal</td><td>External</td><td>Drug trafficking conviction. Defendant is incarcerated.</td></tr>
<tr><td>27</td><td>Hendry</td><td>Juvenile Delinquency</td><td>External</td><td>Community Service is usually chosen over making a payment</td></tr>
<tr><td>28</td><td></td><td>Civil Traffic</td><td>External</td><td>No comment provided.</td></tr>
<tr><td>29</td><td>Hernando</td><td>Circuit Criminal</td><td>External</td><td>The percent would be 12.13% without the effect of Drug Trafficking. Felons are locked up and unable to pay fines.</td></tr>
<tr><td>30</td><td>Highlands</td><td>County Criminal</td><td>External</td><td>Penn Credit & Sal Army still in the set up phase for ePayments.</td></tr>
<tr><td>31</td><td>Hillsborough</td><td>Circuit Criminal</td><td>External</td><td>Adjudication of 8 Drug Trafficking cases.</td></tr>
<tr><td>32</td><td></td><td>County Criminal</td><td>External</td><td>Unpaid balance notices sent. Transmission to Collection Agencies</td></tr>
<tr><td>33</td><td></td><td>Civil Traffic</td><td>External</td><td>Continued transmissions to Collection Agencies</td></tr>
<tr><td>34</td><td>Holmes</td><td>Circuit Criminal</td><td>External</td><td>Non-Payments, continuing to use our collections dept. by sending our due diligent letters and judgements.</td></tr>
<tr><td>35</td><td></td><td>Juvenile Delinquency</td><td>External</td><td>Clients are not paying. Can't start collections until client is 18 years old.</td></tr>
</table>

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36		Civil Traffic	External	Non-payment, currently sending letters from our inhouse collections department.
37	Jackson	Circuit Criminal	External	These individuals have been sentenced to prison. We do record liens and refer to a collection agency.
38		Civil Traffic	External	When a citation is not paid, we D6s and send the citation to collection agency.
39	Leon	County Criminal	External	Many of the County Criminal Cases involve defendants with lower compliance rates. To address this situation, Leon County is expanding compliance efforts to establish payment plans by meeting with defendants immediately upon leaving the court room. The focus of this effort is County Criminal.
40		Circuit Civil	External	Leon County uses all methods of collections available to them for collecting on these cases. License suspension and submission to Collection Agency are two methods used. Results of Collection Agency are outside of the 5 quarter accounting and are not credited to our collection rate. Leon County will continue to monitor this.
41		Civil Traffic	External	Leon County is within 99% of the performance standard and is actively working to meet the standard by using collection tools including on-line payment options, payment plans, DL suspensions for non-payment, and referral to collection agencies.
42	Monroe	Juvenile Delinquency	External	No comment provided.
43	Okaloosa	Civil Traffic	External	Due to unsustainable court funding, our ability to prioritize collections in this case type are constrained.
44	Okeechobee	Circuit Criminal	External	Cases will be sent to collections.
45		County Criminal	External	Cases will be sent to collections.
46		Juvenile Delinquency	External	Cases will be sent to collections.
47		Civil Traffic	External	Cases will be sent to collections.
48	Orange	County Criminal	External	We have never met this standard. The majority of our customers are on payment plans that extend beyond the 5 quarters of this report.
49		Juvenile Delinquency	External	juveniles do not pay amounts due and if they are on a payment plan, the plans extend beyond 5 quarters. Also, juvenile dollars are so immaterial, it is not worth pursuing.
50		Civil Traffic	External	a lot of out of state/out of country visitors who don't pay and a general disregard for paying traffic cases. People don't care if they have a DL suspension or not
51	Osceola	Circuit Criminal	External	Many of the Defendants with an outstanding balance are incarcerated.
52		Civil Traffic	External	We have a high percentage of tourist from out of state/out of country who don't pay. We have recently developed the technology to text and email reminders. We are continuing to work out the process in getting the phone numbers and emails.
53	Palm Beach	County Criminal	External	As more defendants are placed on court ordered payment plans, we expect to see an increase in the collections rate.
54		Juvenile Delinquency	External	Defendants placed on probation are not ordered to establish payment plans. Failure to pay as a condition of probation is usually converted to community service.
55	Pasco	County Criminal	External	Collections impacted by Hurricane Irma. On target to meet performance measure expectations in the next quarter.
56	Polk	Circuit Criminal	External	Customers are not paying.
57		County Criminal	External	Customers are not paying.
58		Civil Traffic	External	Customers are not paying.
59	Santa Rosa	Civil Traffic	External	Partial payment agreements can go up to 18 months which is outside the reporting time frame. Civil citation issued along with a criminal citation is held until the disposition of the civil citation.
60	Sarasota	Circuit Criminal	External	41% of the Circuit Criminal assessments ($345K) were from Drug Trafficking cases with high fine amounts. Collection rates on those cases was only 0.06%.
61	Seminole	Civil Traffic	External	Get additional funding.
62	Suwannee	Circuit Criminal	External	$250,000 of assessments were mandatory drug trafficking fines. Our collection rate would be 12.91% without these assessments.
63	Taylor	Circuit Criminal	External	Most defendants are in prison and can't pay.
64		Juvenile Delinquency	External	Juveniles that do not pay.
65	Volusia	Circuit Criminal	External	Increase in the number of late pay cases we are sending to collections.

			Appendix B
			Descriptions of External Factors for Not Meeting Performance Standards
			CFY 2017-18 Quarter 4
66		County Criminal	External	Increase in the number of late pay cases we are sending to collections.
67		Juvenile Delinquency	External	Increase in the number of late pay cases we are sending to collections.
68	Wakulla	Civil Traffic	External	Citizens are forgetting to pay and being D-6, some doing community service others are sent to collections.
69	Washington	Circuit Criminal	External	Incarceration, we have set up payment plans.
70		Juvenile Delinquency	External	Due to the age, we can only write letters for collections.
71		Civil Traffic	External	We have D-6 their Driver's License and sent them to the collection agency.

	Timeliness 1 - Filing New Cases			
	County	Division	Reason Code	Description
1	Citrus	Circuit Criminal	Staffing - External	Criminal processing staff covering court proceedings due to an additional judge being added with no funding for additional staff and increased case load in county criminal.
2		Criminal Traffic	Staffing - External	Criminal processing staff covering court proceedings due to an additional judge being added with no funding for additional staff.
3	Hendry	County Criminal	Staffing - External	Short-staffed, no OT allowed.
4		Circuit Civil	Staffing - External	Short-staffed, no OT allowed.
5		Juvenile Dependency	Staffing - External	No comment provided.
6	Hernando	Circuit Civil	Systems Conversions - External	Corrected % is 76.83%. Ongoing e-portal issues, training and staffing changes due to external budget constraints impacted this standard.
7	Holmes	Criminal Traffic	Systems Conversions - External	Due to reclassification of criminal cases the report is not pulling correctly. However, we had a total of 90 cases and completed 90 cases on the 3rd business day.
8		County Civil	Systems Conversions - External	Due to reclassification of criminal cases the report is not pulling correctly. However, we had a total of 76 cases and completed 76 cases on the 2nd business day.
9		Family	Systems Conversions - External	Due to reclassification of criminal cases the report is not pulling correctly. However, we had a total of 71 cases and completed 71 cases on the 3rd business day.
10	Okeechobee	Circuit Civil	Staffing - External	E-Portal corrections.
11		County Civil	Staffing - External	E-Portal corrections.
12	Pasco	Circuit Civil	Systems Conversions - External	No comment provided.
13		County Civil	Systems Conversions - External	No comment provided.
14		Probate	Systems Conversions - External	No comment provided.
15		Family	Systems Conversions - External	No comment provided.

	Timeliness 2 - Cases Docketed			
	County	Division	Reason Code	Description
1	Clay	County Criminal	Systems Conversions - External	CMS (Tyler Odyssey) has not updated this report to capture data appropriately based on sub-case changes.
2		Criminal Traffic	Systems Conversions - External	CMS (Tyler Odyssey) has not updated this report to capture data appropriately based on sub-case changes.
4	Hendry	County Criminal	Staffing-External	Short-staffed, no OT allowed.
5		Criminal Traffic	Staffing-External	Short-staffed, no OT allowed.
6	Hernando	Circuit Civil	Systems Conversions - External	Ongoing e-portal issues, training and staffing changes due to external budget constraints impacted this standard slightly.

Stacy Butterfield, CPA
POLK COUNTY
EXECUTIVE COUNCIL CHAIR

Tara S. Green
CLAY COUNTY
VICE-CHAIR

JD Peacock, II
OKALOOSA COUNTY
SECRETARY/TREASURER

JOHN CRAWFORD
NASSAU COUNTY

HARVEY RUVIN, ESQ.
MIAMI-DADE COUNTY

VACANT
HOUSE APPOINTEE

PAT FRANK
HILLSBOROUGH COUNTY

RON FICARROTTA
13TH JUDICIAL CIRCUIT JUDGE
SUPREME COURT APPOINTEE

JOHN DEW
EXECUTIVE DIRECTOR

TODD NEWTON
GILCHRIST COUNTY

KYLE HUDSON
HOLMES COUNTY
SENATE APPOINTEE

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PASCO COUNTY

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AGENDA ITEM 4

DATE: December 20, 2018
SUBJECT: Draft Annual Report
COUNCIL ACTION: Approve Chair or other Clerk to work with CCOC staff to finalize report

OVERVIEW:
Section 28.35(2)(h), F.S., requires as one of the duties of the CCOC the following:
"Preparing and submitting a report to the Governor, the President of the Senate, the Speaker of the House of Representatives, and the chairs of the legislative appropriations committees by January 1 of each year on the operations and activities of the corporation and detailing the budget development for the clerks of the court and the end-of-year reconciliation of actual expenditures versus projected expenditures for each clerk of court."

The following draft looks at the County Fiscal Year 17/18 budgetary process and operations of the CCOC in preparation of and during that budget cycle. The attached document is a draft which needs additional information and edits.

COUNCIL ACTION: Give authority to the Council Chair or other Clerk to work with staff during the next several days to finish the draft and be delivered by January 1, 2019.

LEAD STAFF: Jason Welty, Budget and Communications Director

ATTACHMENTS:
1. Draft CFY 2017-18 Annual Report

Our Mission: As a governmental organization created by the Legislature, we evaluate Clerks' court-related budgetary needs, and recommend the fair and equitable allocation of resources needed to sustain court operations.

COUNTY FISCAL YEAR 2017-18
ANNUAL REPORT

CONTENTS

MESSAGE FROM CCOC CHAIR

The Clerk of Court Operations Corporation (CCOC) is pleased present the County Fiscal Year 2017-18 Annual Report. As an integral part of the justice system, Florida's Clerks provide important services that affect public safety, commerce, and access to justice. As the statewide budget office of the 67 elected Clerks, the CCOC saw many positive trends for the budgets of the Clerks during CFY 2017-18, but it also saw the opportunity for additional improvements in the upcoming year.

For the first time in many years the Clerks were projected to have sufficient dollars to operate the approved budgets during the year. Therefore, there was no need to make mid-year budget reductions as had been done in previous years. This accomplishment was a result of new revenue streams provided by the Legislature and an increase in the number of revenues collected. However, the Clerks were not able to fully utilize the revenues collected and we hope to continue to work with the Legislature to allow the Clerks to serve the Citizens of Florida.

Clerks continue to confront a serious budget challenge that is affecting their ability to provide these critical core services to the public. This has been an ongoing problem. The current funding model is insufficient to support the critical duties of the Clerks' offices. This year, Clerks seek to partner with state policymakers on a solution which will help ensure that Clerks can provide these important services within our communities.

Clerks and the CCOC appreciate your leadership during these times, and we look forward to continuing to work closely with you on these issues during the upcoming year. If you have any questions or concerns, please let us know and we are happy to aid.

Sincerely,

Stacy Butterfield, CPA – Chair

Clerks of Court Operations Corporation

INTRODUCTION

The Florida Clerk of Court Operations Corporation (CCOC or Corporation) was established as a public corporation to perform the functions specified in sections 28.35, 28.36 and 28.37, Florida Statutes. All 67 clerks of the circuit court are by statute members of the CCOC. The Corporation members chose eight clerks to represent them based on population groupings. The Speaker of the House, the Senate President, and the Supreme Court Justice each appoints one member to the Council as representations of their organizations. The eleven individuals are members of the CCOC Executive Council whose duties are set forth in statute and pursuant to a Plan of Operations approved by the members. CCOC Staff, under the direction of the Executive Director as chosen by the Council, perform the day-to-day administrative, budget, and data-related functions necessary to carry out the duties of the Corporation. For more information, visit www.flccoc.org.

CCOC utilizes workgroups and committees to gather information, make recommendations, and to create processes to collect and analyze all the statutorily required information. Workgroups consist of Clerks and staff from various Clerk offices around the state. All staff are invited to take part in any workgroup meeting. Committees are made up of specific Clerks as appointed by the Executive Council. Proposals from a workgroup will pass to the relevant committee to be discussed and voted on before being passed to the Executive Council as a recommendation. The process is open to any and all participants. The current working committees include:

- Budget Committee
- Performance Improvement and Efficiency Committee
- Revenue Enhancement Committee
- Legislative Committee

As the statewide budget office for the Clerks of the Circuit Court, the Executive Council, working with the Budget Committee, is responsible for reviewing, certifying, and approving budgets for all 67 Clerks of the Circuit Court.

Through the Performance Improvement and Efficiency Committee, the CCOC developed the uniform system of performance measures and applicable standards. The CCOC monitors these performance measures on a quarterly basis. These measures and standards are designed to facilitate an objective determination of the performance of each clerk in fiscal management, operational efficiency, and effective collection of fines, fees, service charges, and court costs.

The Legislative Committee monitors legislation, completes fiscal analyses of legislative proposals, and responds to requests from the Legislature concerning the budget.

The Revenue Enhancement Committee makes recommendations on short-term funding solutions, such as adjustments to the fines, fees, and court costs in order to ensure there is adequate funding for court-related services. The Revenue Enhancement Committee is also developing recommendations for a new funding model that is not tied to the current revenue-limited model.

CFY 2017-18 STATUS UPDATE

County Fiscal Year (CFY) 2017-18 was an exciting and challenging year for the Clerks of Court Operations Corporation. Early in the year, due to Hurricane Irma, revenues came in much lower than projected. This led to concern that there would not be sufficient revenues to fund the Clerks' 17/18 approved budgets. Additionally, during that same time period the Legislature revised the Clerks' budget process and gave the CCOC new budgetary responsibilities. Despite the challenges, the CCOC met its statutory responsibilities, with the most important duty of approving the CFY 2018-19 budget for the state's 67 Clerks.

Before the CCOC could approve a new budget for CFY 2018-19, the Corporation had to close out the CFY 2017-18 fiscal year. In recent years, the end of the year has become a stressful time for the CCOC and the Clerks because revenues have not kept pace with the demand for services. In total, Clerks' budgets have been reduced by $48 million over the last 6 years. However, this was the first year on approximately ten years that revenue increased over the prior year.

An important function of the CCOC is to monitor and make projections of the available revenue that will be available for the Clerks. The downward trend of revenues that began in 2010 was a combination of revenues that never materialized, a decrease of the foreclosure backlog, and the continued deterioration of the number of civil traffic cases. However, the funding the Legislature provided in Ch. 2017-126 (SB 2506) helped diversify the Clerks' revenue streams and as a result, the new revenue helped stop the budget reductions for the Clerks. After the initial loss of revenues during the beginning of the CFY 2017-18 revenues picked up stronger than expected. Therefore CFY 2017-18 was the first year the Clerks did not have a threat of a budget reduction since 2008 and it was also the first year the Clerks had a surplus over the revenue-limited budget. However, that surplus was a complicated issue for the Clerks because there were many important public services the Clerks could have provided with the approximately $20 million surplus but statutory restrictions prevented those dollars from being fully utilized.

There is a combination of factors for the revenue growth in CFY 2017-18, driven primarily by an increase in filing fees and the new revenues provided by the legislature in Ch. 2017-126. The new revenues netted the Clerks approximately $19.6 million, however, the traditional revenue growth outpaced the new revenues and netted the Clerks over $25 million of new revenue. Filing fees in both the circuit and the county civil cases drove the growth in the traditional revenues. Circuit civil filings were up by 13.5 percent and county civil filings were up by almost 20 percent. Coupled with the new revenues, the year over year growth in revenue was $45.3 million.

Heading into CFY 2018-19 the Clerks' budget and the CCOC are well positioned to meet the revenue estimates for CFY 2018-19. The Clerks' current year (2018-19) approved revenue-limited budget is $424.6 million. This approved budget represents an increase of $14.9 million from the CFY 2017-18 budget.

CCOC BUDGET COMMITTEE

The CCOC Budget Committee consists of 14 Clerk members and is responsible for developing the budget deliberation process and making recommendations to the Executive Council for the budget allocations based on the revenue-limited model. This process is necessary for the CCOC to calculate the minimum amount of revenue necessary for each Clerk to efficiently perform specified court-related functions and apply workload measures appropriate for determining the individual level of review required to fund each Clerk's budget.

The CCOC Budget Committee met several times during the year to continue to address Clerks' budget issues and find ways to improve the process. The Budget Committee met on:

- March 15, 2017
- April 5, 2017
- May 12, 2017
- August 23, 2017
- December 12, 2017
- April 27, 2018
- August 21, 2108

Some of the major issues addressed this year by the CCOC Budget Committee include:

- Collecting Indigency Data
- Collecting Detailed Expenditure Data
- Approval of The Similarly Situated Clerks Groups
- Monitoring of Revenues and Clerk Trust Fund
- Continuing to Improve Clerk Budget Process
- Approval of New Budget Forms and Statewide Budget Form Training
- Potential Options for Addressing Declining Revenues
- Discussion of The Impact of Hurricane Irma
- Development of The Budget Process for The CFY 2018-19

The Article V Revenue Estimating Conference projects the total revenue available several times throughout the fiscal year. Once the CCOC sets the budget for each Clerk, the Corporation determines whether a Clerk is a "Funded" or a "Depository" Clerk.

Clerks who estimate that the projected revenues will be insufficient to meet the anticipated expenditures must report the revenue deficit to the Corporation. Clerks who estimate that projected revenues will be adequate to meet the anticipated expenditures are required to submit any such actual excess revenues to the Department of Revenue (DOR) to deposit in the Clerk of the Court Trust Fund. The Corporation verifies the revenue excess or deficit and notifies DOR that the specific Clerk is expected to make a payment to the Clerk of the Court Trust Fund or a Clerk is authorized to draw down revenues from the trust fund to cover the deficit.

For County Fiscal Year 2017-18, 40 of the 67 clerks were "funded" Clerks, meaning that they projected to generate less revenue than they need to cover expenditures and must draw down excess funds deposited into the Clerk of the Court Trust Fund. The remaining 27 Clerks were "depository" counties and were expected to provide excess revenue to assist the "funded" Clerks.

CHANGES TO THE BUDGET PROCESS

The Legislature made changes to the budget process during the 2017 Legislative Session and CFY 2017-18 was the first year of implementation of this new process. Prior to the passage of Ch. 2017-126, the Corporation submitted to the Legislative Budget Commission (LBC) the proposed budgets of the Clerks. While individual Clerk budgets may have revenue deficits, the Clerks' combined budgets had to be balanced and could not exceed the Article V Revenue Estimating Conference projection of Clerk revenues. The LBC had the authority to approve, disapprove, or amend and approve the total of the clerks' combined budgets or any individual clerk's budget.

The budget procedures did not permit the LBC to approve a budget in which the aggregate expenditures exceeded the Article V Revenue Estimating Conference revenue projection nor was the LBC allowed to approve additional resources to address Clerk deficits. The LBC was only able to approve increases to budgets to pay the cost of new or additional functions required by law or court rule or to support increases in the number of judges or magistrates authorized by the legislature.

However, after the passage of Ch. 2017-126, the process changed and required the Clerks of Court Operations Corporation to approve the Clerks' budgets instead of the LBC. Additionally, the bill required the CCOC to prepare an annual report on the operations and activities of the Corporation. It also requires the Corporation to detail the budget development for the Clerks and reconcile actual versus projected expenditures for each Clerk. The one thing that did not change as a result of Ch. 2017-126, was the limiting of the combined budgets of the Clerks to the revenue estimates established by the Revenue Estimating Conference.

Similar to the previous process, the new law permits the Corporation to improve increases and decreases to the Clerks' individual budgets to pay the cost of new or additional functions required by law or court rule or to support increases in the number of judges or magistrates authorized by the legislature.

CFY 2017-18 BUDGET DEVELOPMENT

After the Clerks submitted their budgets on June 1, the CCOC gave an analysis of the Clerks' proposed budgets to the Budget Committee including a cost comparison of similarly situated clerks of the court (via peer groups) and a base budget review and examination of the total budget of each Clerk.

For CFY 2017-18, the Budget Committee agreed to use a "weighted workload measure" approach to help determine which Clerks should be considered for additional budget authority. The intent of the workload measure and subsequent budget deliberation process was to provide a means to compare Clerks' budgets within peer groups. This process also provided an important opportunity to identify and quantify external local factors that increased costs for individual Clerk offices within peer groups. However, with declining revenues from CFY 2016-17, the process of providing additional authority in CFY 17/18 was not implemented due to the Clerks again facing a reduction in the statewide budget authority.

On July 31, 2017, the Article V Revenue Estimating Conference (REC) estimated the Clerks would have a statewide revenue total of $397.7 million. The CCOC Budget Committee utilized the REC estimate combined with the $11.7 million general revenue provided by the legislature for the cost of jury management to create a budget for each Clerk. The total aggregate budget for the Clerks was $409.4 million.
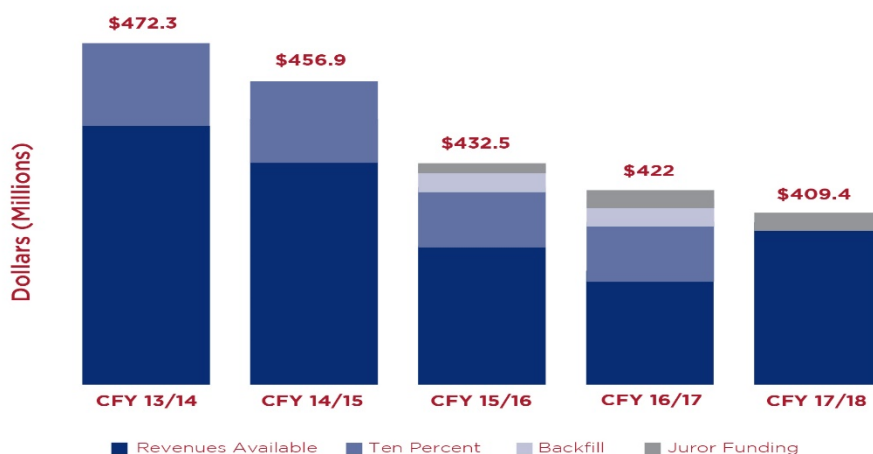
**Original approved budget was $447M. Clerks' budgets were reduced during the CFY as shown above.

The CCOC Budget Committee at their August 23, 2017 meeting approved individual budgets for Clerks to stay with the statewide allowable revenue projection of $409.4. The Executive Council accepted and approved the individual and statewide budget recommendation at their August 31, 2017 meeting. The CFY 2017-18 budget of $409.4 million was a reduction of $12.6 million from the CFY 2016-17 approved budget of $422 million due to less revenues projected by the REC. As in previous years, the public services provided by the Clerks required significantly more revenue than available. The $52 million gap between the services required and the budget available required the Clerks to cut services and reduce the budget request of $461.47 million, as shown below:

County Fiscal Year 2017-18 Budget Comparison					
REC Estimate for CFY 2017-18 (in millions)					
Fine and Forfeiture TF	$ 393.70				
Trust Fund Carry Forward (est.)	$ 4.00				
REC Subtotal	**$ 397.70**				
Jury Management (GR)	$ 11.70				
Total Revenue Available for CFY 2017-18	**$409.40**				
		Budget Gap	%	Difference from CFY 2016-17	%
CFY 2016-17 Budget Authority	$ 422.00	$ (12.60)	-2.99	N/A	N/A
CFY 2017-18 Budget Request		Budget Gap		Difference from CFY 2016-17 Budget Request	
Submitted Net Budget	$ 461.47	$ (52.07)		$ (4.53)	-0.97%
FTE (Full Time Equivalent Staff)					
	Net FTE Request	Funded			
CFY 2016-17 FTE	7,320.82	6,742.00			
CFY 2017-18 FTE	7,077.10				
Change +/-	(243.72)				

Once the budget authority and actual budget reduction amount were set, the Budget Committee developed a methodology to reduce the budgets from the $422 million to the $409.4 million. The methodology to reduce the budgets is outlined below:

- Start with CFY 2016-17 aggregate budget authority.
- Subtract CFY 2016-17 jury management amount to get aggregate budget authority minus jury total.
- Apply an across the board reduction of $12.6 million to the budget.
- Add back in CFY 2016-17 jury amounts to total $11.7 million appropriated.
- This amount provides the CFY 2017-18 Clerk budget authority by county.
- The net when jury is added back is a 2.99% across the board reduction that meet the $409.4 approved budget authority for CFY 2017-18.

CFY 2017-18 BUDGET DETAILS

The CFY 2017-18 budget did not have a great start. Hurricane Irma had a significant drag on revenue collection to begin the fiscal year. From September to December 2017, revenues were expected to be approximately $131.2 million but the Clerks were only able to collect $120.5 million leading to a $10.7 million shortfall. CCOC raised the specter of another possible mid-year budget reduction.

The January 11, 2018 Article V Revenue Estimating Conference lowered the recurring revenue projection by $3.6 million. The CCOC did not require the Clerks to cut their budgets because there were additional carry-forward revenues that were unexpended from CFY 2016-17. In the July REC, CCOC estimated there would be $4 million unexpended from CFY 2016-17, however after settle-up in December there was approximately $8 million. The unexpended revenue helped cover the expenses for the Clerks' budgets through the first quarter of the fiscal year when collections were lean. Revenues began to rebound in second quarter of the fiscal year and ultimately provided enough revenue to cover the original $397.7 million projection.

CCOC PERFORMANCE IMPROVEMENT AND EFFICIENCIES (PIE) COMMITTEE

The Performance Improvement and Efficiency (PIE) Committee has 3 key purposes for the CCOC.

- "P" – Performance: Florida Statutes requires the CCOC to develop a statewide set of performance measures. The current performance measures are: 1) collections 2) timeliness of cases filed and docketed 3) timeliness of juror payments and 4) fiscal management.

  The Committee's role is to review these measures and determine their relevancy to the Clerks' court-related services; amend them when applicable; and set standards to measure performance. The PIE Committee reviewed these measures and standards this year and made no changes. However, it is anticipated that new measures and standards will be developed in CFY 2018-19.

- "I" – Improvement: This function includes follow up on Clerk's current action plans when standards are not met to determine whether the steps taken will improve future performance. It is anticipated that with new measures and standards this may result also in additional action plans.

- "E" – Efficiency: This function of the PIE Committee includes identifying best practices for court-related services and developing effective means to communicate and share these practices among the Clerk's offices.

The CCOC PIE Committee has several workgroups that met throughout the year. Some of the major issues addressed this year by the CCOC PIE Committee and workgroups include:

- Court Services Framework – Updates from the 2018 Legislative Session

- Performance Measures
  - Development of new standards
  - Monitoring current standards
- Weighted Cases and Subcases
- Statewide Collections Initiative
- Modifying Outputs Form to Collect Risk Protection Orders
  - Creating an Interim Form for Risk Protection Orders
- Sunsetting the Contraband Report
- Training on the Civil Indigent Report Form

CLERKS OF THE CIRCUIT COURT

67
Consitutionally Elected Local Officials by County Citizens

NEARLY **1,000** STATUTORY DUTIES
Clerks Perform Nearly 1,000 Duties and Tasks to Serve the Public

Clerk of the Circuit Court

County Recorder

County CFO & Auditor

FLORIDA CLERKS OF COURT OPERATIONS CORP.

Created by the Florida Legislature

Responsible for:
Budget Review & Certification and Efficiency & Performance Review

Governed by Executive Council of Clerks, Legislative & Judicial Appointees

CCOC REVENUE ENHANCEMENT / NEW FUNDING MODEL COMMITTEE

The CCOC Revenue Enhancement/New Funding Model Committee was established to help develop a more sustainable funding model for Clerks. The Executive Council wanted to find a long-term funding solution for the Clerks and the committee was re-established in September 2017.

There was a short-term goal to present recommended solutions to the CCOC in 2018. The long-term goal will be to develop a case-based funding model to work in case types that have costs associated with them. The committee works closely with the PIE Committee and incorporates data from the outputs reports and budget information from the Budget Committee.

2018 LEGISLATIVE SESSION

During the 2018 Legislative Session, the Legislature passed several bills that impact the Clerks. Specifically, the Legislature created two new case types:

1. SB 7026 – Risk Protection Orders (RPO's) effective March 1.

2. HB 1059 – Injunction/vulnerable adults effective July 1.

RPO's

Chapter 2018-3 LOF, among other provisions, created s. 790.401, F.S. entitled "The Risk Protection Order Act." The new law created an action in the circuit courts that would allow a law enforcement officer or law enforcement agency to petition for a risk protection court order (RPO) to prevent a person from temporarily accessing firearms or ammunition.

Injunctions/vulnerable adults

Chapter 2018-100 created a new cause of action for an injunction prohibiting exploitation of a vulnerable adult. A vulnerable adult is a person 18 years of age or older whose ability to perform the normal activities of daily living, or whose ability to provide for his or her own care or protection, is impaired due to a physical or mental condition.

Additionally, the 2018 General Appropriations Act (GAA) provided proviso directing the Office of State Court Administrator (OSCA) to coordinate with the CCOC to procure an information technology platform to electronically transmit alert reminders and information to individuals involved in the criminal justice system. CCOC has been working with OSCA during the last few months and will continue to work with OSCA into CFY 2018-19 to fulfill the requirements of this proviso.

APPENDIX ONE – ACTUAL EXPENDITURES VS. PROJECTED EXPENDITURES

County Name	Actual Expenditures	Budget Authority
Alachua	$ 5,335,832.36	$ 5,427,160.00
Baker	$ 509,214.85	$ 586,898.00
Bay	$ 3,266,194.00	$ 3,266,194.00
Bradford	$ 619,855.00	$ 619,855.00
Brevard	$ 10,706,596.00	$ 10,706,596.00
Broward	$ 35,355,099.00	$ 35,355,099.00
Calhoun	$ 367,263.10	$ 391,728.00
Charlotte	$ 3,163,839.00	$ 3,163,839.00
Citrus	$ 2,111,017.00	$ 2,111,017.00
Clay	$ 3,054,471.00	$ 3,054,471.00
Collier	$ 5,078,592.84	$ 5,959,785.00
Columbia	$ 1,288,899.63	$ 1,356,276.00
Desoto	$ 700,317.00	$ 700,317.00
Dixie	$ 388,845.19	$ 425,421.00
Duval	$ 16,847,415.56	$ 16,941,238.00
Escambia	$ 5,704,155.23	$ 6,014,557.00
Flagler	$ 1,444,488.86	$ 1,536,516.00
Franklin	$ 498,168.32	$ 570,436.00
Gadsden	$ 1,020,599.00	$ 1,020,599.00
Gilchrist	$ 463,187.90	$ 471,197.00
Glades	$ 365,534.61	$ 464,281.00
Gulf	$ 404,548.32	$ 431,682.00
Hamilton	$ 416,882.00	$ 416,882.00
Hardee	$ 742,213.00	$ 742,213.00

County Name	Actual Expenditures	Budget Authority
Hendry	$ 950,835.00	$ 950,835.00
Hernando	$ 2,866,402.13	$ 3,091,748.00
Highlands	$ 1,624,549.70	$ 1,624,576.00
Hillsborough	$ 26,119,799.00	$ 27,022,786.00
Holmes	$ 546,603.00	$ 546,603.00
Indian River	$ 2,732,910.86	$ 2,735,025.00
Jackson	$ 731,991.31	$ 958,612.00
Jefferson	$ 380,348.91	$ 384,676.00
Lafayette	$ 260,685.00	$ 260,685.00
Lake	$ 5,106,228.00	$ 5,208,127.00
Lee	$ 10,509,383.34	$ 10,509,814.00
Leon	$ 5,038,504.70	$ 5,270,736.00
Levy	$ 814,923.48	$ 838,717.00
Liberty	$ 263,545.02	$ 265,218.00
Madison	$ 483,828.84	$ 491,524.00
Manatee	$ 4,909,488.28	$ 5,527,233.00
Marion	$ 5,561,034.40	$ 5,811,561.00
Martin	$ 2,974,367.14	$ 3,078,626.00
Miami-Dade	$ 65,205,550.00	$ 65,205,550.00
Monroe	$ 3,276,149.91	$ 3,161,505.00
Nassau	$ 1,328,195.33	$ 1,378,034.00
Okaloosa	$ 3,276,900.98	$ 3,276,901.00
Okeechobee	$ 1,046,129.00	$ 1,144,020.00
Orange	$ 26,005,902.51	$ 26,013,264.00
Osceola	$ 6,295,047.96	$ 6,295,048.00
Palm Beach	$ 27,713,415.43	$ 27,761,855.00

County Name	Actual Expenditures	Budget Authority
Pasco	$ 10,050,789.00	$ 10,050,789.00
Pinellas	$ 20,615,306.00	$ 20,615,306.00
Polk	$ 11,156,584.48	$ 11,147,555.00
Putnam	$ 1,673,718.00	$ 1,673,718.00
Saint Johns	$ 3,045,417.63	$ 3,279,461.00
Saint Lucie	$ 5,778,457.24	$ 6,208,721.00
Santa Rosa	$ 2,725,998.00	$ 2,725,998.00
Sarasota	$ 7,244,846.23	$ 7,283,758.00
Seminole	$ 7,949,356.67	$ 8,018,619.00
Sumter	$ 1,586,781.00	$ 1,586,781.00
Suwannee	$ 957,636.00	$ 957,636.00
Taylor	$ 478,489.15	$ 478,629.00
Union	$ 422,653.42	$ 397,598.00
Volusia	$ 9,766,606.14	$ 10,157,612.00
Wakulla	$ 587,638.00	$ 587,638.00
Walton	$ 1,456,682.15	$ 1,456,832.00
Washington	$ 525,813.00	$ 525,813.00
	$ 391,898,720.11	$ 397,700,000.00

Notes   Actual Expenditures may change during the settle up process

APPENDIX TWO – REVENUE BY COURT TYPE AND DISTRIBUTION DETAIL

Distribution of $744 Million in Revenues Collected by Clerks for SFY 2016-2017

State Trust Funds

1. Additional Court Costs TF	$ 9,003,630.11
2. Agriculatural Law Enforcement TF	$ 7,468.58
3. Alcoholic Beverage and TR	$ 3,013.21
4. Audit & Warrant Clearing TF	$ 1,310,533.32
5. Brains & Spiral Cord Injury Program TF	$ 6,774,128.13
6. Child Welfare Training TF	$ 1,688,574.04
7. Court Education	$ 2,692,843.74
8. Crime Stoppers	$ 3,970,014.37
9. Crimes Compensatioons TF	$ 15,170,769.92
10. DFS Admin TF	$ 1,730,597.00
11. DOH Emergency Medical Service	$ -
12. DFS Operating TF	$ 162,309.50
13. Displaced Homeworker TF	$ 2,016,459.33
14. DOE Grants And Donations TF	$ 118.86
15. Domestic Violence	$ 8,996,136.43
16. Ecosystem Mgmt & Restoration TF	$ 76.50
17. Emergency Medical TF	$ 8,890,678.11
18. Epilepsy Services TF	$ 544,337.83
19. FDLE Operating TF	$ 2,170,058.91
20. Forfeiture & Investigative Support TF	$ 89,083.04
21. FWC Operating TF	$ 30,974.63
22. Grants and Donations TF	$ 218,735.19
23. Inland Protection TF	2661.93
24. Internal Improvement TF	$ 1,500.00
25. JAC Grants and Donations TF	$ 13,687.58
26. Juvenile Welfare Training	$ 1,313,406.80
27. Law Enforcement Radio System TF	$ 4,317,661.57
28. Marine Resources Conversation TF	$ 495,879.42
29. Motor Vehicle License Clearing TF	$ 21,954,247.25
30. Nongame Wildlife TF	$ 1,242,233.91
31. Operations And Maintenance TF	$ 323,043.58
32. Planning and Evaluation TF	$ 1,114,347.53
33. Projects, Contracts & Grants	$ 11,458.84
34. Rape Crisis Program TF	$ 1,736,181.47
35. Solid Waste Management TF	$ 48,100.62
36. State Game TF	$ 66,834.13
37. State Transportation	$ 3,015.99
38. SWP Grants & Donations TF	$ 190,400.23
TF Total	$ 98,305,201.60

Pie chart values:
- State Courts $73.57
- Public Defender $18.69
- State Attorney $24.12
- State TF $98.31
- CCOC TF $374.53
- General Revenue Fund $135.11
- 10% Public Mod TF $19.47

REVENUES BY COURT TYPE

CLERK OF COURT
ANNUAL REVENUE AS COMPARED TO BUDGETED EXPENDITURES
COUNTY FISCAL YEAR 2016-17

$50.04M   **($102.53M)**   **$32.45M**

Dollars (Millions)

Civil Traffic: $101.80 / $51.76
Criminal: $76.95 / $179.48
Civil: $199.10 / $166.65

■ Actual Revenues   ■ Budgeted Expenditures

The above figures do not include revenues from 10% fines or related expenditures.

CFY 2016-17 BUDGET WORKFLOW

Budget Request Instructions Sent to all 67 Clerks

Clerks submit Budget Requests to CCOC by June 1st

Professional Analysis and Technical Reviews performed

A "Benchmark Budgeting & Case Weighting System" was used to compare each Clerk's Budget Request within Peer Groups

CCOC Budget Committee thoroughly reviewed each Clerk's request with particular focus on customer service workloads, increased cost areas, and measured performance results. Focus was placed on efficiency & revenue collection initiatives to minimize costs & maximize Trust Fund Collections. Clerks provided input & information during this review.

Budget Committee Hearings and Peer Group Discussion with all 67 Clerks took place during the month of July

CCOC Budget Committee made hard decisions, with input from Clerks, to cut requests as fairly as possible and with concern for customer impacts to stay within Trust Fund revenue forecasts.

CCOC Budget Committee approved Revenue Limited Budget Request to be submitted to the CCOC Executive Council

CCOC Executive Council reviewed the CCOC Budget Committee recommended Revenue Limited Budget Request and allowed additional input from Clerks.

If necessary, the CCOC/Clerks request Legislative action to cover critical costs unable to be supported by the Trust Fund.

CCOC submitted the LBC Budget Request on August 1 and will participate in the LBC Budgeting Process until an Approved Budget is available by October 1.

CCOC Executive Council approved Revenue Limited Budget Request to be submitted to the LBC

Budget Approval for all 67 Clerks is received

Clerks translate their "Approved Budget" into an "Operational Budget" to show the re-allocation of resources based on the approved budget amount.

CCOC monitors budgets (via reporting of actual expenditure and revenue information by Clerk(s); manages needed changes such as when actual Trust Fund revenue collections indicate budget revenues will not be realized and cuts are necessary in Clerks' budgets during the fiscal year.

APPENDIX FOUR – CCOC EXECUTIVE COUNCIL

The CCOC Executive Council is composed of eight Clerks of the Court elected by their fellow Clerks for a term of 2 years as well as representatives from the House, Senate, and Judicial branches as ex officio members. At a minimum they meet quarterly to discuss and make decisions regarding CCOC business and budgetary matters.

The Chair of the Executive Council establishes the Chairs of each CCOC Committee as described in the Plan of Operation.

Honorable Stacy Butterfield, CPA

Polk County Clerk & Comptroller

Chair

Population Group III

Honorable Tara Green

Clay County Clerk

Vice-Chair

Population Group II

Honorable JD Peacock, II

Okaloosa County Clerk & Comptroller

Secretary/Treasurer

Population Group II

[Honorable Harvey Ruvin, Esq.](#)

Miami-Dade County Clerk

Population Group IV

[Honorable Pat Frank](#)

Hillsborough County Clerk & Comptroller

Population Group IV

[Honorable Paula S. O'Neil, Ph.D](#)

Pasco County Clerk & Comptroller

Population Group III

[Honorable John Crawford](#)

Nassau County Clerk & Comptroller

Population Group I

[Honorable Todd Newton](#)

Gilchrist County Clerk & Comptroller

Population Group I

[Honorable Ronald Ficarrotta](#)

13th Judicial Circuit Judge

Judicial Staff Appointee

Honorable Kyle Hudson

Holmes County Clerk &
Comptroller

Florida Senate Appointee

VACANT

Florida House of
Representatives

Appointee