



Sheriff Bob Gualtieri

Pinellas County Sheriff's Office

"Leading The Way For A Safer Pinellas"

REQUEST FOR PROPOSAL

R.F.P. 24-01 – INVENTORY MANAGEMENT SYSTEM (IMS)

DATE ISSUED: January 12, 2024

The Pinellas County Sheriff's Office is requesting proposals from qualified companies to provide an Inventory Management System (IMS) for the Pinellas County Sheriff's Office. Sealed proposals subject to the terms and conditions of this request will be received at the Purchasing Division, 14400 49th Street N., Door #FPW 4, Clearwater, FL 33762 until **March 5, 2024, at 3:00p.m. EST**. Only the names of the firms submitting proposals will be read aloud at the formal opening. Any proposals received after the specified date and time of the opening will not be considered.

The Sheriff is not an "agency" subject to the provisions of Florida Statute 287.057. The process the Sheriff's Office intends to use is attached to this letter.

A Virtual Non-Mandatory Pre-Proposal Conference will be held on February 2, 2024, at 9:00 a.m. EST. See paragraph 1.5 of Section A for further information concerning the conference.

To be eligible for consideration, the proposing firm must be capable of supplying the services as noted herein and must also meet the criteria outlined in this proposal.

No proposal may be withdrawn for a period of one hundred twenty (120) calendar days after the scheduled time for opening of proposals.

The Pinellas County Sheriff's Office reserves the right to reject any or all proposals received if it is felt to be in the best interest of the Sheriff to do so.

Best regards,

Eric Vincent,
Purchasing Manager

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SECTION A

GENERAL CONDITIONS

1.0 INTENT

The Pinellas County Sheriff's Office (PCSO) is requesting proposals from qualified vendors for the provision of an Inventory Management System (IMS). Proposal should include but not limited to all software, tools, applications, and implementation services. The successful proposer will deliver a new IMS to include all the necessary infrastructure, hardware, software, configuration, installation, operation, maintenance, and support and all other items necessary for a fully functional, administered, and managed Inventory Management System. The PCSO also expects vendors to discuss their timelines, plans for any internal/external system integrations, and disaster recovery.

1.1 CAUTION NOTICE

Any proposal submitted as a result of this Request for Proposal (R.F.P.) should advise, in writing, of any agreement or understanding currently in effect, or intended to compensate a third party for their efforts in securing the award of any contract resulting from this solicitation, i.e., consultants, lobbyists or other individuals not normally employed by the company submitting the proposal, in a sales capacity. Failure to reveal any such arrangement, irrespective if the compensation is monetary or otherwise, will be grounds to reject your proposal as irreparably defective and may eliminate you as a prospective contractor. Any contract awarded as a result of this R.F.P. where it is subsequently revealed the successful supplier did not provide notice of an agreement to compensate a third party for their assistance in securing the contract, will be grounds to terminate the contract.

1.2 PREPARATION OF PROPOSALS

1.2.1 Proposals to be submitted include one (1) signed original plus one (1) electronic version in Microsoft Word Office 2013 or later format in one document for the entire body of the proposal and one (1) electronic version in Microsoft Excel for the Attachment B – Requirements Matrix. Proposals must be in the Purchasing Division prior to the proposal opening time and date which is on **March 5, 2024, at 3:00 p.m. EST**. Proposals may be hand delivered or mailed VIA UPS OR FEDEX ONLY to the Pinellas County Sheriff's Office, Attn: FPW – Purchasing Division, 14400 49th Street N., Door #FPW 4, Clearwater, FL 33762. To prevent inadvertent opening, the *pre-addressed mailing label* provided with this package must be attached to the outside of your proposal envelope or box. Proposals received after proposal opening time will be returned unopened.

1.2.2 Proposal information shall be entered in blue or black ink or typewritten. Mistakes may be crossed out and corrections inserted before submission of your proposal. Corrections shall be initialed in blue or black ink by the person signing the proposal. The vendor is

responsible for any errors or omissions. Minor informalities or irregularities readily apparent from the proposal as submitted may be corrected at the discretion of the Sheriff.

1.2.3 Proposals must be signed by an authorized officer and employee of the vendor. Once received, proposals may not be withdrawn, changed, or modified. The individual signing the proposal must have legal authority to bind the vendor to a contract. Any proposal submitted by an agent shall have a current power of attorney attached, or other document that certifies the agent's authority to act on behalf of the vendor.

1.2.4 The following documents must be completed, signed, and included with your proposal response. Failure to comply may disqualify your proposal.

- A. Current Power of Attorney (if proposal is submitted by an agent)
- B. Addenda relative to this R.F.P.
- C. List of Subcontractors
- D. Project Team Structure Diagram
- E. Section D – Insurance and Indemnification Requirements [Documents]
- F. Section E – R.F.P. Response Form
- G. Section G – Federal Debarred List Certification Form
- H. Attachment A – Technical Architecture Survey
- I. Attachment B – IMS Requirements Matrix

1.2.5 All documents, reports, proposals, submittals, working papers, or other materials prepared by the vendor pursuant to this proposal will become the sole and exclusive property of the Pinellas County Sheriff and the public domain.. Vendors are advised that all information disclosed as part of the R.F.P. process is considered part of the public domain by the laws of the State of Florida. Vendors will not submit pages marked “proprietary” or otherwise restricted. The PCSO reserves the right to reproduce the submitted proposals for the purpose of evaluation.

1.3 INTERPRETATIONS/CLARIFICATIONS

No oral interpretations will be made to any vendor as to the meaning of any item(s) contained in this document. Every request for such an interpretation must be in writing via email only, addressed to Eric Vincent, Purchasing Manager at hvincent1@pcsonet.com. All pre-conference inquiries must be received no later than 5:00 p.m. on **January 19, 2024**, and all post-conference inquiries must be received no later than 5:00 p.m. on **February 16, 2024**. Significant interpretations or clarifications will be made by an addendum to the R.F.P. document, which will be sent as promptly as is practicable to all persons to whom the specifications have been issued by the Sheriff's Office. They will also be posted on the Purchasing Division's official website at <http://www.pcsoweb.com/administration/purchasing-materials/bid-schedule>. All such addenda

will become part of the contract documents. The Purchasing Division will not respond to questions received after the specified time frame.

It is incumbent upon the vendor to detail any/all deficiencies or oversights in the content of this R.F.P., and to incorporate them into their proposal. The PCSO will not be financially responsible for items not specifically detailed in any proposal submitted.

Information and data provided throughout this R.F.P. are believed to be reasonably accurate. The vendor should thoroughly acquaint themselves with the proposed project specifications, any addenda and all State statutes and regulations and accreditation standards relating to the execution of the proposal. The vendor will not be allowed additional compensation for their failure to be informed.

1.4 CONSIDERATION OF PROPOSALS

It is the Sheriff's intent to conduct a thorough evaluation of all proposals. However, in the interest of fairness, this review may require substantial time. Accordingly, proposals must be valid for a period of one hundred twenty (120) days from date of proposal due date.

1.5 NON-MANDATORY PRE-PROPOSAL CONFERENCE

Prospective vendors are invited to attend a Virtual Non-Mandatory Pre-Proposal Conference which will be held on **February 2, 2024, at 9:00 a.m. EST**. The purpose of this conference is to answer and explain any questions concerning the specifications of the R.F.P. Attendance must be confirmed by sending the names of the attendees via email only to Eric Vincent, Purchasing manager at hvincent1@pcsonet.com.

1.6 INSURANCE

The successful vendor(s) must provide a Certificate of Insurance in accordance with **Section D - Insurance Requirements** prior to execution of a contract or commencement of any work hereunder.

1.7 LICENSES AND PERMITS

Contractual services performed for the PCSO will require licenses and permits in the same manner as private projects within the county. The successful vendor(s) will be required to secure all licenses and permits at their own expense, and must comply with all applicable laws, regulations and codes as required by the State of Florida, Pinellas County, and the municipality of vendors' principal place of business.

The successful vendor(s) is required to fully comply with all federal and state laws, county and municipal ordinances and regulations in any manner affecting the performance of the work.

1.8 CONTRACT

After approval by the Sheriff of Pinellas County, a written contract or contracts (if services are provided by more than one vendor) incorporating the pertinent terms and conditions provided in the R.F.P. and IMS Requirements Matrix, plus the proposal submitted and other documents named

herein will be negotiated and executed between the successful vendor(s) and the PCSO. The laws of the State of Florida will govern in connection with the formation, performance, and the legal enforcement of any contract resulting from this R.F.P. Venue will be in Pinellas County, Florida or the Middle District of Florida. PCSO will not agree to an arbitration clause or to waive the right to trial by jury. All payment provisions will be in accordance with Fla. Stat. § 218.70, et. Seq., the Florida Local Government Prompt Payment Act. If the contract is to provide labor, supplies or services the provisions of § 448.095 Fla. Stat. will be included. The parties will expressly agree that the provisions of sovereign immunity found in § 768.28 Fla. Stat. will not be waived. Additional terms required in the resulting contract are further set forth herein.

1.9 GRIEVANCE TO CONTRACT/PURCHASING R.F.P. POLICY

Any complaint or grievance concerning a question of fact arising out of the R.F.P. process or award of this contract, not otherwise disposed of by agreement, must be submitted in writing and directed to the Purchasing Manager. The Purchasing Manager will review the submission and respond accordingly. If the vendor is dissatisfied with the response by the Purchasing Manager, the vendor may appeal in writing to the Sheriff of Pinellas County. The decision of the Sheriff in this matter will be final.

1.10 EXCEPTIONS TO CONDITIONS AND SPECIFICATIONS

1.10.1 The Sheriff’s Office may consider any specific exceptions to the required specifications and conditions of the Request for Proposal. All exceptions should be clearly identified as such on the proposal form or by separate enclosed correspondence. The nature of a Request for Proposal permits the Evaluation Committee to consider and accept these exceptions if solely within their judgment they are beneficial and in the best interest of the Sheriff’s Office and the intent of this proposal.

1.10.2 It is the intent of this Request for Proposal to receive competitive proposals. It is the responsibility of vendors who receive this Request for Proposal to advise the Purchasing Manager, in writing, of any language or requirements that may inadvertently restrict or limit competition to a single source.

1.11 RIGHTS OF PINELLAS COUNTY SHERIFF IN R.F.P. PROCESS

In addition to all other rights of the Sheriff’s Office under Florida law, the Sheriff’s Office specifically reserves the following:

1.11.1 The Pinellas County Sheriff’s Office reserves the right to rank and negotiate with firms. Negotiation with an individual vendor or vendors does not require negotiation with others.

1.11.2 The Pinellas County Sheriff’s Office reserves the right to select the proposal that it believes will serve the best interest of the Sheriff’s Office.

1.11.3 The Pinellas County Sheriff’s Office reserves the right to cancel the entire Request for Proposal.

- 1.11.4 The Pinellas County Sheriff's Office reserves the right to remedy or waive insignificant technical or immaterial errors in the Request for Proposal or in proposals submitted.
- 1.11.5 The Pinellas County Sheriff's Office reserves the right to request any necessary clarifications or proposal data without changing the terms of the proposal.
- 1.11.6 Vendors are hereby advised, although this solicitation permits discussions/negotiations, the Sheriff reserves the right to make an award without holding discussions. Therefore, vendors are cautioned to make their initial proposal a complete and thoughtfully prepared offer.
- 1.11.7 The Pinellas County Sheriff's Office reserves the right to adopt or use for its benefit, any concept, plan, or idea contained in any proposal.
- 1.11.8 The Pinellas County Sheriff's Office reserves the right to delay the scheduled due dates and start dates if necessary. There should be no additional costs assessed by vendor(s) due to these delays, should any occur.

1.12 DISQUALIFICATION/REJECTION OF PROPOSALS

- 1.12.1 The Pinellas County Sheriff reserves the right to disqualify proposals before or after opening with evidence of collusion, intent to defraud, or other illegal practices on the part of the vendor.
- 1.12.2 The Sheriff may reject a proposal if:
 - A. The vendor misstates or conceals any material fact in the proposal.
 - B. The proposal does not strictly conform to the law or requirements of the proposal.
- 1.12.3 The Sheriff may reject any or all proposals whenever it is deemed in the best interest of the PCSO to do so. He may reject any part of a proposal unless the proposal has been otherwise qualified by the vendor. He may also waive any minor informalities or irregularities.

1.13 VENDOR PRESENTATION

Selected vendors who have submitted responsive proposals may be asked to conduct a virtual evaluation committee presentation. Vendors will only be allowed to attend their own presentation and should be prepared to demonstrate all aspects of their service, to include, but not necessarily limited to software and other components of the system that are referenced in **Attachment B – IMS Requirements Matrix**. Changes to the proposal will not be permitted during any presentation.

1.14 BEST AND FINAL OFFER

The PCSO reserves the right to request Best and Final Offers and to enter competitive negotiations with selected vendors.

1.15 CONTRACT PERIOD

Any contract awarded as a result of this R.F.P. shall remain in effect for a period of five (5) years, unless an exception is notated. Contract start date will be the date of execution by both parties, or as specifically stated in said contract.

1.16 OPTION TO RENEW

Upon expiration of the initial five (5) year contract term, the contract will automatically renew in one (1) year increments unless terminated. If the parties agree upon a renewal term for a period other than one (1) year, the revised term will be memorialized in a signed amendment.

1.17 TERMINATION CLAUSE

The Pinellas County Sheriff, in his sole discretion, and with or without cause therefore, may terminate the contract at any time by giving written notice of such termination and specifying the effective date thereof, at least thirty (30) days before the effective date of such termination. Upon receipt of written notice of termination of the contract, the parties hereto shall mutually review, within thirty (30) days, all outstanding commitments, and other matters relative to the services contemplated by the contract.

1.18 TERMINATION FOR DEFAULT

The Sheriff's Office may, by written notice of default to the contractor, immediately terminate in whole or in part, the contract, should any one of the following circumstances occur:

1.18.1 If the contractor fails to perform the services as requested or specified within the time required therefore; or

1.18.2 If the contractor fails to perform, or adequately perform any of the other provisions of the contract and fails to commence and diligently and continuously pursue a cure within a period of five (5) days after receipt of notice of such defect or deficiency.

1.19 PAYMENTS/INVOICES

The contractor must provide invoicing for services with support documentation to demonstrate provision of services sufficient to meet the minimum requirements for fiscal accountability. It is the contractor's responsibility to submit accurate and timely invoices.

The contractor is responsible for immediately notifying the Purchasing Division of any company name change, which would cause invoicing to change from the name used at the time of award of contract. Payment will be made in arrears, in accordance with Fla. Stat. § 218.70, et. Seq., the Florida Local Government Prompt Payment Act.

1.20 FISCAL NON-FUNDING CLAUSE

In the event sufficient budgeted funds are not available for a new fiscal period, the Pinellas County Sheriff's Office will notify the contractor of such occurrence and contract will terminate on the last day of current fiscal period without penalty or expense to the PCSO.

1.21 ADDENDA

All vendors should acknowledge receipt of any addenda to this Request for Proposal. Addenda should be signed by the vendor and must be included with the proposal response. Failure to sign all addenda may render the proposal to be non-responsive.

Any related addenda to this R.F.P., including written answers to questions, will be sent as promptly as is practicable to all vendors to whom the specifications have been issued by the Sheriff's Office and will be posted on the Purchasing Division's official website at www.pcsoweb.com/administration/purchasing-materials/bid-schedule. It is recommended that any vendor submitting a proposal check the web site daily for addenda and updates after the release date. Vendors are required to print out, sign and return addenda acknowledgement(s) with their R.F.P.

1.22 CONTRACTOR'S PERSONNEL STANDARDS

1.22.1 The Pinellas County Sheriff requires personnel providing contract services within the jail to comply with background investigations and/or security checks. These background investigations may require the personnel to be fingerprinted and will be performed by the PCSO at no charge to the contractor. The PCSO reserves the right to disallow the use of any individual (under the terms of any contract awarded as a result of this R.F.P.) who is deemed to pose a security risk. The contractor(s) shall provide to the PCSO a written list of the names and addresses of all employees and the positions of said employees who are to perform the work outlined in the contract.

1.22.2 The contractor(s) shall comply with specific components of the *Prison Rape Elimination Act (PREA)*, to include hiring/promotional security practices, and training.

1.22.3 The contractor shall use all reasonable care consistent with its rights to manage and control its operation not to employ any persons, use any labor, use or have any equipment, or permit any condition to exist which may cause, or be conducive to, any complaint, trouble, dispute or controversy which interferes or is likely to interfere with the operation of the PCSO. The Pinellas County Sheriff will have and will exercise full and complete control over granting, denying, withholding, withdrawing, or terminating clearances.

1.22.4 The contractor must comply with all Federal, State and local laws, executive orders and rules and regulations applicable to the work.

1.22.5 Contractor's personnel must immediately report all accidents or unusual incidents occurring on PCSO premises to the appropriate Sheriff's designee. Unusual or catastrophic events involving personnel or equipment covered by the contract must, within three (3) business days, be followed by a written email notification to

Contractor@pcsonet.com detailing the circumstances surrounding the event and the actions taken or to be taken by the contractor.

1.22.6 E-verify. In accordance with Florida Statute §448.095, if this contract is to provide labor, supplies or services, Contractor agrees:

- (a) To registration and use of the E-Verify system to verify the work authorization status of all newly hired employees;
- (b) If a subcontractor provides labor, supplies or services for this contract, Contractor will obtain and maintain the required affidavit(s);
- (c) That if the resulting contract is terminated pursuant to this section it is not a breach of contract and shall not be considered as such; and
- (d) Contractor shall be liable for any additional costs incurred by the Sheriff as a result of a termination pursuant to this section.

1.23 SUBCONTRACTORS

The contractor will be fully responsible for all acts and omissions of subcontractors and of persons directly or indirectly employed by them and may be liable to the same extent as if they were employed by contractor. Nothing in the contract documents will create any contractual relationship between any subcontractor and the Sheriff's Office or any obligation on the part of the Sheriff's Office to pay or to see to the payment of any monies due any subcontractor, except as may otherwise be required by law. The Sheriff's Office may furnish to any subcontractor, to the extent practicable, evidence of amounts paid to the contractor for specific work completed. All vendors must include with their response a list of subcontractors to be used in the performance of the work requested. The contractor must assure that all subcontractors working on-site comply with security clearance requirements, and with the *Prison Rape Elimination Act* (PREA).

1.24 PRISON RAPE ELIMINATION ACT

1.24.1 Contractor shall not hire or promote anyone who may have contact with inmates, and shall not enlist the services of any employee or contractor who may have contact with inmates, who –

- A. Has engaged in sexual abuse in a prison, jail, lockup, community confinement facility, juvenile facility, or other institution (as defined in 42 U.S.C. 1997);
- B. Has been convicted of engaging or attempting to engage in sexual activity in the community facilitated by force, overt or implied threats of force, or coercion, or if the victim did not consent or was unable to consent or refused; or
- C. Has been civilly or administratively adjudicated to have engaged in the activity described in paragraph 1.25.1(B) of this section.

1.24.2 Contractor shall consider any incidents of sexual harassment in determining whether to hire or promote anyone, or to enlist the services of any contractor, who may have contact with inmates.

1.24.3 Before hiring new employees who may have contact with inmates, contractor shall:

- A. Perform a criminal background records check; and

- B.** Consistent with Federal, State, and local law, make its best effort to contact all prior institutional employers for information on substantiated allegations of sexual abuse or any resignation during a pending investigation of an allegation of sexual abuse.
- 1.24.4** Contractor shall also perform a criminal background records check before enlisting the services of any contractor who may have contact with inmates.
- 1.24.5** Contractor shall either conduct criminal background records checks at least every five (5) years of current employees and contractors who may have contact with inmates or have in place a system for otherwise capturing such information for current employees.
- 1.24.6** Contractor shall ask all applicants and employees who may have contact with inmates directly about previous misconduct described in paragraph 1.25.1(A-C) of this section in written applications or interviews for hiring or promotions and in any interviews or written self-evaluations conducted as part of reviews of current employees. Contractor shall also impose upon employees a continuing affirmative duty to disclose any such misconduct.
- 1.24.7** Material omissions regarding such misconduct, or the provision of materially false information, shall be grounds for termination.
- 1.24.8** Unless prohibited by law, contractor shall provide information on substantiated allegations of sexual abuse or sexual harassment involving a former employee upon receiving a request from an institutional employer for whom such employee has applied to work.

1.25 PUBLIC RECORDS LAW

Section 119.0701, Florida Statutes (2020) requires that all contractors comply with Florida’s public record laws with respect to services performed on behalf of the Sheriff. To the extent that statute is applicable to this R.F.P., the statute requires that contractors:

- 1.25.1** Keep and maintain public records required by the public agency to perform the service.
- 1.25.2** Upon request from the public agency’s custodian of public records, provide the public agency with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in this chapter or as otherwise provided by law.
- 1.25.3** Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the contractor does not transfer the records to the public agency.
- 1.25.4** Upon completion of the contract, transfer, at no cost, to the public agency all public records in possession of the contractor or keep and maintain public records required by the public agency to perform the service. If the contractor transfers all public records to the public agency upon completion of the contract, the contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the contractor keeps and maintains public records upon completion of the contract, the contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the public agency, upon request from

the public agency's custodian of public records, in a format that is compatible with the information technology systems of the public agency.

If the contractor has questions regarding the application of Chapter 119, Florida Statutes, to the contractor's duty to provide public records relating to this contract, contact the custodian of public records at:

**Pinellas County Sheriff's Office
10750 Ulmerton Rd., Largo, FL 33778
Ph.: 727-582-6200
contractor@pcsonet.com**

Failure to comply with these provisions is considered an immediate breach of contract.

1.26 ASSIGNMENT

The contractor will not assign, transfer, convey or otherwise dispose of this contract or any part thereof, or of its right title or interest therein, or its power to execute this contract or any amendment or modification hereto, to any person, company, or corporation, without prior written consent of the Sheriff or his designee. Sale of a majority of corporate stocks should be considered an assignment.

1.27 NOTICES

All notices required under the terms of this contract must be delivered by certified or registered mail with return receipt request to the physical address provided by each party.

1.28 PUBLIC ENTITY CRIMES

Vendors are directed to the Florida Public Entity Crime Act, §287.133, Florida Statutes, and the Sheriff's requirement that the successful vendor(s) comply with it in all respects prior to and during the term of this contract.

1.29 AMERICANS WITH DISABILITIES (ADA)

The Pinellas County Sheriff's Office complies with the ADA, and upon appropriate notification, will make reasonable accommodations to permit individuals with disabilities to participate in solicitations issued by this office.

1.30 INDEMNIFICATION, PATENTS & COPYRIGHTS

1.30.1 The first ten dollars (\$10) of compensation received by contractor shall hold harmless and indemnify the Sheriff. Contractor shall also pay all costs of defense including attorneys' fees, in connection with any and all suits, actions, demands, or claims of any kind relating to, arising out of, or resulting from the contractor's and the contractor's officers', employees', agents', or representatives' negligent acts, wrongful acts, omissions, or

performance or failure to perform the services, responsibilities, or duties the contractor has agreed to perform in the contract.

1.30.2 The contractor agrees to indemnify the Sheriff and hold him harmless from and against all claims, liability, loss, damage, or expense, including attorneys' fees, arising from or by reason of any actual or claimed trademark, patent or copyright infringement or litigation based thereon, used in the performance of this contract. If the contractor uses any design, device or materials covered by patent, trademark, or copyright, it shall be mutually understood and agreed without exception that the proposal prices shall include all royalties or costs arising from the use of such design, device or materials in any way involved in the work.

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SECTION B

SPECIFICATIONS

2.0 INTRODUCTION/CONCEPT

The Pinellas County Sheriff's Office (PCSO) is requesting proposals to provide an Inventory Management System (IMS) to the Purchasing Division of the PCSO.

A. BACKGROUND / KEY METRICS

To assist in preparation of the R.F.P., the following information is provided from statistics for January 2023 through December 2023:

- The PCSO's number of employees – base 2,900
- The PCSO's number of employees in a uniform position – 2,050
- The PCSO's number of stocked part numbers – 2,500
- The PCSO's number of stocked uniform part numbers – 1,600
- The PCSO's average inventory value - \$1.3M
- The PCSO's average annual number of issuances – 7,200
- The PCSO's average annual number of items issued – 148,000
- The PCSO's average annual number of stock purchase orders - 380

B. DESCRIPTION OF FACILITIES

The PCSO consists of 9 Bureaus, General Counsel, and the Department of Detention & Corrections:

- Fiscal Affairs
- Public Relations
- General Counsel
- Professional Standards
- Patrol Operations
- Investigative Operations
- Support Services
- Informational Technology (ITB)
- Judicial Operations
- Public Records Processing Unit (PRPU)
- Department of Detention & Corrections (DDC)

C. HARDWARE AND SOFTWARE

1. Vendor should either indicate it will supply all software, training, and configurations, of the new IMS necessary to meet the requirements of this R.F.P., including installation, training maintenance and support, or address how these will be fulfilled as part of the Response and the resulting contract.

2. Vendor maintains an adequate contact of support (as defined by PCSO) to facilitate repairs and system uptime.
3. All related software is ADA compliant and contain auditing and reporting capabilities.
4. A user-friendly dashboard allows for PCSO customizable views for system administration, ITS management, investigation, auditing, real time reporting and inquiries exportable to Excel.
5. Permission level restrictions are customizable by designated PCSO staff and are functional throughout all components of the software. Designated PCSO staff is able to allow/disallow and enable/disable permission settings based on the component and agency workflow.
6. All modules or system designs should support the ITIL v4 processes and best practice.
7. All the below modules are being considered; however, the minimum requirements are in bold font.

- **Advanced Inventory Management**
- **Detailed Uniform Item Tracking**
- **Order Management**
- **Advanced Reporting**
- **Spend Analysis**
- **Usage Analysis**
- **Hand Held Devices**
- **Asset Tracking**

D. INTERFACES

The proposed system requires that interfaces be constructed to the following data and systems.

- i. CitySuite
 - Financial and Procurement System
- ii. Sage People
 - HR system
- iii. Lansweeper
 - Discovery tool
- iv. Azure AD
 - Microsoft AD accounts, Inventory, and data

E. CUSTOM MODIFICATIONS IN ACCORDANCE WITH THE Attachment B - IMS REQUIREMENTS MATRIX

1. List the components and explain in detail the custom modifications referenced in *Attachment B – IMS Requirements Matrix* where the answer provided is “YES but requires customization and cost”.

2.1 OBJECTIVES

The objective of this project is to ensure the successful acquisition and implementation of a new Inventory Management System (IMS) for PCSO’s. The IMS will be utilized to manage inventory including running usage calculations, forecasting, replenishment and inventory

evaluations. Additionally, the IMS will be utilized to track issued equipment, manage orders and manage other agency assets. The following outlines the project's success criteria:

A. Advanced Inventory Management

- Live item status including on-hand, on-order and requested quantities.
- Live item calculations including but not limited to average usage, day on hand and average lead time.
- On hand quantities and dispersal rates are calculated in real time for each stocked item and displayable in various intervals, (days, months, years).
- Part classification includes fields for multiple levels of detail and drill down.
- Part classification includes parent / child relationship to track blank garments imprinted into multiple finished goods garments.
- Forecasting based on adjustable parameters to include desired number of days on hand, running average lead times, seasonality and usage trends.

B. Detailed Uniform Item Tracking

- Ability to view items issued to an employee.
- Ability to view list of all employees currently issued a specific item.
- Ability to record returned items.
- Ability to designate specific authorized uniform items by position.
- Based on employee's payroll number, system will designate what position employee holds and therefore what uniform items they are authorized to be issued including quantities and frequency of replacement items.
- System warns when an attempt is made to issue an unauthorized item to an employee including a replacement item that the employee is not yet eligible based on date of last issuance.
- System requires an override justification comment to proceed with an exception.

C. Order Management

- Ability for any employee to request stocked items.
- The solution will replace current SONET Uniform Requisitions and CitySuite Stock Requisition solutions.
- System will designate what position employee holds and therefore what uniform items they are authorized to be issued including quantities and frequency of replacement items.
- System warns when an attempt is made to issue an unauthorized item to an employee including a replacement item that the employee is not yet eligible for due to required minimum frequency.
- System requires an override justification comment to proceed with an exception and it is viewable and highlighted for approvers in workflow.
- Approvers in workflow can view full details of the requisition including override justification, item cost and total cost.
- Options to adjust workflow based on total cost, cost center/CoC approvals and what's being requested.
- Workflow covers the entire life cycle of requisition through to pick up and delivery.
- Workflow status is easily viewable by requester, approvers and purchasing.
- Workflow system and interface can easily add/edit workflow steps.

D. Information Technology

- The Solution implemented is based on an open Service-Oriented Architecture (SOA) and API that allows for easy application integration, reducing time and effort to develop and maintain system interfaces.
- End users and stakeholders are able to ‘self-serve’ for the majority of data query and report requests, reducing or eliminating dependence on IT for getting information needed from the system(s).
- Patches, upgrades, and standard maintenance can be done with a minimum amount or zero system downtime and little to no dependence on vendor support.
- The implemented solution and technology keeps pace with industry standards for Operating Systems, Internet browsers, and various hardware platforms allowing continual technology progress year over year.
- The Solution has adequate business continuity and disaster recovery capabilities to ensure timely restoration of services.
- All interfaces documented in requirements are fully integrated with the Solution. The functionality of all interfaces must be fully documented, according to PCSO Interface Documentation Standards.
- The technology operates with standards-based application programming interfaces that allow for easy integration, technology roadmaps that maintain pace with industry standards, and cost-effective, long-term sustainability of the platform.

E. Project General

- Completing the overall project within the designated timeframe.
- All modules should have the ability to download transactions and reports easily and successfully into Microsoft products as well as for the user to do ad hoc reporting.
- All modules should have the ability to import data from Excel or templates rather than through manual entry.

F. Implementation Project Plan

The vendor must provide PCSO with a detailed Implementation Project Plan that, at a minimum, will include the following components:

1. Project Background: This section should include a description of the project background.
2. Project Objectives: This section should include overall project objectives.
3. Project Deliverables and Milestones: This section should include a list of deliverables and milestones of the project, and with each deliverable or milestone this section should describe exactly how and what will be provided to meet the needs of PCSO.
4. Project Schedule (MS Project): This section of the Project Plan should identify the dates associated with deliverables and milestones of the Project Plan. In addition, the Project Plan should reflect project predecessors, successors, and dependencies.
5. Project assumptions and assumed responsibilities: This section should include a list of all the assumptions and assumed responsibilities regarding the vendor, project and PCSO.
6. Project Management Processes:
 - a) Resource Management: This section of the Project Plan should describe PCSO resources, vendor resources, and the overall project team structure and should include an organizational chart. Each role identified for the vendor, any subcontractors, and

PCSO should also include a description of the responsibilities related to the identified project role as well as the communication process for each party.

- b) **Scope Management:** This section of the Project Plan should describe the approach the vendor will use to manage project scope and the process used to request changes to project scope. It is PCSO's desire to use the proposed IMS system "as is", leveraging out-of-the-box, core system functionality, and as such any changes must be reviewed and approved by PCSO's Executive Project Team.
 - c) **Schedule Management:** This section of the Project Plan should describe the approach the vendor will use in order to manage the project schedule and the process used to submit requested changes to the schedule. The vendor must ensure that the project schedule is kept current and report any potential to miss projected milestones to PCSO.
 - d) **Risk Management:** This section of the Project Plan should describe the approach the vendor will use to document existing project risks, report them to the team, and provide recommendations for mitigating the risk.
 - e) **Quality Management:** This section of the Project Plan should describe the approach the vendor will use to assure that all written deliverables have received appropriate reviews for quality before being submitted to PCSO.
7. Project planning methodology for implementing any proposed third-party software. Methodology should include estimated timeframe, overview of phases and milestones, assumptions, and assumed responsibilities.

Changes to the Project in terms of Project Schedule, Assumptions, Responsibilities, Resources, Scope, Overall Plan, and Methodology should be first reviewed and approved by PCSO's Executive Project Team.

G. Implementation Methodology

The following issues may pose the highest levels of risk to PCSO's implementation project:

1. Business Process Workflows
2. Configuration of Groups and Permissions
3. Configuration of System Parameters
4. Data Interfaces
5. Data Conversion
6. Training

As part of the R.F.P. response, the vendor must provide a description of its proposed implementation methodology and how this methodology will mitigate risks associated with these items.

H. Project Team Organizational Structure

As part of the R.F.P. response, the vendor must specify all personnel required for each of the implementation stages, depicted in a Project Team Structure Diagram. The diagram should include (at a minimum) the following Key Personnel: Engagement Manager, Project Manager, Implementation functional area leads, and technical staff. Resumes are required for the Key Personnel project team members (and all additionally proposed project team members). Any

change of a Key Personnel supplied by the successful vendor after contract approval, must be reviewed and approved, in writing, by the PCSO.

1. Vendor Team Roles and Responsibilities

As part of the R.F.P. response, the vendor should provide a detailed explanation of the roles and responsibilities the vendor anticipates providing to address PCSO's requirements in this R.F.P. The vendor should clearly indicate which vendor staff member (either by name or position or team) will be responsible for the overall project and for each key role/responsibility within the project implementation plan. It is PCSO's expectation that the vendor will provide project management services related to the vendor's implementation approach. This will include but not be limited to, the development and maintenance of the deliverables, training, data conversion and testing services, maintaining detailed documentation of meetings, conference calls, tours, and plans, as well as serving as a single point of contact for PCSO's project manager. Vendors should keep this approach in mind as they develop their cost and project approach. It is expected the vendor will recommend and offer additional services such as business analysis or organizational change management for successful completion of the project. It is also expected that the vendor will have experience implementing large-scale projects and have worked within a detention and corrections or law enforcement and public sector environment.

The vendor should identify the total number of hours that members of their team will be involved in each phase of the project and estimate how many hours on-site for each phase. The Offer will provide hourly estimates by functional area for the below phases of the project:

- a) Requirements and Design
- b) Configuration and Setup
- c) Data Interfaces
- d) Data Conversion / Migration
- e) Quality Assurance & End-to-end Testing
- f) Implementation
- g) Training
- h) Project Closure

2. PCSO Team Roles and Responsibilities

As part of the R.F.P. response, the vendor should provide an anticipated representation of the resource requirements that will be expected of PCSO during this project. PCSO will provide the vendor with workspace, VPN access and trouble-shooting services for connectivity to the existing PCSO network. The vendor should identify the staffing requirements and total number of hours that members of PSCO team will be involved in each phase of the project. The Offer will provide hourly estimates by functional area for the below phases of the project:

- a) Requirements and Design

- b) Configuration and Setup
- c) Data Interfaces
- d) Data Conversion / Migration
- e) Quality Assurance & End-to-end Testing
- f) Implementation
- g) Training
- h) Project Closure

2.2 SCOPE OF SERVICES

A. Software Customization Plan

While it is PCSO’s intent to utilize the vendor system’s existing capabilities and embedded best-practice business processes, we recognize that we will have some critical work-processes that may require some amount of software customization or atypical system configuration. As part of this project plan, the vendor will provide a detailed software customization plan that includes anticipated customizations and their impact to the overall project schedule, budget, and final success. This software customization plan should describe the process that PCSO and the vendor will engage in for accepting the software modifications.

B. Data Conversion Plan

Based on the vendor's experience in the government and law enforcement segment, PCSO needs to know what best practices the vendor may recommend to convert valid data at a reasonable price (“reasonable” is defined as the cost of data conversion as a percentage of a total project cost).

Refer to “Table 1. – Existing Applications, Server/Database Type, and Vendor” below:

- 1. CitySuite existing Financial and Procurement System
 - Approximately 2,000 records

Table 1. – Existing Applications, Server/Database Type, and Vendor

Application	Server – Database	Vendor	# of Records	Total Disk Space
CitySuite	Windows Server - SQL D/B	BMC	178,950	20GB

Please describe your organization’s recommended approach toward migration and retention of legacy data.

It is anticipated that data conversion will occur when migrating to the new application. The vendor is expected to assist PCSO in the conversion of both electronic and manual data to the new system. As part of the R.F.P. response, the vendor must describe how all files will be converted to the proposed System. Vendor must identify approach developing the data conversion plan, and what processes will be undertaken by the vendor’s project team to convert existing data as well as to

interface with identified source systems. A conversion schedule should identify planned conversion steps, estimated hours, and what resources will be required (Client or vendor) for all pertinent legacy data. It is expected that PCSO will be responsible for data extraction from current systems and data scrubbing and that the vendor should be responsible for overall data conversion coordination, definition of file layouts, data import and validation into the new system(s).

C. Business Process Workflows

PCSO requires the vendor to identify the business process workflows that are included with the system implementation. To ensure the successful implementation of the system, assessment of the PCSO business processes “as-is” and future state is expected. The vendor should describe how various PCSO IMS processes are to be analyzed and implemented in the proposed system. Changes in business processes are expected to be incorporated into Section G. Organizational Change Management plans.

D. Report Development

For specific reporting requirements, it is anticipated that the vendor will develop reports required as part of the initial deployment of the system. The vendor is expected to provide specialized knowledge and information to PCSO staff during the development of needed reports, via technical training on the tools used for report development, database schema and architecture, and any other knowledge needed for PCSO staff to create and maintain future reports. Provide information on your reporting approach including:

1. Description of various methods of reporting including recommended reporting tools.
Refer and respond to Attachment A – Technical Architecture Survey
2. Methods for PCSO to identify, specify, and develop required custom PCSO reports during the implementation and ongoing, post-implementation reporting practices

E. Implementation Testing Plan

The selected vendor should provide a testing plan that describes all phases of testing; unit, system, interface, integration, regression, parallel, performance and user acceptance testing. Performance (volume/load) testing must ensure that whatever hardware & equipment solution is proposed that the software can adequately handle the volume, or the performance will be acceptable due to the proposed system providing proven results elsewhere. It is PCSO’s expectation that the testing plan govern all phases of the project and that the vendor will also participate with PCSO users by performing the following actions:

- Training/teaching proper use of the software
- Conducting testing
- Observing testing to assist with process clarification
- Analyzing testing results

F. Quality Assurance & Testing Plan

The selected vendor should develop a Quality Assurance Plan that describes how the desired levels of quality and software testing will be achieved through implementation. The Plan should identify

resources from both the vendor and PCSO who will be involved in the processes of quality planning, quality assurance and quality control regarding data, configuration, and software testing.

G. Organizational Change Management

Vendors should provide a description of their organizational change methodology during implementation and post-implementation.

The organizational change management plan should address:

1. Overall description of the organizational change management strategy during implementation and post implementation
2. Process for identifying organizational change management issues throughout the engagement
3. The roles and responsibilities of PCSO team, the vendor, and any 3rd parties performing organizational change management throughout the project
4. Strategy for communicating business process changes
5. Strategy for business process re-engineering
6. Tools and tactics for facilitating development of business process maps based upon best practices
7. Strategy for mitigating organizational change management issues
8. Optimum team design and governance design for a successful organizational change management program
9. Strategy and process regarding any change of a Key Personnel after contract approval

H. Contingency Plan

The selected vendor should, based on your experience with similar organizations, explain the extent to which PCSO should include a contingency factor for additional work effort in its project budget and staffing plan as a percentage of total cost and hours.

I. Interfaces

It is expected that information generally would need to be entered only once into the system. Modules within the system should be integrated in real-time with each other such that batch processes are not required to transfer information from one area of the system to another.

The selected vendor should provide the assumptions related to the work effort estimates for interfaces (e.g., the specific interfaces included in the work effort estimates). Also give a brief description of the interface development process including any special toolsets or user training that will be utilized for the process. Refer to Section 2.0 – D Interfaces for a listing and description of required interfaces.

J. Hardware, Equipment, and Technical Architecture

The selected vendor should provide requirements regarding sizing and performance of all hardware needed to implement the complete solution. The successful vendor shall be responsible for the satisfactory performance of software included in the proposal. The selected vendor shall provide an “as-built” architecture document that describes the completed IMS topology and

various systems interactions (preferably Visio diagram). Refer and respond to Attachment A – Technical Architecture Survey.

K. Pre- and Post-implementation Support Plan

The selected vendor must provide a Pre- and Post-implementation Plan that describes the approach to software support during the implementation and after go-live. Vendors should describe what level of support is available under their proposed fee structure. If varying levels of support are available, this section of the vendor’s response should clarify these potential services and highlight the level of support that has been proposed. Plan should address:

1. Post-implementation support (e.g., number of months of on-site support after go live)
2. Real time support (e.g., include toll-free support hotline, hours of operation, availability of hotline twenty-four (24) hours per day and seven (7) days per week)
3. Special plans defining “levels” of customer support. Define what level of support is being proposed
4. Additional consultants or personnel available for proposed support level
5. If there is to be any separate maintenance contract, vendor should attach an example of such contract with terms and conditions

L. Training Plan

It is PCSO’s intention that the selected vendor will coordinate the training of PCSO personnel in the use of their application and that satisfactory implementation of an approved training plan will be a key component of this project’s deliverables.

The selected vendor must provide a detailed plan for training. This Training Plan must include the following information:

1. The role and responsibility of the software and/or implementation vendor in the design and implementation of the training plan (e.g., development of customized training materials, delivering training to PCSO end-users)
2. The role and responsibility of PCSO staff in the design and implementation of the training plan
3. Overview of proposed training plan/strategy, including options for on-site or off-site training services, for the core project team, end-users, and technology personnel
4. Proposed training schedule for PCSO personnel of various user and interaction levels
5. Descriptions of classes/courses proposed in the training plan. The vendor should specify the unit of measure for its training, such as units, classes, or days, and define the hours associated with these units of measure. The vendor must be clear about exactly what training courses are included in the cost of the proposal.
6. The knowledge transfer strategy proposed by the software and/or implementation vendor to prepare PCSO staff to maintain the system after it is placed into production
7. Detailed description of system documentation and resources that will be included as part of the implementation by the vendor including, but not limited to, detailed system user manuals, “Quick Reference” guides, Online support, Help-Desk support, Entity Relationship Diagrams, user group community resources, and others as available

8. The ongoing training support post-implementation provided, should the software be upgraded and continue to change

M. Third-Party Products

The vendor should explicitly state the name of any third-party products that are part of the proposed solution to PCSO. For each third-party product there should be a statement about whether the vendor contract will encompass the third-party product and/or whether PCSO will have to contract on its own for the product. The successful vendor shall be responsible for the implementation, integration and the satisfactory performance of any third-party software included in the vendor's proposal. A proposal must describe any products, features or other value-added components recommended for use with the proposed system that have not been specifically requested in this R.F.P. The vendor should also provide proof that it has the ability to provide long-term support for the third-party software components of its system. Consideration of these product features or other value-added components will be given where they may be of value to PCSO. Vendors must include all cost of any third-party products, including the software license cost, maintenance, implementation, integration, training cost, estimated hardware costs, and any other related costs, including third-party software in the total cost of this proposal. Vendors must also include how many times they have integrated with the respective third-party products. The vendor must still meet all necessary Project Plan schedules, requirements, and abide by all of PCSO's R.F.P. requirements, regardless of whether they utilize a third-party product.

N. Application Hosting

PCSO will consider on-premises and hosted system offerings and requires that all options, web-based, on-premises, and hosted have information provided. The system will require to be used and designate use for internal agency along with several external agencies. All areas should be separated but can cofunction together. Reporting capabilities must be allowed to report on all or individual agencies. It is optional, but not mandatory, for vendors to provide information on both options as part of their R.F.P. response. If a vendor does propose an on-premises and/or hosted system, any differences between the systems must be stated in the appropriate sections of the response. In addition, please provide any associated costs with hosting services.

O. Contract Type & Pricing

1. This contract is a fixed price contract.
2. PCSO will not consider time and materials pricing. Vendor should provide firm and fixed pricing based on the functionality described. For each item, indicate if the cost is one-time, annual, or other.
3. The vendor should provide price information for each separate component of the proposed solution, as well as the costs of any modifications necessary to fully comply with the R.F.P. specifications.
4. In the event the product or service is provided at no additional cost, the item should be noted as "no charge" or words to that effect.
5. In the event the product or service is not being included in the vendor's proposal, the item should be noted as "no bid".
6. Vendors should provide all pricing alternatives in these cost sheets.

7. Vendors must provide prices in U.S. dollars.
8. Vendors should make clear the rationale and basis of calculation for all fees.
9. Vendors should show separate subtotals for the required elements of the proposed solution, and for any layers of optional elements.

P. Software License Costs

Software license costs include all costs related to licensing the software application and include third-party software license fees where applicable. In presented software license fees, the vendor must:

1. Explain all factors that could affect licensing fees.
2. Make clear what type of license is offered for each price (named user, concurrent user, installed copies, processor-based, or any other licensing method).
3. Indicate which product versions, operating platform(s), are included for each price.
4. Indicate whether a product is for “server” or “client,” as applicable.
5. Make clear the extent of any implementation services that are included in the license fees (installation, configuration, training, or any other services).

To the extent possible, the vendor should show any applicable discounts separately from the prices for products and services. PCSO requests that the vendor provides separate prices for each functional area/module in the proposed solution. In addition, PCSO expects software maintenance costs will not increase in the first five years upon live operation.

Q. Implementation Service Costs

Implementation service costs include all costs related to implementation, configuration, data conversion, customization, and training. Typically, implementation service costs are provided as “not to exceed” estimates and PCSO will be charged for services as incurred. PCSO will provide payments associated with software license fees and implementation on a milestone basis; Project Kick-Off, Initial System Implementation, Data Conversion Sign-off, Interface Testing Sign-off, Business Module Sign-off, and Final Acceptance of System.

It is important to note the following:

- PCSO will not consider time and materials pricing. Vendors must provide firm and fixed pricing based on the functionality described. For each item, indicate if the cost is one-time, annual, or other.
- The vendor should provide price information and details such as number of hours required for each separate component of the proposed solution, as well as the costs of any modifications.
- In the event the product or service is provided at no additional cost, the item should be noted as "no charge".
- In the event the product or service is not being included in the proposal, the item should be noted as "Not Included".
- Vendor should make clear the basis of calculation for all fees.

All travel, printing and other expense costs must be included in the vendor’s fixed price cost. PCSO will not make a separate payment for reimbursable expenses. Per Force Majeure, PCSO will not be liable for additional travel costs incurred due for any reason outside PCSO’s control.

R. Annual Maintenance Costs

Annual maintenance costs include the annual maintenance and support fees for the application environment. For example, the annual maintenance fees associated with a particular module will be paid upon PCSO acceptance of the project phase associated with that module. PCSO will not pay maintenance fees on functional areas until PCSO sign-off has been provided to approve live operation for one year after go live. PCSO expects software maintenance costs will not increase in the first five years upon live operation.

S. Client References & On Site / Virtual Visits

The vendor must provide at least five references from clients where they have successfully supplied and installed an IMS system and are similar in size and complexity to PCSO, especially in Florida. In addition, PCSO requests a listing of all government and law enforcement clients. References must include clients using current versions of the solution or the version(s) being proposed as part of the R.F.P. response.

T. Exceptions and Deviations

If the vendor finds it impossible or impractical to adhere to any portion of these specifications and all attachments, it must be so stated in its proposal, with all deviations grouped together in a section entitled, “exceptions/deviations from proposal requirements” and submitted with the R.F.P. Response Form. This section will be all-inclusive and will contain a definition statement of each and every objection or deviation with adherence to specific R.F.P. sections. Objections or deviations expressed only in other parts of the proposal, either directly or by implication, will not be accepted as deviations, and the vendor, in submitting a proposal, will accept this stipulation without recourse.

2.3

R.F.P. SCHEDULE

Distribution of Request for Proposals	January 12, 2024
Pre-Conference Questions Due from Vendors	January 19, 2024
Pre-Conference Response to Questions Posted	January 25, 2024
Virtual Non-Mandatory Pre-Proposal Conference	February 2, 2024
Post-Conference Questions Due from Vendors	February 16, 2024
Post-Conference Response to Questions Posted	February 23, 2024
Proposal Due	March 5, 2024
Proposal Submissions Review by Committee	March 26, 2024
Virtual Vendor Demonstrations Complete	April 26, 2024

Vendor Reference Checks Complete	May 24, 2024
Vendor Notice of Award	June 24, 2024
Contract Negotiations Complete / Contract Execution Date	August 23, 2024
Contract Work Begins / Kick-Off	September 13, 2024

2.4 AWARD AND EVALUATION

A. EVALUATION COMMITTEE

Subject to the rights and limitations set forth above, the PCSO intends those qualifying proposals will be reviewed by an Evaluation Committee. The Contract will be awarded to that vendor whose proposal conforms to the R.F.P., best meets the needs of the PCSO as reflected by the requirements of this R.F.P., and evaluation criteria and scoring stated below.

The PCSO reserves the right to conduct interviews/discussions with vendors who have been identified as potential candidates for contract award. The purpose of the interviews/discussions will be to ensure full understanding of, and responsiveness to, the project requirements.

B. EVALUATION CRITERIA

C. This section specifies the criteria that will be used by the PCSO to evaluate and score responsive and qualified proposals. Vendors should include sufficient information to allow the PCSO to thoroughly evaluate and score their proposals.

The following criteria will be used to evaluate R.F.P. responses and to make a recommendation for award to the Pinellas County Sheriff:

Evaluation Criteria	Weight
Vendor Related Information	10%
Technology Requirements	20%
Implementation Services	20%
Functional Requirements	40%
Pricing, Cost Elements and Total Five-Year Cost	10%
Total:	100%

D. POST-PROPOSAL DISCUSSIONS WITH VENDORS

The PCSO reserves the right to conduct post-closing discussions with any vendor who has a realistic possibility of a contract award including, but not limited to: request for additional information, photographs or walk-throughs of similar projects for which the vendor has designed and provided equipment, competitive negotiations, and best and final offers.

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SECTION C

PROPOSAL FORMAT

To enable the Evaluation Committee to fairly evaluate each proposal, vendor should use the following proposal format. One (1) signed original proposal on paper plus one (1) electronic copy as follows: one (1) Word document that includes the entire proposal except for the Attachment B – Capability Matrix which should be provided in one (1) Excel spreadsheet using the form provided with the RFP. Please include the following information with your proposal response **in the order listed**:

1. **Transmittal Letter:** The transmittal letter should be brief and must be signed by a person authorized to commit the organization to perform the work specified in the R.F.P. It should identify all materials and enclosures that comprise the proposal. The letter must also identify the individual who will serve as the vendor's representative in all matters relating to this R.F.P.
2. **Table of Contents:** The vendor should provide a table of contents with corresponding page numbers relating to each section of its proposal. The vendor should also provide a schedule of appendices, if applicable.
3. **Vendor Qualifications:** The vendor should outline the company's background, including a brief history of the vendor and a description of the vendor's present organizational structure, describe how you are investing in your current and future product lines, and describe the company's research and development capabilities. The vendor should provide information concerning the personnel who will be assigned to this contract. This section must include the experience, education, and professional qualifications each employee has in developing and implementing training programs. The vendor must provide a list of subcontractors to be used in the performance of the work requested. Along with the above, vendor should provide the following in the proposal response:
 - a. Customer retention for 2020, 2021, and 2022.
 - b. Total FTE's in company for 2020, 2021, and 2022.
 - c. Total FTE's employed in the division of the company that includes IMS product for 2020, 2021, and 2022.
 - d. Total FTEs on the software development team that support the version of the software PCSO will implement (if applicable).
4. **Project Objectives and Scope of Services:** The vendor should provide a fully detailed and complete plan of how these processes will be accomplished to include: Implementation Project Plan, Implementation Methodology, Project Team Organization Structure, Software Customization Plan, Data Conversion Plan, Business Process Workflows, Report Development, Implementation Testing Plan, Quality Assurance & Testing Plan, Organizational Change Management, Budget and Staffing Plan, Interfaces, Hardware, Equipment and Technical Architecture, Attachment B – IMS Requirements Matrix Responses, Pre- and Post-Implementation Support Plan, Training Plan, Third-Party Products, and Application Hosting. This section should include *Attachment A – Technical Architecture Survey*. ***This section should also include every detail as required in the Specifications section.***

5. **References:** A minimum of five (5) reference services for clients equal to or greater in size and complexity to the PCSO. References should include the following:
 - a. Facility Name, Address and Owner of Project.
 - b. Contact person at facility that is familiar with the system/services and their operation, including their title, phone number, and email address.
 - c. Details of the Project type, size and operations.
 - d. Initiation and Completion dates of the Project.
 - e. Length of contract.
 - f. Summary of unanticipated delays or obstacles that were encountered.
6. **Submittals:** Vendors should include cut sheets on all equipment proposed, as well as a systems overview documents and template/document screen shots that clearly define all of the functions of the system as they relate and adhere to the system specifications and infrastructure specifications provided within this R.F.P. This section should also include Attachment B – IMS Requirements Matrix
7. **Contractual Obligations:** Describe current or anticipated contractual obligations that have been awarded which may coincide with the terms of this contract.
8. **Litigation, Claims and Regulatory Action:** Vendor must indicate if they have had any Litigation, Claims, or Regulatory Action. Vendor should provide detailed information relating to any circumstances and status.
9. **Proposal Pricing:** The vendor proposal pricing section must include all costs related to the following: price information for each separate component of the proposed solution, as well as the costs of any modifications necessary, software license costs, implementation service costs, annual maintenance costs, and security escort costs, as well as equipment and supply and consumable goods costs. *The pricing schedule should include every detail as required in the Specifications section.*
10. **Financial Statements:** Provide audited financial statements for the most recent two (2) year period. If the vendor is a wholly owned subsidiary of another company or corporation and does not possess audited financial statements, unaudited financial statements for the subsidiary for a two (2) year period must be submitted as supplemental information to the company's financial statements in order to meet this requirement. These documents should be affixed to the “original” bound proposal only, submitted by the vendor.
11. **R.F.P. Response Form:** Include all Remarks and Exceptions to Proposal (Section E).
12. **Federal Debarred List Certification:** Certification Regarding Debarment, Suspension, Proposed Debarment, and Other Responsibility Matters (Section F).

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SECTION D

INSURANCE AND INDEMNIFICATION REQUIREMENTS

I. MINIMUM INSURANCE REQUIREMENTS FOR LOW-RISK CONTRACTS

A. Prior to the time Contractor is entitled to commence any part of the project, work or services under this Contract, Contractor must procure, pay for and maintain at least the following insurance coverage and limits. Said insurance should be evidenced by delivery to the Pinellas County Sheriff's Office of (1) certificates of insurance executed by the insurers listing coverage and limits, expiration dates and terms of policies and all endorsements whether or not required by the Pinellas County Sheriff's Office and listing all carriers issuing said policies; and (2) upon request a certified copy of each policy, including all endorsements. The insurance requirements must remain in effect throughout the term of this Contract. In addition, the Pinellas County Sheriff's Office reserves the right to request physical evidence of this coverage by requesting the policy declaration page.

1. Worker's Compensation in at least the limits as required by law; Employers' Liability Insurance of not less than \$100,000 for each accident.
2. Comprehensive General Liability Insurance including, but not limited to, Independent, Contractor, Contractual, Premises/Operations, Products/Completed Operation and Personal Injury covering the liability assumed under indemnification provisions of this Contract, with limits of liability for personal injury and/or bodily injury, including death, of not less than \$500,000, each occurrence; and property damage of not less than \$100,000, each occurrence. (Combined Single Limits of not less than \$500,000, each occurrence, will be acceptable unless otherwise stated). Coverage shall be on an "occurrence" basis, and the policy shall include Broad Form Property Damage coverage, and Fire Legal Liability of not less than \$50,000 per occurrence, unless otherwise stated by exception herein.
3. Comprehensive Automobile and Truck liability covering owned, hired, and non-owned vehicles with minimum limits of \$300,000 each occurrence, for bodily injury including death, and property damage of not less than \$100,000, each occurrence. (Combined Single Limits of not less than \$300,000, each occurrence, will be acceptable unless otherwise stated). Coverage shall be on an "occurrence" basis, such insurance to include coverage for loading and unloading hazards.
4. Professional Liability Insurance (including Errors and Omissions) with minimum limits of \$500,000 per occurrence, if occurrence form is available; or claims made form with "tail coverage" extending three (3) years beyond completion and acceptance of the project with proof of "tail coverage" to be submitted with the invoice for final payment. In lieu of "tail coverage", Vendor may submit annually to the Pinellas County Sheriff's Office a current Certificate of Insurance proving claims made insurance remains in force throughout the same three (3) year period.
5. Comprehensive – 3D, or equivalent, in the amount of at least \$500,000.00 protecting assets of the Pinellas County Sheriff's Office in the form of currency, coin, checks, and

securities and other valuables while in the care, custody or control of Contractor, and as provided in the terms of this Contract.

- B. Each insurance policy should include the following conditions by endorsement to the policy:
1. Each policy should require that thirty (30) days prior to expiration, cancellation, non-renewal or any material change in coverage or limits, a notice thereof should be given to the Sheriff's Office by certified mail to: Pinellas County Sheriff's Office Purchasing Division, P.O. Drawer 2500, Largo, Florida 33779-2500. Contractor must also notify the Sheriff's Office, in a like manner, within twenty-four (24) hours after receipt, of any notices of expiration, cancellation, non-renewal or material change in coverage received by said Contractor from its insurer; and nothing contained herein will absolve Contractor of this requirement to provide notice.
 2. Companies issuing the insurance policy, or policies, will have no recourse against the Sheriff for payment of premiums or assessments for any deductibles which all are at the sole responsibility and risk of Contractor.
 3. The term "Sheriff's Office" or "Pinellas County Sheriff's Office" or "Sheriff" includes all Authorities, Bureaus, Divisions, Departments and offices of the Pinellas County Sheriff's Office and individual members, employees thereof in their official capacities, and/or while acting on behalf of the Pinellas County Sheriff's Office.
 4. The Pinellas County Sheriff's Office should be endorsed to the required policy or policies as an additional insured.
 5. The policy clause "Other Insurance" should not apply to any insurance coverage currently held by County to any such future coverage, or to County's Self-Insured Retentions of whatever nature.

II MINIMUM INSURANCE REQUIREMENTS FOR HIGH RISK CONTRACTS OVER \$100,000.00

- A. For selected high-risk contracts over \$100,000.00 aggregate value, the Pinellas County Sheriff's Office may require an insurance certificate, policy declaration page and required endorsements. These required items must be received by the Pinellas County Sheriff's Office after formal award and prior to execution of contract. Failure to provide required insurance documentation may cause your company to forfeit award.
- B. There may be certain projects or services less than \$100,000.00 in aggregate value that would be an exception and must be treated the same way as those services of \$100,000.00 and greater i.e. services involving obvious potentially dangerous conditions. Examples of such services would be any contracts involving construction, alterations, renovations, painting, spraying, roofing, mowing, scaffolding, excavation, demolition, environmentally sensitive work, and any other conditions that appears to be dangerous.

R.F.P. 24-01

SECTION E

R.F.P. RESPONSE FORM

INSTRUCTIONS FOR SUBMITTING PROPOSALS

The undersigned understands that this Proposal **must be signed in blue or black ink** and that any **unsigned** Proposal will be considered incomplete and subject to rejection by the Pinellas County Sheriff's Office.

- A. REMARKS & EXCEPTIONS TO PROPOSAL:** All vendor deviations are to be grouped together in a section entitled, "exceptions/deviations from proposal requirements" and submitted with this R.F.P. Response Form as listed in Paragraph V – Exceptions and Deviations. This section must be all-inclusive and will contain a definition statement of each and every objection or deviation with adherence to specific R.F.P. sections.

The undersigned certifies that any exceptions to the proposal are noted as attached. All conditions not noted thereon are as requested. The undersigned also understands that any exceptions presented after the award, may be cause for cancellation of award.

B. VENDOR INFORMATION

Vendor Name _____

Federal Taxpayer Identification (**Last 4-digits only**) _____

Address _____

Person to Contact Regarding this Proposal _____

Telephone Number _____ Fax Number _____

E-Mail Address _____

- C. AUTHORIZED SIGNATURE** - All proposals shall be signed in blue or black ink by authorized principals of the firm.

The undersigned affirms and declares:

1. That vendor has read and understands the requirements of this Request for Proposal #24-01 and, that as the vendor, will comply with all requirements, and that I am duly authorized to execute this proposal/offer document and any contract(s) and/or transactions required by award of this R.F.P.; and
2. That this proposal is made without understanding, agreement or connection with any person, firm or corporation making a proposal for the same purpose, and is in all respects fair and without collusion or fraud; and

3. That this proposal will remain open for an evaluation period of not less than one hundred twenty (120) calendar days following the opening of proposals.

Please Print or Type:

BY: _____

TITLE: _____

SIGNATURE: _____

DATE: _____

R.F.P. 24-01

SECTION F

FEDERAL DEBARRED LIST CERTIFICATION

Certification Regarding Debarment, Suspension, Proposed Debarment, and Other Responsibility Matters (Dec 2001)

(Date)

Pinellas County Sheriff's Office
Purchasing and Material Division
14400 49th Street North
Door #FPW 4
Clearwater, FL 33762

In accordance with the Federal Acquisition Regulation, 52.209-5:

(a) (1) The Offeror certifies, to the best of its knowledge and belief, that—

(i) The Offeror and/or any of its Principals—

(A) **Are () or are not ()** presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency; (The debarred list (List of Parties Excluded from Federal Procurement and Non-procurement Programs) is at <http://epls.arnet.gov> on the Web.)

(B) **Have () or have not ()**, within a three-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, state, or local) contract or subcontract; violation of Federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, or receiving stolen property; and

(C) **Are () or are not ()** presently indicted for, or otherwise criminally or civilly charged by a governmental entity with, commission of any of the offenses enumerated in paragraph (a)(1)(i)(B) of this provision.

(ii) The Offeror **has () or has not ()**, within a three-year period preceding this offer, had one or more contracts terminated for default by any Federal agency.

(2) "Principals," for the purposes of this certification, means officers; directors; owners; partners; and, persons having primary management or supervisory responsibilities within a business entity (*e.g.*, general manager; plant manager; head of a subsidiary, division, or business segment, and similar positions).

This Certification Concerns a Matter Within the Jurisdiction of an Agency of the United States and the Making of a False, Fictitious, or Fraudulent Certification May Render the Maker Subject to Prosecution Under Section 1001, Title 18, United States Code.

- (b) The Offeror must provide immediate written notice to the Contracting Officer if, at any time prior to contract award, the Offeror learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
- (c) A certification that any of the items in paragraph (a) of this provision exists will not necessarily result in withholding of an award under this solicitation. However, the certification will be considered in connection with a determination of the Offeror's responsibility. Failure of the Offeror to furnish a certification or provide such additional information as requested by the Contracting Officer may render the Offeror non-responsible.
- (d) Nothing contained in the foregoing should be construed to require establishment of a system of records in order to render, in good faith, the certification required by paragraph (a) of this provision. The knowledge and information of an Offeror is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
- (e) The certification in paragraph (a) of this provision is a material representation of fact upon which reliance was placed when making award. If it is later determined that the Offeror knowingly rendered an erroneous certification, in addition to other remedies available to the Government, the Contracting Officer may terminate the contract resulting from this solicitation for default.

Firm

Address

Email Address

Signature

Phone

Print Name

Fax

Print Title

Federal Taxpayer ID Number

Below is an example of the information required on your Proposal Package.
You may use this as a label if you wish.

**PINELLAS COUNTY SHERIFF'S OFFICE
PURCHASING DIVISION
14400 49th STREET NORTH,
DOOR #FPW 4
CLEARWATER, FL 33762**

PROPOSAL PACKAGE SUBMITTAL

R.F.P. # 24-01

**OPENING DATE/TIME:
March 5, 2024 - 3:00 PM EST**

R.F.P. 24-01

ATTACHMENT A

TECHNICAL ARCHITECTURE SURVEY

A. Product History / Roadmap

1. Name and release of proposed product(s).
2. Date of first release of proposed product(s).
3. Last major release date of proposed product(s).
4. Next planned release date of proposed product(s).
5. Provide product road maps detailing anticipated changes to the system over the next 3-5 years.
6. Describe your change management, upgrade, and patch management policies and practices.
7. Indicate major enhancements made to product(s) over the last 3 years (including version/release and date).
8. Frequency of releases.
9. How many versions of the software does your company support?
10. How long is a release supported?
11. Describe the impact of upgrades on customer software configurations (e.g., user defined tables and fields).

B. General

12. Availability of customer communities or regional user groups and their geographic areas.
13. Does the system interface support a browser interface with or without the help of additional components?
14. What tools and utilities are provided to modify the product(s) or extend its functionality?
15. What tools and interfaces exist to develop integrations with 3rd party applications or services?
16. Are any 3rd party tools available to support the product?
17. How does the product preserve personalization and modifications while allowing future releases to be applied?
18. What tool is used to design business forms?
19. What database products and versions can your product(s) run on? What is the recommended configuration?
20. What are the optimal and minimum database requirements (if on-premises)?
21. Are there database, table, column, size, or attribute restrictions?

22. Does the application support DB replication for redundancy, reporting, or test environments? If applicable, identify any additional components such as licenses, VMs, or any other components needed to support a replicated configuration and/or report server.
23. Upon which platforms does your software run (if on-premises)?
24. What server operating system and versions can your product(s) run on? What is recommended? Are there any known versions that are NOT supported?
25. What helper services does your product use and which versions are supported?
26. Describe recommended application server architecture to support your solution with the minimum amount of downtime.
27. Does your software require a “client” or any other 3rd party installation on the desktop to function? Name the dependencies and specify the supported versions and/or brands (browsers).
28. Describe your client options, describe differences between the clients (setup and functionality).
29. Do you support virtualization and if so, what virtualization technologies are supported?
30. Is your product offered as an integrated package or a series of modules?
31. What additional modules are available but not being proposed as part of this solution? If proposed, how would these modules impact the installation/configuration: licensing, server hardware, client software, support cost?
32. What is the maximum number of users supported in a live environment with the product you have proposed and are those users concurrent, pooled or named?
33. Are there any known performance issues beyond a certain database size or number of clients?
34. What tools or utilities exist to import and export data?
35. Provide the minimum and recommended hardware, software, storage, memory, operating system and all other requirements for supporting a solution that will meet the needs of our user population and performance metrics, including, but not limited to:
 - Database and Application Servers
 - Citrix or Terminal Servers
 - Workstations
 - Mobile Platforms
 - Network LAN/WAN
36. Provide the analysis that led you to your sizing requirements. Include factors such as users, licensing, concurrency availability and performance.
37. Describe the ability of your product(s) to scale (for users, storage, and availability) and the approach that is taken.

38. Does your proposal contain or envision the use of a data warehouse? If yes, describe your data warehousing capabilities and architecture.
39. Describe the system administration tools that are used to manage the application including any data archival tools, tools for managing application updates, online help management tools, logging tools, or other 3rd party tools needed to maintain the ongoing operation and integrity of the system.
40. Describe the network management systems that either your system uses, interoperates/integrates with, or you recommend. Specify and include:
 - What actions and events are monitored?
 - Can the system provide metrics? (Please describe)
 - Can it tie into system logging?
41. Describe what, if any, footprint (e.g., local software artifacts such as DLLs, browser cache, system settings) exists on the user's desktop.
42. Describe the physical and technical preferences for a user acceptance testing (UAT) environment. For test environments, how should the server, client, and storage be configured and what method is needed to update the TEST components?

C. System / Performance / Availability

43. Does the proposed architecture support 100% uptime with no maintenance windows?
44. Do you perform maintenance during a published maintenance window?
45. If yes, what is the published maintenance window?
46. If yes, what notifications do you send to customers prior to maintenance during the maintenance windows, and how long do you give the customer to prepare prior to the maintenance?
47. What notifications do you send to customers prior to maintenance outside the maintenance windows, and how long do you give the customer to prepare prior to the maintenance?
48. System response time must not impede the ability for departmental staff to perform their required job functions using the system. Will your system be available greater than 99.5% of the time, except for planned downtime?
49. What is the average length of the time the system is up and available prior to an absolutely essential break in activity for system maintenance?
50. What is your process for notifying the customer and fixing bugs once they have been identified?
51. What are your guaranteed Service Level Agreements (SLAs)?
52. What types of routines would require the system to be unavailable? List any regular system maintenance (DB backup, version upgrade) or application functions (merge accounts, archive data) that impact system availability.

53. Describe any known services that require system down-time in a high availability/redundant system. List any regular system maintenance (DB backup, version upgrade, or other types) or application functions (merge accounts, archive data, or other functions), that impact system availability.
54. Provide average frequency of totally disruptive maintenance.
55. Will your company host the solution, or will this be managed by a third party? If a cloud-based solution, who is the underlying technology provider?
56. Describe your data center and storage facilities, including locations, staffing, physical security, environmental controls (including redundant power), redundancy/load balancing capabilities, data backups and disaster recovery capabilities, and locations.
57. Provide the total number of clients and corresponding number of end-users of hosted or cloud solutions currently supported by your proposed solution.
58. How are hosted software applications deployed, for use by numerous customers (dedicated servers or containers for each hosted customer, or is a single set of applications utilized for all customers)?
59. How do you track monthly usage for subscription-based services?
60. Please describe the minimum commitment term (in years) for a hosted or cloud option and note the term assumed for determining the proposed costs.

D. Security

61. Describe the identification, authentication, and authorization capabilities of your proposed solution for users.
62. Describe how your system & security interoperates with Active Directory, Azure Active Directory, and ADFS.
63. Describe any Active Directory Schema extensions required by your proposed solution.
64. Describe the security audit capabilities of your proposed solution.
65. What functions does your proposed system have to protect the privacy of information designated “private” (e.g., PII, CJIS, SSN, credit card, ACH, HIPAA) that it processes or stores?
66. What security features does your proposed system have to protect the potentially sensitive data on Client Workstations, Mobile devices, and Kiosks?
67. What is your network security design to ensure end-to-end system security?
68. What physical security measures are implemented to ensure the systems and device security?
69. What will you do to address vulnerabilities in your product discovered subsequent to us using your system? In what time interval will they be fixed (critical and noncritical)? At what cost to PCSO?
70. How does your security work with the proposed third-party solutions, if any, being proposed?

71. What security tools or reports are included with the software?
72. Does the software include the ability to view security logs? Are the logs able to be automatically sent to a syslog server or written to a text or csv file?
73. Describe how the following restrictions are accomplished:
- administrative tool access;
 - application access;
 - menu access;
 - record access;
 - field access

E. Back-up and Recovery

74. Describe the back-up and recovery methods, including available back-up tools and real-time redundancy for the software.
75. Application versioning – interoperability with multiple client versions; what is the impact of a restore to an earlier version; can simple backups and restores be utilized to create test and/or development setups?

F. Networking and Telecommunications

76. What are the optimal and minimum network requirements based upon core and client requirements (hosted, cloud and on-premises)?
77. Describe any suggested/typical technologies that are employed alongside your solution at the network level such as hardware network load balancers and other application acceleration equipment.
78. Identify the communication protocols and networking requirements that are required for implementation and operation of the proposed system. In the event that there are multiple communication systems and/or protocols available, list all options.

G. Workflow

79. Describe the workflow tools in your software.
80. List the standard workflows that are inherent in the system.
81. Are existing workflows modifiable to meet current business processes?
82. Describe how workflows are programmed in your proposed solution.
83. Describe how workflows are programmed to work with third-party solutions.

H. Reporting and Analysis Tools

84. What reporting tools are available?
85. What tools are the application reports built with (e.g., Crystal Reports, SSRS)?

86. Does your system support SSRS?
87. Is your product compatible with Microsoft Office products? What versions does your application support? Are there Microsoft Office version limitations?
88. Do you offer integration into machine data analytics platforms like PowerBI, Splunk, Elasticsearch, etc.?

I. Vendor Support Questions

89. Describe your problem reporting and resolution procedures.
90. Describe your proposed service level agreement, including any tiered levels of service, response times, and standard metrics.
91. Are support calls included in annual maintenance fees, or charged on a per call basis? If on a per-call basis, specify rates and billing method.
92. What are the hours of availability for support calls? (e.g., M-F 0800-1700 EST).
93. What system/application availability and response time will your proposed system meet? What are PCSO's responsibilities to ensure this level of performance?
94. Where would local support be located for a client in Largo, Florida?
95. Describe other support (e.g., on-site, remote VPN, website access to patches, fixes and knowledge base).

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ATTACHMENT B

1. IMS REQUIREMENTS MATRIX

2. Functional Requirements

There is a worksheet to collect vendor responses for the applications and/or modules required by each of the functional groupings. The intent of the worksheet is to identify the various components or functionalities of the proposed services; therefore, some of the statements listed on the form are mutually exclusive and are not to be construed as “requirements” of the PCSO.

3. Vendor Responses

The worksheet provides four (4) options for the vendor to indicate a **single response** to each question or statement, plus an opportunity for the vendor to provide, in narrative form, additional information, or explanation. PCSO requests that vendors **indicate the single response with an “X”** in the selected column.

4. Explanation of Options For Single Response

Each of the four optional answers provided in the worksheets is defined below. The same language and colors presented below are used in the Functional Requirements worksheets.

5. Instructions For Responses

Vendors may select only one option as an answer or response to each question or statement. **The absence of a selection** or the presence of an indication that a vendor has **selected more than one option may be interpreted by the Selection Committee to mean, “No. The functional requirement is not available in this version of the proposed software.”**

YES, included in the baseline system design.

Performs the stated task, without exceptions, modifications, or required costs.

YES, because of our integrated product/service solution.

YES, because of our integrated product/service solution. We have proposed an integrated solution that will satisfy this requirement and provide the stated functionality without exceptions, modifications, or costs that have not been proposed in this response. Our solution provides a seamless integration using the product or service identified and described in the "Information and/or Explanation" section below.

YES, but requires customization and cost.

The functional requirement can be designed into the system based on PCSO's specification.

If there is a COST associated with this customization then state "Additional Cost" in the "Information and/or Explanation" section below, and show the actual cost for the customization.

If there is no COST associated with this customization then state "No Cost" in the "Information and/or Explanation" section below.

NO

The functional requirement is not available in this version of the proposed software.

Or...

The functional requirement is scheduled to be added to the baseline design within the next 12 months.

Or...

We have chosen to comment (or not) in the "Information and/or Explanation" section below.

Information and/or Explanation

Note: Row height in the spreadsheet will be properly adjusted when <alt>-Enter is inserted as hard returns.