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KYLE HUDSON
HOLMES COUNTY
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VACANT
HOUSE APPOINTEE

JOHN DEW
EXECUTIVE DIRECTOR

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CCOC Request for Proposal (RFP) Clerks and Staff Revenue Collections Education, Training, and Compliance Services

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

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

This is an RFP to select service providers to meet the service needs of CCOC. This RFP consists of this transmittal only, and contains the instructions for the preparation of quotes, costs breakdown, and timeframe.

All question pertaining to this RFP should be submitted via email to jdew@flccoc.org. Questions and answers will be posted on the CCOC website.

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.

1.0 INTENT

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

John Dew, Executive Director
Florida CCOC
jdew@flccoc.org

2.0 SCOPE OF SERVICES

- 2.1 Development of a project plan for a Statewide revenue compliance program including such items as timelines, surveys, and CCOC directed documents and reports.
- 2.2 Regular communication with 67 Clerks of Court and staff on Revenue Compliance Improvement - calls, training tips, news on compliance, directed site visits.
- 2.3 Attendance at workgroups and conferences as jointly agreed upon by CCOC.
- 2.4 Review/audit current collections and best practices as directed for Clerk's offices and implementation of same to include training and tool review
- 2.5 Periodic reports shall be provided to the Executive Director of the CCOC as directed to include information on progress of implementation of revenue compliance programs within clerk's offices, percentage increase with new programs or procedures, etc.

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.
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- 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 and agreement with the vendor.

4.0 MINIMUM QUALIFICATIONS

- 4.1 Prior experience engaged in the practice of Revenue Collections for at least five (5) years prior to the date of responding to response date of this RFP.
- 4.2 This is a one-year contract. CCOC maintains the option to renew this contract for each of the two subsequent years (on a year to year basis) at the discretion of the CCOC and agreement of the vendor.
- 4.3 Evidence of Firm's qualifications and a least three (3) references shall be submitted. Failure to include this information may result in firm being found non-responsive.

5.0 REQUIREMENTS TO BE PROVIDED

- 5.1 **FORMAT AND NUMBER OF COPIES TO BE SUBMITTED:** In order to be considered for selection, Respondent must submit a complete response to this RFP. One (1) electronic copy of the proposal must be submitted via USB thumb drive, Dropbox or e-mail (only if under 10 MB).
- 5.2 Proposal shall be signed by the person authorized as the primary representative or officer.
- 5.3 Respondents shall include as part of their proposal responses to the following information at a minimum:
 - 5.3.1 Name, address, telephone number, etc. of the firm or person submitting the proposal;
 - 5.3.2 Qualifications, certifications, and educational professional resume of all persons that would provide services under any resulting contract;
 - 5.3.3 A straightforward, concise description of capabilities to satisfy the requirements of the RFP;

- 5.3.4 References; All Respondents shall include a list of a minimum of three (3) references, for similar services only, who could attest to the Respondent's knowledge, quality of work, timeliness, diligence, and flexibility. Include names, contact persons, and phone numbers of all references;
- 5.3.5 Fee schedule and rates – the cost to CCOC for the services offered; (1) including fees and hourly rates for travel and attending conferences or workshops, and rates for analyzing and/or working with individual clerk offices; hourly rate for all consulting services; and
- 5.3.6 A written description of any (i) litigation during the past five (5) years involving the Respondent or any person listed in the response relating to professional services, including a summary of the disposition of such matter or matters; and (ii) a list of any grievances filed within the past five (5) years against Respondent or any person listed in the response with any regulatory or judicial body, including a summary of the disposition of such matter or matters.

6.0 EVALUATION METHODOLOGY

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

7.0 EVALUATION CRITERIA

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

- 7.1 Flexibility/Understanding of Requirements (25 pts)–The degree to which the Respondent has responded to the purpose and scope of specifications – e.g., services to be provided – flexibility of Respondent to meet the CCOC needs, conformance in all material respects to this RFP, etc.
- 7.2 Capability (25 pts) – The Respondents that have the capability in all respects to perform fully the contract requirements and the moral and business integrity and reliability that will assure good faith

performance as required by these specifications. Also includes Respondent's capability and skill to provide the products or perform the services stated in these specifications.

7.3 Experience (25 pts) – Respondent's experience in providing the services as requested in these specifications.

7.4 Cost (25 pts) – 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 RFP. Failure to comply with this provision may result in the disqualification of that entity from this procurement process.

The CCOC reserves the right to reject any or all proposals, waive informalities, request additional information and to negotiate a contract with the most qualified firm for professional services at compensation which the agency determines is fair, competitive and reasonable.

9.0 CONTRACT

9.1 The successful firm 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 agree.

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

9.4 Cancellation of Contract – The CCOC shall have the right to cancel and terminate any contract(s), in part or in whole, for any reason or for no reason, without penalty, upon notice to the Contractor. Contractor shall not be entitled to lost profits or any further compensation not earned prior to the time of cancellation.

Calendar of Events		
Task	Date	Time
CCOC Release of RFP	3/15/2019	5:00 PM (EST)
Deadline to ask additional questions	3/22/2019	5:00 PM (EST)
RFP Due	3/29/2019	5:00 PM (EST)
Effective Contract Date	4/12/2019	5:00 PM (EST)
