

REVISED

**REQUEST FOR PROPOSALS**

**HELP DESK SOFTWARE PROJECT 2004-2005**

**THE SCHOOL BOARD OF MIAMI-DADE COUNTY, FLORIDA**

**PROPOSAL RETURN DATE**

**AUGUST 19, 2004**

**RFP NO. 108-DD10**

THE SCHOOL BOARD OF MIAMI-DADE COUNTY, FLORIDA  
PROCUREMENT MANAGEMENT  
1450 N.E. 2ND AVENUE, MIAMI, FLORIDA 33132

REQUEST FOR PROPOSALS NO. 108-DD10

HELP DESK SOFTWARE PROJECT 2004-2005

Sealed proposals will be accepted in Procurement Management, at the above location, until **2:00 P.M. August 19 2004**, and may not be withdrawn for one hundred twenty (120) days from that date.

ANTI-COLLUSION STATEMENT

THE UNDERSIGNED PROPOSER HAS NOT DIVULGED TO, DISCUSSED, OR COMPARED THEIR PROPOSAL WITH OTHER PROPOSERS AND HAS NOT COLLUDED WITH ANY OTHER PROPOSER OR PARTIES TO THE PROPOSAL WHATSOEVER. PROPOSER ACKNOWLEDGES THAT ALL INFORMATION CONTAINED HEREIN IS PART OF THE PUBLIC DOMAIN AS DEFINED BY THE STATE OF FLORIDA SUNSHINE LAW.

CERTIFICATION AND IDENTIFICATION FOR PROPOSERS SUBMITTING PROPOSALS.

I certify that this proposal is made without prior understanding, agreement or connection with any corporation, firm or person submitting a proposal for the same service, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of these proposal specifications and I certify that I am authorized to sign this proposal.

(Please Type or Print Below)

LEGAL NAME OF AGENCY OR  
CONTRACTOR SUBMITTING PROPOSAL: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

CITY STATE, ZIP CODE: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

BY: SIGNATURE \_\_\_\_\_

BY: TYPED \_\_\_\_\_

TITLE: \_\_\_\_\_

## **INSTRUCTIONS TO AGENCY/PROPOSER SUBMITTING PROPOSAL**

### **I. PREPARING OF PROPOSALS**

- A. THE PROPOSAL IS TO BE SUBMITTED, using 8-1/2" x 11" paper.
- B. IDENTIFICATION. Failure to indicate the contractor's EXACT legal name and an unsigned proposal may be considered non-responsive.

### **II. SUBMITTING OF PROPOSALS**

- A. Number of Proposals:

A total of (21) copies of the Proposal must be submitted as follows:

- \* The original proposal in a sealed envelope or box marked "Original."
- \*\* (20) copies of the proposal in a separate sealed envelope or box marked "Copies."

The proposal number, proposal title and opening date must be clearly marked on all envelopes and boxes.

- B. Place, Date and Hour. Proposals shall be submitted to The School Board of Miami-Dade County, Florida, Procurement Management, Room 352, 1450 N.E. 2nd Avenue, Miami, Florida, not later than 2:00 P.M. August 19, 2004.

### **III. CHANGE OR WITHDRAWAL OF PROPOSAL**

- A. PRIOR TO PROPOSAL OPENING. Should the agency or individual contractor withdraw its proposal, they shall do so in writing. This communication is to be received by the Assistant Superintendent, Procurement Management Services, 1450 N.E. 2nd Avenue, prior to August 19, 2004. The agency or individual contractor's name and the proposal number should appear on the envelope.
- B. AFTER PROPOSAL OPENING. After August 19, 2004, proposals may not be changed; and they may not be withdrawn for one hundred twenty (120) days from that date.

#### **IV. PROTEST TO CONTRACT SOLICITATION OR AWARD**

- A. The Board shall provide notice of a decision or intended decision concerning a solicitation, contract award, or exceptional purchase by electronic posting. This notice shall contain the following statement:

“Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.”

- B. Any person who is adversely affected by the agency decision or intended decision, shall file with the agency a notice of protest in writing within 72 hours after the posting of the notice of decision or intended decision. With respect to a protest of the terms, conditions, and specifications contained in a solicitation, including any provisions governing the methods of ranking proposals or replies, awarding contracts, reserving rights of further negotiation or modifying or amending any contract, the notice of protest shall be filed in writing within 72 hours after the posting of the solicitation. The formal written protest shall be filed within 10 days after the date of the notice of protest is filed. Failure to file a notice of protest or failure to file a formal written protest shall constitute a waiver of proceedings. The formal written protest shall state with particularity the facts and law upon which the protest is based. Saturdays, Sundays, and state holidays shall be excluded in the computation of the 72-hour time periods provided by this paragraph.
- C. The notice of protest will be reviewed by Procurement Services staff, which will offer the protesting proposer the opportunity to meet and discuss the merits of the protest. If the protest is not resolved, the proposer may seek an administrative hearing pursuant to 120.57 Florida Statutes, by filing a formal written protest within 10 days after filing the notice of protest. Petitions for hearings on protests pursuant to 120.57 Florida Statutes must be filed in accordance with School Board Rule 6Gx13-8C-1064.

#### **V. AWARDS**

- A. **RESERVATION FOR REJECTION OR AWARD.** The Board reserves the right to reject any and all proposals, to waive irregularities or technicalities, and to request re-bids.
- B. **NOTIFICATION OF INTENDED ACTION.** Notices will be posted on the District's website 7-10 days prior to a regularly scheduled Board meeting.
- C. **OFFICIAL AWARD DATE.** Awards become official upon Board action.

## **VI. DEFAULT**

In the event of default, which may include, but is not limited to non-performance and/or poor performance, the awardee shall lose eligibility to transact new business with the Board for a period of 14 months from date of termination of award by the Board. Proposers that are determined ineligible may request a hearing pursuant to §120.569, Fla. Stat., and School Board Rule 6Gx13-8C-1.064.

## **VII. PUBLIC ENTITY CRIMES**

**Section 287.133(2)(a) Florida Statute.** A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.

## **VIII. COMPLIANCE WITH FEDERAL REGULATIONS**

All contracts involving Federal funds will contain certain provisions required by applicable sections of Title 34, Section 80.36(l) and Section 85.510 Code of Federal Regulations and are included by reference herein. The vendor certifies by signing the proposal that the vendor and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in Federally funded transactions and may, in certain instances, be required to provide a separate written certification to this effect.

During the term of any contract with the Board, in the event of debarment, suspension, proposed debarment, declared ineligible or voluntarily excluded from participation in Federally funded transactions, the vendor shall immediately notify the Assistant Superintendent, Procurement Management Services, in writing.

Vendors will also be required to provide access to records, which are directly pertinent to the contract and retain all required records for three years after the grantee (The Board) or sub-grantee makes final payment.

For all contracts involving Federal funds, in excess of \$10,000, The Board reserves the right to terminate the contract for cause as well as for convenience by issuing a certified notice to the vendor.

**IX. CONE OF SILENCE**  
**BOARD RULE 6GX13-8C-1.212**

DEFINITION:

A. "Cone of Silence" means a prohibition on any communication regarding a particular Request for Proposals (RFP), bid, or other competitive solicitation between:

1. any person who seeks an award therefrom, including a potential vendor or vendor's representative; and
2. any School Board member or the member's staff, the Superintendent, Deputy Superintendent and their respective support staff, or any person appointed by the School Board to evaluate or recommend selection in such procurement process.

The Cone of Silence shall not apply to communication with the School Board Attorney or his or her staff, or with designated school district staff, who are not serving on the particular Procurement Committee, to obtain clarification or information concerning the subject solicitation. For purposes of this section, "vendor's representative" means an employee, partner, director, or officer of a potential vendor, or consultant, lobbyist, or actual or potential subcontractor or sub-consultant of a vendor, or any other individual acting through or on behalf of any person seeking an award.

B. A Cone of Silence shall be applicable to each RFP, bid, or other competitive solicitation during the solicitation and review of bid proposals. At the time of issuance of the solicitation, the Superintendent or the Superintendent's designee shall provide public notice of the Cone of Silence. The Superintendent shall include in any advertisement and public solicitation for goods and services a statement disclosing the requirements of this section.

C. The Cone of Silence shall terminate at the time the Superintendent of Schools submits a written recommendation to award or approve a contract, to reject all bids or responses, or otherwise takes action which ends the solicitation and review process.

D. Nothing contained herein shall prohibit any potential vendor or vendor's representative:

1. from making public representations at duly noticed pre-bid conferences or before duly noticed selection and negotiation committee meetings;
2. from engaging in contract negotiations during any duly noticed public meeting;
3. from making a public presentation to the School Board during any duly noticed public meeting; or
4. from communicating in writing with any school district employee or official for purposes of seeking clarification or additional information, subject to the provisions of the applicable RFP, or bid documents.

The potential vendor or vendor's representative shall file a copy of any written communication with the School Board Clerk who shall make copies available to the public upon request.

- E. Nothing contained herein shall prohibit the Procurement Committee's representative from initiating contact with a potential vendor or vendor's representative and subsequent communication related thereto for the purposes of obtaining further clarifying information regarding a response to an RFP, or competitive solicitation. Such contact shall be in writing and shall be provided to the members of the applicable Procurement Committee, including any response thereto.
- F. Any violation of this rule shall be investigated by the School Board's Inspector General and may result in any recommendation for award, or any RFP award, or bid award to said potential vendor or vendor's representative being deemed void or voidable. The potential vendor or vendor's representative determined to have violated this rule, shall be subject to debarment. In addition to any other penalty provided by law, violation of this rule by a school district employee shall subject the employee to disciplinary action up to and including dismissal.

Specific Authority: 1001.41(1)(2); 1001.42(22); 1001.43(10) F.S.

Law Implemented, Interpreted or Made Specific: 1001.43(10); 1001.51(14) F.S.

**History: THE SCHOOL BOARD OF MIAMI-DADE COUNTY, FLORIDA**

New: 6-18-03

Revised 11/03

**REQUEST FOR PROPOSALS NO. 108-DD10**

**HELP DESK SOFTWARE PROJECT**

**2004-2005**

**THE SCHOOL BOARD OF MIAMI-DADE COUNTY, FLORIDA**

**I. NAME AND ADDRESS OF REQUESTER**

The School Board of Miami-Dade County, Florida  
Information Technology Services  
13135 S.W. 26th Street  
Miami, Florida 33175

**II. PURPOSE OF REQUEST FOR PROPOSALS**

The purpose of this Request For Proposals (RFP) is to award a proposer a contract with Miami-Dade County Public Schools (M-DCPS), to provide a District-wide enterprise level perpetual license for a Help Desk software solution, for the purpose of providing District departments a tool for problem reporting, add, move or change requests, asset management and work order control.

**III. INSTRUCTIONS FOR SUBMISSION OF PROPOSALS**

Twenty-one copies, including one original, of the proposal must be received by 2:00 p.m. (Eastern Daylight Savings Time) August 19, 2004, at the address below. It is also requested that one unbound copy is included.

The School Board of Miami-Dade County, Florida  
Bid Clerk, Division of Procurement Management  
1450 N.E. Second Avenue, Room 352  
Miami, Florida 33132

The responsibility for submitting this proposal to the District on or before the stated time and date will be solely and strictly the responsibility of the proposers. The District will in no way be responsible for delays caused by the United States mail or any other delivery service or caused by any other occurrence. Responses received after the scheduled receipt time shall not be considered.

The proposals must be submitted in a sealed envelope or box marked "Help-Desk Software Project 2004-2005." It is anticipated that a proposal may be presented to the School Board for acceptance on or about January, 2005. If accepted, notification to the successful proposer will be on or after January, 2005. The School Board reserves the right to reject any and all proposals.



#### **IV. DESCRIPTION OF THE PROGRAM**

##### **Required Product Technology – The Help Desk solution must:**

1. Be a thin client, centralized, web-based system utilizing Microsoft IIS 5 and SQL Server 2000 (the current M-DCPS environment) or proposer must include in their proposal hardware/software costs necessary to operate the product within M-DCPS.
2. Efficiently use bandwidth and move as little data as possible over the district's network composed of T1 (1.5 Mbit) lines in each school, i.e. optimized for wide-area-network environments and transactional processing.
3. Allow M-DCPS departments to utilize a common call center application to record interaction with district locations. (ITS, Maintenance Operations, Food Service, school sites and others.)
4. Allow end-users web-based access to generate trouble and add/move/change tickets.
5. Get answers to frequently asked questions through a comprehensive knowledge base.
6. Include single number tracking capability wherein one assigned unique tracking number will reflect all phases of work done on an incident, including one master timer for the incident and multiple timers for call center agent response, work order control, travel time for technicians and vendor response time.
7. Provide for infrastructure asset management.
8. Provide integrated Change Control Management that interfaces with call tracking and infrastructure asset management.
9. Be able to forward change requests through various approval channels.
10. Provide the ability to add comments as changes progress through the stages of reviewing, approving, monitoring, and closing.
11. Provide the ability to view procedural instructions for performing changes (i.e., testing, back out/recovery, communications procedures).
12. Provide a release management solution or interfaces for integrated build management, secured version control and related software library management functions to support release management activities.
13. Include the ability to define and schedule Service Level Agreements (SLA) and automatically generate an external alert mechanism to notify appropriate personnel at specified intervals.
14. Provide the ability to include attachments on e-mail and/or external alert notifications.
15. Be interoperable with personal digital assistant (PDA) devices, including Nextel and AT&T Blackberry, Pocket PC, Palm and others.
16. Provide the ability to interface to district RDMS data sources. This includes HR, location and property information.

17. Include a comprehensive, on-demand, customizable report generation tool for all quantifiable aspects of asset management, response time, travel time and standard call center metrics.
18. Provide the ability to automate customer surveys and track responses.
19. Include desktop discovery tools.
20. Include automated, customizable call escalation.
21. Provide customizable screens and an unlimited number of user definable fields.
22. Provide no less than the current level of functionality: Peregrine Service Center release 3.0 SP1b.
23. Provide toll free telephone and end-user support Monday through Friday, 7:00 a.m. Eastern Standard Time to 7:00 p.m. Eastern Standard Time and 24/7 technical support.

**Preferred Features** – The Help Desk solution should:

1. Provide the ability to chart the useful life cycle cost, warranty status and failure rate of a given asset.
2. Provide the ability to interface with current network management platform, HP Openview Node Manager Server Ops.
3. Provide the ability to incorporate in-house scripting for Call Center agent prompts.
4. Provide one-click historical analysis of all of an end-user's previous calls.
5. Be compatible with Microsoft Windows XP remote desktop agent.
6. Include a broadcast notification feature to let call agents and end-users know when critical systems or resources are unavailable.
7. Have built-in tutorials and help screens.
8. Allow Extranet access for vendors to update pending trouble and add/move/change tickets.
9. Provide per call cost analysis based on salary of agent and/or technician.
10. Automatically generate trend and other management information for Change Control and Problem Tracking.

**V. REQUIRED INFORMATION TO BE SUBMITTED BY PROPOSER**

Established Software Provider Documentation

Proposer(s) must provide documentation of being an established software provider, having done business for at least five years developing, providing and managing Help Desk solution software. Proposer must be able to demonstrate having Help Desk software installed and operating in a client environment for at least five years.

### Financial Resources

Proposer(s) must be able to demonstrate that they have the necessary financial resources to devote to the project. Evidence of this must be indicated by capitalization of the Proposer's firm, the history of the firm, the corporate structure and the number of years the Proposer has been in business. The Proposer shall provide, at the time of interviews/demonstrations/testing, its current financial statement, which can be retrieved upon completion of the presentation. Failure to present this information shall cause the proposal not to be considered for award. Additional information is also required:

- a) Bankruptcy information of Proposer or affiliated firm for which proposer has a controlling interest. Please explain if applicable.
- b) Type of company (owned, public, private, corporation)

### References

Proposer(s) must supply names, addresses and contact information of schools/governmental agencies/large corporations, where the Proposer's Help-Desk solution software is installed and operating and provide at least three written references.

### Authorized Signature

Proposal must have the signature of the authorized person empowered to submit the proposal.

### Technical Requirements

Proposer(s) must supply technical requirements necessary to effectively run the system. This must include, but may not be limited to, server hardware requirement and configuration; data storage requirements; server operating system; system software requirements and configuration; and end-user PC minimum and recommended hardware/software requirements and configuration.

### Pricing

Proposer(s) must specify to M-DCPS, price based on the following:

Item	Description	Unit	License Cost (\$)	Annual Maint./Support Cost (\$)	Annual Maint./Support Cap (%)
1.	Training Cost (include description of training paradigm)	Define method	\$	N/A	N/A
2.	Installation Implementation Services	If needed	\$	N/A	N/A
3.	Hardware From item 1. in requirements	If needed	\$	\$	%
4.	Discount (column on right)		\$	\$	N/A
	Per User Licensing				
5.	1-100 Users	Ea.	\$	\$	%
6.	101-200 Users	Ea.	\$	\$	%
7.	201-300 Users	Ea.	\$	\$	%
8.	301-400 Users	Ea.	\$	\$	%
9.	401-500 Users	Ea.	\$	\$	%
10.	Users above 500	Ea.	\$	\$	%
	District Licensing				
11.	3,000 to 5,000 Users	Ea.	\$	\$	%
12.	Up to 45,000 Users	Ea.	\$	\$	%

## VI. PROOF OF CONCEPT

Selected Proposer(s) must provide a live demonstration of their Help Desk solution.

Selected Proposer(s) will be required to perform, **AT NO CHARGE TO M-DCPS**, a Proof of Concept (POC) to verify the performance of the product with the M-DCPS platform, network, servers and databases. The POC will be reviewed by a technical evaluation sub-committee to verify claimed functionality and infrastructure compatibility. Selected Proposers(s) will perform the identical functions during the POC.

Selected Proposer(s) will have ten (10) business days to install, implement, tune and create required functionality to support a laboratory environment of up to 20 end-user workstations. The software will remain on the M-DCPS

environment for the technical review sub-committee to evaluate the products functionality for a period not to exceed 60 business days. Selected Proposer(s) will provide all necessary technical and training support to the technical review committee throughout the evaluation process.

POC results will be reported to the Selection Committee for required compliance to all items in the Required Product Technology section and identification of compliance to Preferred Features items.

## **VII. TERMS OF CONTRACT**

The School Board, by Florida law, must reserve the right to cancel the contract in the event the services rendered do not comply with the provisions of the proposal. The proposer shall comply with all municipal, state, and federal statutes prohibiting discrimination. The proposer shall at all times comply with local, state, or national standards for the provision of services, whichever is more stringent. The Board shall have the right to cancel the agreement for unacceptable performance at any time, giving the other party sixty (60) days prior written notice.

No debriefing or discussion will be held with unsuccessful proposers. No private communications with prospective proposers will be held with School Board members or staff in order to maintain a fair and impartial competitive process.

The District reserves the right to negotiate modification with any proposers as necessary to serve the best interest of the District. In addition, the District reserves the right to waive, at its discretion any procedural irregularity, immaterial defects or other improprieties, which the District deems reasonably correctable or otherwise not warranting rejection of the proposal.

The purpose of this competitive process is to select the best software solution available to automate the area and add efficiencies in processing.

Proposers must agree that there will be no discrimination as to sex, race, color, creed, or national origin in regard to its obligations, work and services performed under the terms of their proposal.

In formalizing this agreement, the School Board will reserve the right to restate and/or renegotiate with the selected proposer such pricing additions, deletions, changes, or clarifications of the provisions of this agreement as may be necessitated by law or circumstance.

If selected, the proposer shall agree to hold harmless, indemnify and defend the indemnities, as hereinafter defined, against any claim, action or loss, damage, way of limitation, attorney's fees and court cases arising out of bodily injury or damage to tangible property arising out of or incidental to the performance of the services of the Request for Proposals by or on behalf of the proposer, excluding only the sole negligence or culpability in the indemnities. The following shall be deemed to the indemnities: The School Board of Miami-Dade County, Florida and its members, officers and employees.

## **VIII. SCOPE OF WORK**

Upon award, the successful vendor shall provide the following services:

1. The vendor shall be responsible for providing training and technical support for all Service Desk, as well as Change, Build, Release, and Asset Management functions.
2. Include a training schedule consisting of a minimum of six onsite seats for ITS end-user staff, including "Train the Trainer", designed to minimize the impact on the functionality of operational units.
3. Provide each stakeholder representative with electronic (CD or DVD media) and hardcopy of all training materials.
4. Provide M-DCPS staff implementation team 4 seats for additional training to facilitate administration of the system, the ability to customize screens and produce on-demand reports.
5. Provide implementation time lines, scope of work and responsibility matrix for implementation team.
6. Become familiar with the current M-DCPS application, in order to ensure that all significant functions are incorporated into the new solution, including the Help Desk, the Add/Move/Change Department and Field Services.
7. Provide a Project Manager to serve as a central point of contact for all project-related issues. The Project Manager will interface with an M-DCPS Project Manager or designee.
8. Provide an escalation procedure, should the Project Manager be unable to resolve issues.
9. Provide a Return on Investment (ROI) analysis.
10. Provide a one-year warranty period on all hardware, software and labor, from date of acceptance.
11. Provide the terms of an additional maintenance plan for years 2 – 5.
12. Provide a change order procedure to be included in the proposal (for both non-billable and billable changes.)
13. Provide provisional and final acceptance criteria definitions and a specification based system acceptance checklist based on industry standards.

## **IX. EVALUATION OF PROPOSALS**

Proposals will be reviewed and evaluated by a selection committee through December, 2004 on the basis of qualifications and evaluation criteria as set forth in the RFP. Selected proposers shall attend a product demonstration meeting. At the meeting, each selected proposer will be allotted time to give an overview/presentation of their Help Desk Center solution. The presentation must include a live demonstration of the product.

In addition, during the POC process, selected proposer(s) must bring equipment and must provide and leave, at no cost to M-DCPS, access to the Call Center solution, housed on an Internet site hosted by the proposer or running in the M-DCPS network infrastructure, and any other equipment /materials specified in the proposal for review by the selection and technical review committees. In addition, the proposer(s) will be responsible for product support during the evaluation process.

Evaluation consideration will include the following specific criteria:

- Proposer(s) ability to provide items specified in the RFP
- Live demonstration of Help Desk Center solution from a site hosted and managed by proposer, with stated components
- POC results
- Overall support services provided by the proposer(s)
- Detailed descriptions of the company's plan to support the implementation of this program at M-DCPS
- Software price
- Toll-free support line available to M-DCPS implementation team
- Software maintenance costs and associated multi-year caps
- Required additional hardware/software costs if any
- Training costs
- Any additional unidentified costs associated with Total Cost of Ownership (TCO).

The school district reserves the right to reject any and all proposals submitted. The School Board is not obligated to place any order for services subsequent to the award of this proposal. The information contained in this proposal is supplied as an aid to the proposer in determining whether it will be able to supply the product and/or services that may be required by the School Board.

When a final selection is made, a contract to purchase hardware, software and/or services and statements of work, acceptable to the Attorney for the School Board, may be entered into with successful proposer. No debriefing or discussion will be held with unsuccessful proposer(s).

**The selection committee will consist of the following:**

- Two administrators from Support Services;
- Two administrators from Network Expansion Services;
- One administrator from Network Services;
- One administrator from Attendance Services;
- One administrator from Instructional Technology;
- Two administrators from Systems and Programming;
- One administrator from Computer and Facilities Operations;
- One administrator from Facilities Operations – Maintenance;
- One administrator from Data Security;
- One administrator from Business Operations Services;
- One administrator from Program Management/Process Engineering;
- One Access Center Director for Business;
- One representative from the Division of Business Development and Assistance; and
- One administrator from Procurement Management Services (non-voting).

**X. AFFIRMATIVE ACTION REQUIREMENTS AND M/WBE PARTICIPATION**

**A. Equal Employment Opportunity**

It is policy of the School Board that no one person will be denied access, employment, training, or promotion on the basis of gender, race, color, religion, ethnic, or national origin, political belief, marital status, age, sexual orientation, social and family background, linguistic preference, or disability, and that merit principles will be followed.

Each firm shall be required to indicate its equal employment policy and provide a detailed breakdown by ethnicity, gender, and occupational categories of its work force (See Attachment A - Affirmative Action Employment Breakdown).

**B. Minority/Women's Business Enterprise (M/WBE) Participation**

The School Board has an active M/WBE program to increase the level of M/WBE participation to the maximum percentage of the total expenditures in order to achieve its M/WBE participation.

In keeping with this policy, each firm will be required to state its M/WBE utilization. If a minority firm, which is Woman-owned and operated, or African American-owned and operated, is utilized in



conjunction with the scope of work, the firm is to indicate the scope of the minority firm's work, experience in this type of required services, and experience of staff who will participate. All Minority/Women firms must be certified by the Division of Business Development and Assistance prior to contract award (See Attachment B - M/WBE Certification Application).

A quarterly report documenting efforts undertaken by the Proposer to maintain the stated M/WBE participation will be required. The report shall include the names of firms, contact persons, and expenditures paid to date. The report shall be submitted to the Division of Business Development and Assistance, 1450 Northeast Second Avenue, Room 456, Miami, Florida, 33132.

## **XI. INDEMNIFICATION**

The successful proposer, when selected for this RFP, shall agree to the following language:

The proposer shall hold harmless, indemnify and defend indemnities (as hereinafter defined) against any claim, action, loss, damage, injury, liability, but not by way of limitation, attorney's fees and court costs arising out of bodily injury to persons including death, or damage to tangible property arising out of or incidental to the performance of the Contract (including goods and services provided thereto) by or on behalf of the proposer, excluding only the sole negligence of culpability of the indemnitee. The following shall be deemed to be indemnities: The School Board of Miami-Dade County, Florida, and its members, officers and employees.

## **XII. PROOF OF INSURANCE REQUIREMENTS**

At the time an award is made, the successful Proposer shall be responsible for providing the School Board with certificates of insurance which indicate that insurance coverage has been obtained and meets the requirements as outlined below:

- Workers' Compensation Insurance for all employees of the Proposer as required pursuant to the provisions of Section 440, Florida Statutes.
- Commercial General Insurance on a comprehensive basis in an amount not less than \$300,000 combined single limit per occurrence. The School Board of Miami-Dade County, Florida, its employees and agents, must be listed as an additional insured on the policy.

- Automobile Liability Insurance covering all owned, non-owned, and hired vehicles used in connection with the work as outlined in this RFP, in an amount not less than \$300,000 combined single limit per occurrence for bodily injury and property damage liability.
- Proof of Professional Liability Insurance (e.g., medical malpractice) in the name of the Proposer, with limits of liability not less than \$1,000,000 per wrongful act.

All certificates of insurance submitted must be issued by companies authorized to conduct business under the laws of the State of Florida, with an A.M. Best rating (most currently published) must be no less than "B +" as to management, and no less than "Class V" as to financial strength. Certificates shall indicate no modification in insurance be made within thirty (30) days advanced written notice to the additional named insured or certificate holder.

### **XIII. IMPLEMENTATION SCHEDULE**

The estimated time line for implementation is as follows:

- |                                         |                    |
|-----------------------------------------|--------------------|
| • Procurement Contract Review Committee | June 10, 2004      |
| • Authorization to Issue Proposal       | June 16, 2004      |
| • Mailing of Proposals                  | July 8, 2004       |
| • Deadline for Questions                | July 29, 2004      |
| • Opening of Proposals                  | August 19, 2004    |
| • Evaluation Committee Meeting          | September 8, 2004  |
| • Product Demonstration/Presentation    | September 20, 2004 |
| • Proof Of Concept                      | October 4, 2004    |
| • Evaluation Complete                   | December 10, 2004  |
| • Award Recommendation                  | January, 2005      |

### **XIV. ADDITIONAL INFORMATION**

Any additional information regarding proposal procedures may be obtained from:

Ms. Barbara D. Jones, CPPB, Director  
 Division of Procurement Management  
 Miami-Dade County Public Schools  
 1450 NE 2<sup>nd</sup> Avenue, Room 352  
 Miami, Florida 33132  
 Telephone (305) 995-2348  
 E-mail [bjones@dadeschools.net](mailto:bjones@dadeschools.net)





3. **CERTIFICATIONS:** Indicate if this business shares common officers, owners, directors or management personnel with another business that has received, been denied, or had its certification revoked as an MBE/DBE/WBE or SBA 8(a) Certified Contractor. Indicate the name of the certifying authority, as well as the date and type of determination (certification/denial/revocation).

<u>Agency Name</u>	<u>Determination</u>	<u>Date</u>

4. **OWNERSHIP:**

a. Identify the proprietor, each partner, or stockholder by name, as well as his/her citizenship (c) or (r) residency status, gender, ethnic group, and percentage of ownership.

<u>Name</u>	<u>Owner/ shareholder</u>	<u>Resident or *U.S. Citizen</u>	<u>Gender</u>	<u>Ethnicity</u>	<u>% Owned</u>	<u>Years Owned</u>

b. If the business is a corporation, please indicate the following:

1. The number of shares authorized: \_\_\_\_\_
2. The number shares issued: \_\_\_\_\_
3. Are there any stock option agreements? Yes \_\_\_\_ No \_\_\_\_  
If yes, please provide a copy of each agreement.

5. **OPERATIONAL CONTROL:** Provide the name, title, race/ethnicity, and gender of each individual (including owners and non-owners) with the primary responsibility for the following:

	<u>Name and title</u>	<u>Race/ethnicity/ gender</u>
a. Check signing	_____	_____
	_____	_____

	<u>Name and title</u>	<u>Race/ethnicity/ gender</u>
b. Payroll signing	_____	_____
	_____	_____
c. Signing, or guaranteeing loans	_____	_____
	_____	_____
d. Acquiring lines of credit	_____	_____
	_____	_____
e. Acquiring surety bonding and insurance	_____	_____
	_____	_____
f. Purchasing major equipment/services	_____	_____
	_____	_____
g. Signing contracts/change orders/payment requisitions	_____	_____
	_____	_____
h. Estimating	_____	_____
	_____	_____
i. Qualifying the company for professional/trade license(s)	_____	_____
	_____	_____
j. Marketing/sales	_____	_____
	_____	_____
k. Hiring and firing managerial employees	_____	_____
	_____	_____
l. Hiring and firing non-management employees	_____	_____
	_____	_____
m. Supervising field/ operations	_____	_____
	_____	_____
n. Supervising office personnel	_____	_____
	_____	_____

6. **PERSONNEL:** Identify the number of individuals, including owners, that are currently employed by the business in the following areas:

Please use the following to classify women/minority persons: AM-African American male, AF-African American female, HM-Hispanic male, HF-Hispanic female, WM-Non Hispanic White male, WF-Non Hispanic White female.

	<u>Total Number of Employees</u>					
a. Management	_____					
b. Administrative/clerical	_____					
c. Professional/technical	_____					
d. Craftsperson/laborers	_____					

e. Provide a copy of the business affirmative action statement, if one is available.

7. **BUSINESS RELATIONSHIPS:** Provide the requested information for each of the following:

a. Bonding Company: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Agent name: \_\_\_\_\_ Phone number: \_\_\_\_\_  
 Single Contract Limit: \_\_\_\_\_ Aggregate Limit: \_\_\_\_\_

b. Bank(s) Name(s): \_\_\_\_\_  
 Branch: \_\_\_\_\_  
 Contact person: \_\_\_\_\_ Phone number: \_\_\_\_\_  
 Credit limit: \_\_\_\_\_

c. Identify the company's/creditors including banks and the amount of money owed to:

<u>Creditor</u>	<u>Loan Guarantor(s)</u>	<u>Address &amp; telephone</u>	<u>Loan Amount</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

d. Insurance company: \_\_\_\_\_  
 Type of insurance: \_\_\_\_\_ Insurance limits: \_\_\_\_\_

**e. List the business' three largest contracts or jobs.**

<u>Contract/job type</u>	<u>Contact person</u>	<u>Telephone number</u>	<u>Contract amount</u>	<u>Bonded (Yes/No)</u>
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

**8. EQUIPMENT: List the type and value of major equipment that is owned (O) or leased (L) by the business.**

<u>Equipment</u>	<u>O/L</u>	<u>Value (\$ amount)</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

**9. M/WBE JOINT VENTURE - Joint ventures must provide a copy of the joint venture agreement.**



**M/WBE CERTIFICATION APPLICATION**

**AFFIDAVIT**

STATE OF \_\_\_\_\_:

COUNTY OF \_\_\_\_\_: SS

I hereby declare and affirm that I am the \_\_\_\_\_ (Title)  
of: \_\_\_\_\_ (Firm)

That I am duly authorized to execute the foregoing M/WBE Certification Application, and that the contents of said documents are complete, true and correct to the best of my knowledge and belief. I hereby certify that the documents include all material information necessary to identify the true and lawful owners of the subject business enterprise. Further, the undersigned is notified of their responsibility to submit an updated Minority/Woman Business Enterprise Certification Application whenever a change occurs in ownership, management or control of the company. Any M/WBE applicant, certified M/WBE principal(s) and all related parties, who misrepresents the status of any concern as an M/WBE, or is a party to such misrepresentation to obtain business or contracts with the School Board under the Business Development and Assistance Program, will be suspended from doing business with the School Board for fourteen (14) months.

(Corporate Seal), if appropriate

\_\_\_\_\_  
Minority/Woman Owner's Signature

On this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_, personally appeared before me, the undersigned officer authorized to administer oaths: \_\_\_\_\_ known to be the person described in the foregoing affidavit, who acknowledged that he/she executed the same in the capacity stated and for the purposes therein contained.

IN WITNESS WHEREOF, I have hereunto set my hand and official seal.

\_\_\_\_\_  
Notary Public

My Commission Expires: \_\_\_\_\_  
SEAL

**M/WBE  
Certification Check List**

Please attach copies, not originals, of all applicable items. Incomplete applications cannot be processed, and failure to submit the documents will delay or result in termination of the application process.

Please check if documents are attached:

1.  M/WBE certifications from other public agencies.
2.  M/WBE Certification Application Affidavit (Page 6 of Application).
3.  Miami-Dade County Public Schools Vendor Application.
4.  Lease/purchase agreement for the business' facilities.
5.  Current professional/business license(s).
6.  Proof of citizenship or permanent resident status.
7.  Resumes for owners and key personnel.
8.  Lease/purchase agreements for major business equipment.
9.  Most current application for bonding, if applicable.
10.  Management agreement(s).
11.  Loan agreement(s) or promissory note(s).
12.  Birth certificate, drivers license, passport or any other document which substantiates the ethnicity/race/gender of owners, officers and directors.

**\*If any of the aforementioned documents are not available, please provide a written notarized statement that information is not available.**

13. Sole Proprietor - Submit all of the above items, as applicable and the following:

- U.S. IRS 1040-C Schedule.
- Fictitious name affidavit, if applicable.

14. Partnerships - Submit all of the above items, and the following:

- Partnership agreement(s).
- U.S. IRS 1065, with schedules.
- Profit sharing agreements.

15. Corporations - Submit all of the above items, and the following:

- Articles of Incorporation, with amendments.
- By-Laws, with amendments.
- The most current U.S. IRS Corporate Tax Return 1120 or 1120s, with all schedules.
- All issued and cancelled stock certificates (front & back).
- Minutes of the first shareholders' meeting.
- Minutes of the first board of directors' meeting.
- Minutes of meetings at which the current board of directors and officers were elected or appointed.
- Stock transfer ledger.
- Most current annual report filed with the Secretary of State.
- Profit sharing agreement(s).
- Agreements affecting management, control or rights of any stockholder(s).

16.  Joint venture agreement(s).

17.  Certificate(s) of insurance.

18.  Sub-contractual agreement(s).

**NOTE:** If after filing this application, there is any significant change in the information submitted herein, you must inform the Division of Business Development and Assistance of the change, or the company may be denied certification.

Certified companies must inform the Division of Business Development and Assistance of any changes in the information contained herein, which formed the basis of certification. Failure to do so may result in denial , revocation or suspension of certification.

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**COMPLETE APPLICATION, INCLUDING VENDOR APPLICATION AND CATEGORY OF GOODS AND SERVICES LIST, SHOULD BE RETURNED TO:**

**MIAMI-DADE COUNTY PUBLIC SCHOOLS  
DIVISION OF BUSINESS DEVELOPMENT AND ASSISTANCE  
1450 N.E. 2ND AVENUE, ROOM 456  
MIAMI, FL 33132**

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## DEFINITION OF MINORITY/WOMEN BUSINESS ENTERPRISES

- (1) "Minority/Women Business Enterprises" means any legal entity, which is organized to engage in commercial transactions and which is at least fifty-one (51) percent owned and controlled by a minority person or persons.
- (2) "Minority person" means a person who is a citizen or lawful permanent resident of the United States, and who is:
  - (a) An African American, a person having origins in any of the Black racial groups of Africa;
  - (b) An Hispanic, a person of Spanish or Portuguese culture including, but not limited to, persons with origins in Mexico, South America, Central America, or the Caribbean Islands, regardless of race, or
  - (c) A Woman

### WARNING

- (3) IT IS UNLAWFUL FOR ANY INDIVIDUAL TO FALSELY REPRESENT ANY ENTITY, AS A MINORITY/WOMEN BUSINESS ENTERPRISE, FOR THE PURPOSES OF QUALIFYING FOR CERTIFICATION UNDER A PROGRAM WHICH, IN COMPLIANCE WITH FEDERAL LAW, IS DESIGNED TO ASSIST MINORITY/WOMEN BUSINESS ENTERPRISES IN THE RECEIPT OF CONTRACTS FOR THE PROVISION OF GOODS OR SERVICES. ANY PERSON WHO VIOLATES THIS SECTION IS GUILTY OF A FELONY OF THE SECOND DEGREE, PUNISHABLE AS PROVIDED IN S. 775.082 OR S. 775.084.

(102891)