



GUARDIANSHIP DATABASE DISCUSSION

July 5, 2022

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OKALOOSA COUNTY
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GUARDIANSHIP DATABASE UPDATE

July 5, 2022

Meeting: 2:00 PM, Eastern

WebEx Link: <https://flccoc.webex.com/flccoc/j.php?MTID=mae14e6a621cc962edeb4f98682b23d22>

Meeting Code: 2317 167 4757, Password: CCOC

Conference Call: 1-415-655-0001, Access Code: 2317 167 4757

- 1) Purpose of call.....Hon. Jeffrey Smith
- 2) Review CS/CS/HB 1349Jason Welty
- 3) Discussion on RFQ from vendors/budgetJohn Dew
 - a) A consultant would provide assistance in the development of the scope for the RFQ process to hire a vendor to develop the database. They would also assist in the review of the proposed bids provided to the CCOC.
 - b) We also need to consider if we need to hire a person or consultant to help manage the vendor awarded the project and later provide education to users.
- 4) Discuss Project Goals and Timelines
 - a) Identifying the Stakeholders
 - b) Establishment of a timetable with measurable outputs
- 5) Discuss possible oversight of project recommendations
 - a) Establishment of Operations Workgroup
 - b) Establishment of Technical Workgroup
 - c) Establishment of an administrative review process workgroup.
- 6) Other Business

(Note: This is not a Council, Committee, nor Workgroup meeting of the CCOC. The purpose is for communicating ideas for future meetings of the CCOC.)

CHAPTER 2022-218

Committee Substitute for Committee Substitute for Committee Substitute for House Bill No. 1349

An act relating to guardianship data transparency; creating s. 744.2112, F.S.; requiring the Florida Clerks of Court Operations Corporation and the clerks of court to establish a statewide database of guardianship data; providing requirements for the database; specifying restrictions on accessing the database; specifying duties of the corporation relating to uploading certain database information to a certain website and generating and publishing certain reports; providing requirements for the website; requiring the Office of Public and Professional Guardians to share certain data; requiring the corporation to compile and report certain data to the Office of Program Policy Analysis and Government Accountability (OPPAGA) at specified intervals; requiring certain data to be produced in a certain format; requiring OPPAGA to analyze data and prepare reports containing certain information; requiring such reports to be provided to the Governor and the Legislature at specified intervals; providing requirements and prohibitions of such reports; amending s. 744.2001, F.S.; requiring the office to publish online profiles of registered professional guardians on or before a certain date; requiring the online profiles to contain certain information; prohibiting the Department of Elderly Affairs from populating the profiles with certain information; authorizing the department to adopt rules; providing appropriations; providing an effective date.

Be It Enacted by the Legislature of the State of Florida:

Section 1. Section 744.2112, Florida Statutes, is created to read:

744.2112 Guardianship information and transparency.—

(1) The Florida Clerks of Court Operations Corporation and the clerks of court shall establish a statewide database of guardian and guardianship case information to facilitate improving court oversight of guardianship cases. The database may not be operational for end users until on or after July 1, 2023. The database must meet interoperability standards defined by the Florida Courts Technology Commission so that each circuit court can easily access the information for regular use in judicial proceedings under this chapter. The database must include, at a minimum, the following:

- (a) The registration status of each professional guardian.
- (b) The substantiated disciplinary history of each professional guardian.
- (c) The status of each guardian's compliance with the statutory qualifications for guardianship under s. 744.2003 or s. 744.3145.

(d) The status of statutorily required reports and submissions under chapter 744.

(2)(a) Except as provided under paragraph (3)(b), the database shall be accessible only by members of the judiciary, their direct staff, and court personnel and clerks of court personnel authorized by a judge to assist with guardianship matters. The database must restrict access to the information necessary to perform such individual's duties, but in no way restrict access by judges or magistrates.

(b) The database must be searchable by, at a minimum, the name of the petitioner, ward, guardian, and legal counsel for all parties; the demographic information of the ward; the location of the guardian's office; the name of the judge and the circuit in which the case is brought; and the number of wards served by each guardian, by ward county of residence.

(3) The Florida Clerks of Court Operations Corporation shall:

(a) Upload certain professional guardian information from the database to a webpage accessible to the general public in a searchable format. Such professional guardian information must be limited to the names of professional guardians and current data regarding the number of wards served by each guardian, the counties of residence of such wards and the number of wards residing in each county, and whether the wards are under limited or plenary guardianships. Personal identifying information of wards may not be included in the data that is searchable under this paragraph.

(b) Generate monthly reports of statewide, circuit-level, and county-level statistical data to provide assistance to the courts and the Department of Elderly Affairs and to provide transparency to the public and the Legislature regarding the state's guardianship system. The monthly reports shall include only aggregated and deidentified data. The Florida Clerks of Court Operations Corporation shall publish the statistical data reports monthly on the webpage under paragraph (a).

(c) Generate reports using information in the database at the request of the Legislature, the judiciary, or the Department of Elderly Affairs.

(4) The Office of Public and Professional Guardians is directed to share professional guardian registration and disciplinary action information for the purposes of this section.

(5)(a) Beginning July 1, 2024, and annually thereafter through July 1, 2027, the Florida Clerks of Court Operations Corporation must compile and report data collected by the clerks of court and the Department of Elderly Affairs and maintained in the database to the Office of Program Policy Analysis and Government Accountability (OPPAGA).

(b) OPPAGA must analyze the consolidated data compiled in accordance with paragraph (a) to evaluate trends in the use of guardianships in this state and to conduct a comparative analysis of guardianship laws in other

states. OPPAGA must consult with the Office of the State Courts Administrator, the Florida Clerks of Court Operations Corporation, the clerks of court, and the Department of Elderly Affairs during its analysis. OPPAGA shall submit a report containing its findings and recommendations to the Governor, the President of the Senate, and the Speaker of the House of Representatives by October 15, 2024, and annually thereafter through October 15, 2027.

(c) The data compiled and used for the reports required under this subsection must be produced in a statewide, circuit-level, and county-level statistical format. Such reports must include only aggregated and deidentified data and may not contain personal identifying information of wards.

Section 2. Subsection (7) is added to section 744.2001, Florida Statutes, to read:

744.2001 Office of Public and Professional Guardians.—There is created the Office of Public and Professional Guardians within the Department of Elderly Affairs.

(7)(a) On or before July 1, 2023, the Office of Public and Professional Guardians shall publish on its website a profile of each registered professional guardian. The profiles must be accessible and searchable by the public and must include, at a minimum, the following information:

1. The guardian’s name and business address.
2. Whether the guardian meets the education and bonding requirements under s. 744.2003.
3. The number and type of substantiated complaints against the guardian.
4. Any disciplinary actions taken by the Department of Elderly Affairs against the guardian.

(b) The Department of Elderly Affairs may not populate the professional guardian profiles with information from the database established in s. 744.2112.

(c) The Department of Elderly Affairs may adopt rules necessary to implement this subsection.

Section 3. For the 2022-2023 fiscal year, the sum of \$2,400,000 in nonrecurring funds is appropriated from the General Revenue Fund to the Justice Administrative Commission for distribution to the Florida Clerks of Court Operations Corporation for the purpose of implementing this act.

Section 4. For the 2022-2023 fiscal year, the sums of \$40,000 in recurring funds and \$300,000 in nonrecurring funds are appropriated from the

General Revenue Fund to the Department of Elderly Affairs for the purpose of implementing this act.

Section 5. This act shall take effect July 1, 2022.

Approved by the Governor June 24, 2022.

Filed in Office Secretary of State June 24, 2022.

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CCOC Request for Quote (RFQ) for Information Technology Consulting Services

The Clerks of Court Operations Corporation (“CCOC” or “Corporation”) is a legislatively created corporate entity established under Section 28.35, Florida Statutes. Its mission is to review and recommend Florida Clerk of Courts Article V court-related budgets and encourage the 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 more fully described below (hereinafter “Services”). This RFQ is intended to secure one or more qualified and affordable contractors to provide potentially all, part, or none of such services.

This is an RFQ to select service providers to meet the service needs of the CCOC. This RFQ consists of this transmittal only and contains the instructions for preparing proposals, cost breakdown, and timeframe. Costs breakdown in this proposal shall be based on deliverables.

Notice of Intent to BID (Attachment 1) shall be sent by email to John Dew at jdew@flccoc.org by 5:00 p.m. (EST) June 14, 2022.

All questions regarding this RFQ should be made via email to jdew@flccoc.org. In addition, questions and answers will be posted on the CCOC website.

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 costs. The Respondent's proposal should be prepared simply and economically. It should provide all the information pertinent to its qualifications that respond to the Scope of Services listed herein.
- 1.2 **POINT-OF-CONTACT:** The 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:

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

2.0 SCOPE OF SERVICES

Section 28.35, F.S. requires the CCOC to develop and track workload measures, budget information, and the expenditures and revenues of all sixty-seven clerks. Currently, we receive information via Excel spreadsheets and run macros with no database to analyze the information. Also, the Legislature this year requires that the CCOC develop a guardianship database. **Accordingly, the CCOC seeks responses from qualified vendors to be responsible for developing the process, forms, and documents to procure a vendor that will create the two databases. The vendor will also help evaluate respondents for the database procurements.** The first procurement is to design a database and user interface to collect and store all the monthly, quarterly, and annual reports required by the CCOC. The second procurement is a database for guardianship information, which will serve as a hub for an external-facing website available to the public and interface with the court's information system.

- 2.1 Create required reporting documents using MS Word, Excel, or other software assigned by the CCOC.
- 2.2 Create a project management portfolio as directed by the CCOC (ex., Project plans, task lists, risk assessments, issue documents, governance documents).
- 2.3 Conduct status meetings, project team meetings, and stakeholder meetings to better understand users' needs and expected outcomes for using the databases.
- 2.4 Assign, track, and monitor project activities using MS Word, Excel, or other software assigned by the CCOC.

- 2.5 Develop, using MS Word, Excel, or other software and provide weekly updates with current task status, project plans, and reports assigned by the CCOC.
- 2.6 Communicate either in meetings, verbally, via emails and in written formats with project teams and stakeholders as directed by the CCOC.
- 2.7 Perform analysis and produce project documents and briefings assigned by the CCOC.

3.0 SERVICES

- 3.1 Subcontracting of work under this RFQ/contract is not allowed.
- 3.2 There will be no guarantee of a minimum level of services acquired by the CCOC.
- 3.3 This is a six-month contract.

4.0 MINIMUM QUALIFICATIONS

The Contractor must possess the following minimum qualifications and experience:

- 4.1. 10 years of experience in managing information technology projects.
- 4.2. 10 years of experience in developing detailed project documentation for Executive Management.
- 4.3. 10 years of experience with change management procedures.
- 4.4. 10 years of experience with managing a mix of local/virtual teams.
- 4.5. 10 years of experience with management and facilitation of external stakeholder groups.

5.0 INFORMATION TO BE PROVIDED IN THE PROPOSAL

- 5.1 **FORMAT AND NUMBER OF COPIES TO BE SUBMITTED:** The Respondent must submit a complete response to this RFQ to be considered for selection. One (1) electronic copy must be submitted via USB thumb drive, Dropbox, or email (only if under 10 MB).
- 5.2 The quote shall be signed by the person authorized by 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 professional education 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 RFQ;
- 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 Cost schedule – (Attachment 2); 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**. An Evaluation Team will conduct evaluations. 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 to evaluate those Respondents to be considered. Respondents must address each evaluation criteria in the order listed and be specific in presenting their qualifications.

- 7.1 Flexibility/Understanding of Requirements – The degree to which the Respondent has responded to the purpose and scope of specifications – e.g., services to be provided – the flexibility of the Respondent to meet the CCOC needs, and conformance in all material respects to this RFQ, etc.
 - 7.2 Capability – The Respondents 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. It also includes the Respondent's capability and skill to provide the products or perform the services stated in these specifications.

7.3 Experience – Respondent's experience in providing the services requested in these specifications.

7.4 Cost – The Cost of the services to the CCOC

8.0 COMMUNICATION DURING EVALUATION

Under no circumstances shall a Respondent contact any representative of CCOC regarding this RFQ, other than as provided in Section 1.2. Failure to comply with this provision may disqualify that entity from this procurement process.

9.0 CONTRACT

9.1 The successful Contractor(s) will be required to enter into a contract with the CCOC. Any contract shall be in the contract format required by the CCOC.

9.2 Contract Term – This contract shall be for a primary term of six months.

9.3 The contract will be monitored for acceptable services rendered throughout the contract period. CCOC may require invoices and other documentation to support costs upon request.

9.4 Cancellation of Contract – The CCOC shall have the right to cancel and terminate any contract(s), in part or 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 before cancellation.

Calendar of Events		
Task	Date	Time
CCOC Release of RFQ	5/31/2022	5:00 PM EST
Letter of Intent to Bid Sent Electronically	6/14/2022	5:00 PM EST
Deadline to Protest RFQ Specifications and Ask Questions	6/14/2022	5:00 PM EST
Addenda Released if Necessary to Answer Questions	6/20/2022	5:00 PM EST
RFQ Proposal Due	6/27/2022	5:00 PM EST
Executive Council Approval	TBD	
Contract Start Date	TBD	

**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 Information Technology Consulting Services

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

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

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

Sincerely,

Name(Signature)

Date

Typed Name & Title of Representative

Typed Name of Company

**ATTACHMENT 2
Deliverable Cost Schedule**

Provide the combined costs for each report on the deliverables outlined in this RFQ for Information Technology Consulting Services.

Deliverable/costs

Deliverable Description	Total Cost
Develop Procurement for CCOC Internal Database	
Evaluate Proposals	
Develop Procurement for Guardianship Database	
Evaluate Proposals	
Other if applicable	
Total Costs	\$