



REQUEST FOR PROPOSAL (RFP)
IT, EDMS, Customer Tracking and Website Services

ISSUED April 11, 2019

RFP No. 19-0411

WorkNet Pinellas, Inc. d.b.a. CareerSource Pinellas is requesting proposals for the provision of information technology infrastructure management, including website maintenance and support, customer tracking and electronic document management system including supporting maintenance. Parties interested in submitting a Proposal should review this entire document.

Proposals should be submitted by 5:00 p.m. EDT on May 16, 2019 to:

CareerSource Pinellas
Attention: Jennifer Brackney, Chief Executive Officer
13805 58th Street North, Suite 2-140
Clearwater, FL 33760

The official opening will be held at the CareerSource Pinellas conference room at 13805 58th St. North, Suite 2-140, Clearwater, FL 33670 on May 16, 2019 at 5:00 p.m. EDT. Submitted RFPs will be recorded. Any RFP or portion thereof, received after the submittal deadline will not be considered and returned to the submitting entity.

Questions may be submitted by email to rfp@careersourcepinellas.com until 5:00 p.m. EDT, April 25, 2019. Please reference RFP No.19-0411 in the subject line. Answers will be posted on the CareerSource Pinellas website at <https://careersourcepinellas.com/pages/rfps> by 7:00 p.m. EDT, April 30, 2019.

Action	Date
Issue RFP	April 11, 2019
Question and Answer period	April 11 – April 25, 2019, 5 pm EDT
RFP Due	May 16, 2019, 5:00 pm EDT
Official Opening	May 16, 2019, 5:00 pm EDT
Evaluation and Selection Begins	May 17, 2019
Award date*	June 6, 2019

* Tentative date subject to the identification of a qualified respondent and board approval.

INVITATION TO NEGOTIATE IT, EDMS, Customer Tracking and Website Services

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I. BACKGROUND OF ORGANIZATION

WorkNet Pinellas, Inc. d.b.a. CareerSource Pinellas is a 501(c)(3) non-profit organization created under the federal Workforce Investment Act of 1998 and Florida Workforce Innovation Act of 2000, entered into an inter-local agreement with Pinellas County Board of County Commissioners (BOCC) for providing workforce services for all programs under the federal Workforce Innovation and Opportunity Act (WIOA). Members of WorkNet Pinellas, Inc. Governing Board are appointed by the BOCC. The Board is comprised of representatives from businesses in Pinellas County, local elected official, local educational entities, labor organizations, economic development entities, one stop partners, community-based organizations, and other individuals as mandated by WIOA Section 107 and Florida Statute Section 445.007(1). CareerSource Pinellas is certified to serve as Region 14 Local Workforce Development Board for Pinellas County by the Florida Governor whose responsibility has been delegated to CareerSource Florida, Inc., the state workforce board. This public-private partnership supports and promotes economic growth through workforce development. WorkNet Pinellas, Inc. is one of twenty four local workforce development boards in Florida.

II. SCOPE OF SERVICE

A. Information Technology Infrastructure Management

CareerSource Pinellas is seeking a qualified and customer service related provider for the provision of Information Technology (IT), Electronic Document Management System (EDMS), Customer Tracking System and Website Services including a staffing model that will support IT related needs of CareerSource Pinellas at all of its facilities and satellite sites for services as described below:

1. Information Technology and Support at all levels
2. Document filing storage system and conversion from current system as needed
3. On line application or program feature and conversion from current system as needed
4. Procurement of equipment
5. Act as liaison with Phone VOIP system and provider
6. Act as liaison with Copier, Scanner, Fax system and provider
7. Act as liaison with Internet provider and Cloud Services providers
8. Act as liaison with the Department of Economic Opportunity (DEO) IT
9. Customer tracking and conversion from current system as needed
10. Website support

Additional services and support as needed.

III. COMPANY QUALIFICATIONS AND REQUIREMENTS

Respondent must meet all the minimum qualifications outlined below.

1. Have provided services similar in nature, scope and complexity for at least three years.

2. Have contracted to provide services similar in nature and complexity, with at least one organization within the past three years. Performance of similar services as an employee does not fulfill this requirement.
3. Be licensed to conduct business in the State of Florida.

IV. RFP TERMS & CONDITIONS

A. Response

Each Respondent is required to submit their response to this ITN no later than 5:00 pm EDT on May 16, 2019 (due date and time). The delivery of the RFP is solely and strictly the responsibility of the Respondent. A proposal received after the due date and time will not be considered fully responsive and will be returned to the responding party unopened.

Only a fully responsive proposal will be considered. All required conditions set forth in the Proposal Content section below must be followed to be considered fully responsive.

Outline: All proposals must be assembled in accordance to the following outline, with all pages numbered in sequential order.

1. Proposal Content

The proposal should include the following content and in the following order:

A. Cover Statement (optional)

States the RFP number and title; contains Respondent's name, email address, mailing and location address, telephone number, facsimile number; the name of Respondent's contact person; and, if different from that of Respondent, the contact person's mailing and location address, telephone number, email address and facsimile number.

B. Table of Contents (required)

Table of Contents should identify the page location for each section in the proposal.

C. Appendix A – Organization Information (required)

D. Executive Summary (required)

State your company's mission, vision, and overall operation including company structure, office locations, types of services provided, geographic information, years of operation, and company requirements for criminal background checks, if any, for employees

E. Appendix B - Scope of Services – Description of Services (required)

Explain your proposed approach to service delivery. Provide a detailed description for IT, EDMS, Customer tracking and Website Services as specified in Section II A. Information Technology Infrastructure Management

F. Appendix C - Qualifications and Requirements (required)

G. Appendix D – References (required)

H. License Information (required)

Provide a copy of your State of Florida business license.

I. Appendix E - Budget Information (required)

Itemize the structure for services and the fees. Include any hardware as a separate budget. Purchase of any hardware, if needed, will be negotiated at contract execution.

Do not respond to any questions by referencing material presented elsewhere. The response provided immediately after the restatement of the requirement shall not be considered complete and stands on its own merits. A response of "*will comply*" or "*see above*" or similar statement shall be considered unresponsive. **[Failure to respond to any required section of this RFP may result in disqualification of the proposal.]**

Do not include the full RFP document in your proposal.

2. Proposal Format:

Response must be typed, using a minimum of 12-point font size and submitted on 8 ½" X 11" letter size.

3. Quantity:

Proposals should be limited to a maximum of 20 pages.

- 1 signed paper original. The original should be marked "Original".
- 3 paper duplicates marked "Copy"

4. Sealed package: No email or facsimile copies will be accepted.

The RFP is to be submitted in a sealed package with RFP No. 19-0411 prominently displayed on the front and addressed to:

CareerSource Pinellas
Attention: Jennifer Brackney, CEO
13805 58th St. North, Suite 2-140
Clearwater, FL 33670

All documents become the property of CareerSource Pinellas and will be a matter of public record subject to the provisions of Chapter 119, Florida Statutes. Each Respondent agrees that the preparation of all materials are at the Respondent's sole cost and expense, and CareerSource Pinellas shall not, under any circumstances, be responsible for any costs or expenses incurred by a Respondent.

B. Question and Answer Period

All requests for clarification of this RFP should be emailed to rfp@careersourcepinellas.com by 5 p.m. EDT, April 25, 2019. Please reference RFP No. 19-0411 in the subject line. A good-faith effort will be made to provide a written response to each question by 7 p.m. EDT, April 30, 2019. Any resultant response will be posted to the CareerSource Pinellas website: <http://careersourcepinellas.com/pages/rfps>.

C. Evaluation and Selection

The evaluation and selection will be based on the criteria set forth below:

CRITERIA	WEIGHT FACTOR
Proposal Specifications The Respondent adheres to RFP timeline, format and content. Respondent meets requirements to provide services and is licensed in the State of Florida.	Mandatory
Description of Services The proposal adequately addresses each Scope of Service Category including proposed delivery. The proposal discusses plan of conversion from current systems to new being proposed	35 Points
Cost Reasonableness The Respondent's Budget Information reflects reasonable costs for the staff and services as detailed in the Scope of Service.	35 Points
Respondent Experience The Respondent's has experience in providing similar services.	30 Points
TOTAL SCORE	100 Points

A selection committee will review and score each proposal, place the proposals in rank order, and present the results along with their recommendation to CareerSource Pinellas Board of Directors. After approval by the Board, contract negotiations will be entered into with the highest ranking proposer. Should CareerSource Pinellas be unable to negotiate a final contract, negotiations with that firm will be formally ended and negotiations will be undertaken with the next ranked proposer. These negotiations would include all aspects of services. The content of the proposal submitted by the winning proposer may become part of the resultant contract.

D. Timeline

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Issue RFP	April 11, 2019
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* Tentative date subject to the identification of a qualified respondent and board approval.

V. GENERAL CONDITIONS

A. Respondent

All private-for-profit corporations, not-for-profit corporations, local education agencies, governmental units, or public agencies properly organized in accordance with State and Federal law and in business for at least 3 years may submit a RFP. Minority and women-owned and operated businesses are encouraged to submit. RFP will not be reviewed if (1) the Respondent has been debarred or suspended or otherwise determined to be ineligible to receive federal funds by an action of any governmental agency; (2) the Respondent's previous contract(s) with CareerSource Pinellas have been terminated for cause; (3) the Respondent has not complied with an official order to repay disallowed costs incurred during its conduct of programs or services; or (4) the Respondent's name appears on the convicted vendor list.

B. Contract Term and Conditions

The term of this contract shall be from a period commencing on July 1, 2019 and terminating June 30, 2020 with an option to extend for up to three (3) additional years based on performance, business needs and funding availability. Invoices must be submitted on a monthly basis by the 10th of the month following the month of service.

C. Assignment of Contract

No third party contracts or subcontracts will be allowed, unless specifically approved, in writing by CareerSource Pinellas.

C. Reserved Rights

The rights reserved by CareerSource Pinellas, which shall be exercised in its sole and absolute discretion, and shall be at no fault, cost or liability whatsoever to CareerSource Pinellas, include without limitation, the right to:

- Supplement, amend or otherwise modify or cancel any provisions set forth in his solicitation at any time.
- To accept or reject any or all responses, to re-advertise this RFP, to postpone or cancel this process and to change or modify the project schedule at any time.
- Disqualify any respondent that submits an incomplete or inadequate response or is not responsive to the requirements of this RFP.
- Waive any defect, technicality or irregularity in any response received.
- Require additional information and/or oral presentation from one or more respondents to supplement or to clarify the RFP submitted.
- Determine whether the respondent's written or oral representations are true, accurate and complete or whether the respondent has adequately responded and has the necessary experience, including seeking and evaluating independent information on any respondent.
- Consider any information submitted that is not requested by CareerSource Pinellas in a proposal response as supplemental information and not subject to evaluation by the selection committee or CEO.

- Unless otherwise specifically proposed by the respondent, CareerSource Pinellas reserves the right to hold such pricing as effective for the entire intended contract term.
- End contract negotiations if acceptable progress, as determined by the CEO, is not being made within a reasonable time frame.
- Change specifications and modify contracts as necessary to (a) facilitate compliance with the legislation, regulations and policy directives, and (b) to manage funding.

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Appendix B - Scope of Services

1 Information Technology Support to include

- A Information Technology Support includes all aspects of technology including telephones and a Help desk. Describe how your organization will provide Information Technology support, including the nature and complexity of services included and the ability to provide service to all facilities and locations.
- B Specify other organization(s) where you have provided such similar service within the past three years.
- C Describe how CareerSource Pinellas will integrate into your current IT service delivery system.

2 Document filing storage system

- A Describe your proposed electronic document management system (EDMS) and how it works. Describe your plan of conversion from current system to new being proposed.
- B Specify other organization(s) where you have provided such similar service within the past three years.
- C Describe how you will integrate CareerSource Pinellas into your current services system including data migration and staff training of the system

3 Procurement of Equipment

- A Describe how you will support the procurement of equipment for CareerSource Pinellas
- B Specify other organization(s) where you have provided such similar service within the past three years.
- C Describe how CareerSource Pinellas will integrate into your current procurement system.

4 Act as Liaison with existing Internet Provider and Cloud Services Provider(s)

- A Describe how you will coordinate service with the Internet provider, Bright House and Cloud provider(s) supporting such applications as MIP or MICROIX

- B Specify other organization(s) where you have provided such similar service within the past three years.

5 Act as Liaison with existing VOIP phone system provider

- A Describe how your organization will work with VOIP phone system provider..
- B Specify other organization(s) where you have provided such similar service within the past three years.

5 Act as Liaison with the Department of Economic Opportunity

- A Describe how your organization will work with IT department with the State of Florida's Department of Economic Opportunity.
- B Specify other organization(s) where you have provided such similar service within the past three years.

6 Customer Tracking

- A Specify other organization(s) where you have provided such similar service within the past three years. Describe your plan of conversion from current system to new being proposed.
- B Describe your plan to create one customer tracking system including data migration and staff training, etc.

7 Website development and maintenance

- A Describe how your organization will provide website maintenance services, including the nature and complexity.
- B Specify other organization(s) where you have provided such similar service within the past three years.
- C Describe the plan to transition the website, if applicable, retain current website data, functionality and staff training, etc.

Additional services and support as needed

- A Describe your ability to support other technology services such as the online application programs.
- B Specify other organization(s) where you have provided such similar service within the past three years.

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Appendix C – Qualifications and Requirements

Respondent must meet all the minimum qualifications outlined below. Respondent **may not** presently be debarred or suspended from contracting with the federal, state, or local government. To be considered, all respondents must:

- Have provided services similar in nature and complexity for at least three years.
 Yes No
- Have contracted to provide services similar in nature and complexity, with at least one organization within the past three years. Performance of similar services as an employee does not fulfill this requirement.
 Yes No
- Be licensed to conduct business in the state of Florida (please provide copy).
 Yes No

Respondents must respond to each item listed below.
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1. **Respondent or one of its collaborative partners** has subsidiaries, a parent organization, or other affiliates. Yes No If yes, provide a full explanation.
2. **Debarment/Suspension.** Is Respondent or any collaborative partner presently debarred or suspended from contracting with the federal, state, or local government?
 Yes No
3. **Contract Termination for Default.** Has Respondent had a contract terminated for default in the last five years? Termination for default is defined as notice to stop performance, delivered to Respondent due to Respondent's non-performance or poor performance and the issue of performance was either not litigated due to inaction on the part of Respondent; or litigated and determined that Respondent was in default.
 Yes No If yes, provide details.
4. **Bankruptcy.** Has Respondent or any of the collaborative partners declared bankruptcy and/or had any assets attached by any court in the last three (3) years? Yes No If yes, provide a full explanation.
5. **Affirmations:** Initial to affirm the statement below.

	Respondent is financially solvent.
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Appendix D –References

Respondent must include a list of references. Respondent shall provide examples of prior experience and past performance of similar projects. Reference names and addresses, telephone and facsimile numbers should be included. Also, contact information for a person that is qualified to discuss Respondent's performance must be included. CareerSource Pinellas reserves the right to contact any person(s) or organization(s) who is familiar with the work of Respondent to document the qualifications and successful experiences of Respondent, as well as to solicit character references.

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Appendix E - Budget Information

Itemize the structure for services and fees. Include any hardware as a separate budget.