



Justice Administrative Commission
227 North Bronough Street, Suite 2100
Tallahassee, Florida 32301

REQUEST FOR QUOTES (RFQ)

ISSUE DATE: Monday, November 27, 2023

RFQ NO: RFQ JAC-2023-01

RFQ DUE DATE AND TIME: Wednesday, December 13, 2023 at 2:00pm
(Quotes received after the due date and time specified above will not be considered.)

GENERAL INFORMATION: The Justice Administrative Commission (JAC), a state entity, is requesting quotes from qualified Contractors, for Information Technology Staff Augmentation as set forth within this RFQ. This page must be signed by an authorized company representative and returned along with the quote, to indicate acceptance of all terms and conditions listed in, or referenced by, this RFQ. Please note, this is not an order, nor is the JAC under any obligation to utilize these services.

The JAC may, without limitation and without recourse by the Contractor, issue Purchase Authorizations to other Contractors to provide the same or similar services, as shall serve the best interest of the JAC and the State of Florida.

Company Name: _____

Address: _____

Telephone: _____

E-Mail: _____

Contact Name: _____

Authorized Representative Signature: _____

Date: _____

RFQ PROCESS: The sole contact point for all communication regarding this Request for Quote (RFQ) is: Wayne.Meyer@justiceadmin.org.

Contractors responding to this solicitation may only contact the person identified above, starting from the release of the RFQ, until the Contractor(s) are identified for contract selection, unless explicitly stated herein. Violation of this provision may be grounds for disqualifying a Contractor.

Any questions about this RFQ must be submitted via email no later than Friday, December 1, 2023, and any responses to said questions shall be provided to all Contractors solicited for quotes pursuant to this RFQ.

TIMELINE OF EVENTS:

<u>Activity</u>	<u>Date</u>	<u>Time</u>
RFQ Released	November 27, 2023	
Contractor Questions(s) Deadline	December 1, 2023	2:00 P.M. ET
JAC Answers to Contractor Questions	December 6, 2023	
Quote Submission (on or before)	December 13, 2023	2:00 P.M. ET
Candidate Interviews	December 19-21, 2023	
Acceptance of Quote	December 27, 2023	
Services Commence	January 8, 2024	8:00 a.m. ET

PURPOSE: Quotes are being requested for up to four (4) candidates for Information Technology Staff Augmentation in the Job Title of Documentation Specialist/Technical Writer (Job#: 5800) to assist JAC with the completion of Florida Planning, Accounting, and Ledger Management (PALM) Task 328, documenting JAC’s business processes, as well as Tasks 515 and 527 and any future PALM tasks, updating current business processes (the Project). Further documentation regarding the statewide PALM project, including key information needed to complete the Project can be found on the Florida PALM website located at the following address: <https://myfloridacfo.com/floridapalm/>.

CONTENT OF RESPONSES: Responses may include proposals for a maximum of four (4) candidates per vendor and must include:

A. Transmittal Letter that must:

1. State the Contractor’s full legal name;
2. Indicate whether the Contractor is a business entity incorporated in Florida, a foreign entity registered to do business in Florida, or a foreign entity claiming exemption to the registration requirements under section 607.1501(2), Florida Statutes (F.S.);
3. Certify the Contractor’s agreement with the terms of the applicable State Term Contract (STC) for Information Technology Staff Augmentation (either No. 80101507-21-STC-ITSA or No. 80101507-22-STC-ITSA) including all of its attachments and this RFQ; and

4. Indicate the length of time the Response to this RFQ is valid, which must be no less than 180 days.

B. Candidate Information: Provide the following information for each candidate with a maximum of four (4) candidates:

1. The full, legal name of the candidate;
2. Proof that the candidate has a minimum of a Bachelor's degree from an accredited college or university in Journalism, Technical Writing, Business Administration, or other related field or equivalent work experience;
3. A description of the candidate's experience (minimum of four years) with documenting business processes, developing work flows, and reading proposed business requirements and updating existing process documentation; and a description of the candidate's experience in executing knowledge transfer, including approach, execution, and confirmation of completion;
4. Start date, length of availability, and confirmation that the candidate will be dedicated to the Project full-time (40 hours per week) to perform services during normal business hours of 8:00 AM to 5:00 PM ET, Monday through Friday (flexible schedules may be considered, but must be approved by the JAC Contract Manager);
5. A detailed explanation of why this candidate is the best match for this Project; including what qualifies the candidate to provide the services described in the Scope of Work;
6. One of the following statements:
 - The candidate will be or anticipates being otherwise employed during the term of the Project.
 - The candidate does not anticipate being otherwise employed during the term of the Project.
7. A completed Resume Acknowledgement Form (No. 80101507-21-STC-ITSA) or Resume Self-Certification Form (No. 80101507-22-STC-ITSA) depending on the STC being used for quote purposes;
8. Proof that the candidate has undergone a background check which, at minimum, is the equivalent of a Level 2 screening described in section 435.04, F.S., including finger printing.

C. A Cost Response: The Cost Response must:

1. Contain the hourly rate for the initial authorization period for each candidate proposed, not to exceed the hourly rates specified in the Contractor's Job Title Pricing from Contractor's submitted Price Sheet.

D. Resume/References.

1. The resume must include a detailed and accurate description of the proposed candidate's experience and qualifications (limited to three (3) pages per candidate); and

2. The submission must include three (3) references for each candidate being proposed that are from clients for whom the candidate completed projects similar to the services requested in this RFQ (no page limit).

Candidate Interviews: JAC reserves the right to interview each proposed candidate to assess the candidate's experience, knowledge, and expertise; compatibility with JAC's Vision, Mission, and Core Values; and necessary skills and expertise to complete the Project.

Costs Incurred in Responding: The JAC shall not be responsible for any costs incurred by a Contractor in the preparation or submission of a Quote.

Selection Criteria: This RFQ may result in the selection of one or more Contractors to provide the Services described in this RFQ. The JAC reserves the right to select Contractor(s) that do not submit the lowest pricing structure; however, pricing will be an element of the JAC's selection criteria. The JAC intends to contract with a Contractor based on a best value determination made by the JAC.

When reviewing submitted Quotes, the following factors, in no particular order, and without limitation, may be considered:

- Pricing
- Speed to Service
- Implementation Approach
- Experience with the services specified
- Past Performance

Acceptance of Quote: The JAC will notify the Contractor of the acceptance of the Quote. If awarded, the Purchase Authorization(s) will be awarded based upon the candidates selected by JAC to work on the Project and will incorporate, by reference, the STC Terms and Conditions (either No. 80101507-21-STC-ITSA or No. 80101507-22-STC-ITSA, whichever is applicable) and the terms of this RFQ.

Term of the Purchase Authorization: Each candidate selected will provide services for a minimum of three months to a maximum of 24 months pursuant to this RFQ and any resulting Purchase Authorization. After the initial three-month period, JAC shall have the discretion to extend the services of one or more candidates up to the full term of 24 months, depending on the needs of the Project.

Background Information: The JAC administratively serves the 20 offices of State Attorney, 20 offices of Public Defender, five Offices of Criminal Conflict and Civil Regional Counsel, three Offices of Capital Collateral Regional Counsel, and the Statewide Guardian ad Litem Program. Altogether, JAC serves the 49 judicial-related offices (JROs) of Justice Administration for the State of Florida.

The Florida Legislature created the Florida PALM project to replace the Florida Accounting Information Resource (FLAIR), the state's current accounting system. All

agencies are required to participate in this project. Readiness Workplan Tasks 328, Agency Readiness (myfloridacfo.com) require agencies to document current business processes. PALM Tasks 515 and 527 and potentially other PALM Tasks will require updating current business processes.

Contract Manager – Nona McCall
Nona.Mccall@justiceadmin.org
850-488-2415

Contract Administrator – Valerie Gardner
Valerie.Gardner@justiceadmin.org
850-488-2415

SCOPE OF WORK

The Contractor shall provide information technology (IT) staff augmentation services in support of JAC's PALM Project. The Contractor shall provide one, or more, Document Specialist/Technical Writer(s) who specialize in business documentation having the experience and ability to fulfill the requirements of this Scope of Work (SOW). The Document Specialist/Technical Writer(s) must be available to work full-time (40 hours per week) on the PALM Tasks so they can be completed by the deadlines outlined in the Florida PALM Readiness Workplan.

The Scope of Work is comprised of two Phases.

Phase I - is a current task assigned by the Florida PALM team. It consists of documenting current business process models and should be completed six weeks after the Purchase Authorization is executed.

Phase II - consists of tasks that will be assigned by the Florida PALM team starting in January 2024. Phase II tasks will involve updating current business processes based on parameters and requirements provided by the PALM team including Tasks 515 and 527.

Project Defined –

JAC shall:

1. Provide a list of Business Processes
2. Provide a list of Subject Matter Experts
3. Provide a list of Business Units and Directors
4. Support the scheduling of appointments between the Document Specialist/Technical Writer(s) and the Subject Matter Expert(s)

Document Specialist/Technical Writer(s) shall:

Phase I

1. Create a documentation template meeting the requirements of Florida PALM Task 328, for the purposes of documenting JAC's business processes and setting forth the style, terminology, formatting, naming and versioning conventions for the template.
2. Conduct training with designated JAC employees on how to read and interpret a Business Process Flowchart.
3. Interview JAC designated subject matter experts and other JAC employees to capture information about current business processes and work flows.
4. Review available current process documentation, including but not limited to, employee manuals, desktop procedures, and flowcharts to assist in understanding current business processes and workflows.
5. Create a narrative business process documentation using the documentation template developed to meet the requirements of Florida PALM Task 328.
6. Provide draft narrative business process documentation to the designated JAC subject matter experts and other JAC employees as designated by the JAC Contract Manager or Administrator for review.
7. Revise the draft narrative business process documentation to incorporate revisions provided by JAC subject matter experts and other JAC employees until the JAC Contract Manager agrees that the narrative business process documentation accurately reflects the current business process.
8. Create a business process model flowchart consistent with Business Process Model and Notation (BPMN) specifications.
9. Provide the draft business process model flowchart to the designated JAC subject matter experts and the other JAC employees as designated by the JAC Contract Manager or Administrator for review and explain the flowchart, if necessary.
10. Revise the draft business process model flowchart to incorporate revisions provided by JAC subject matter experts and the other JAC employees until the JAC Contract Manager agrees that the business process model flowchart accurately reflects current business processes.

Phase II

1. Use the business processes created in Phase I along with PALM segment II resources provided by the Florida PALM team to identify changes to current state process documentation and update the documentation. This task shall be completed by April 12, 2024.
2. Use the business processes created in Phase I along with PALM segment III resources provided by the Florida PALM team to identify changes to current state process documentation and update the documentation. This task shall be completed by July 12, 2024.

Format –

Business Process documentation shall be provided in the following format:

Document	Software	Format
Business Process Narrative	Microsoft Word	Electronic
Business Process Model Flowchart	Microsoft Visio	Electronic

Deliverables –

The Contractor’s Document Specialist/Technical Writer(s) shall perform the tasks outlined in Phases I and II as requested. The Contractor must invoice the JAC for these tasks in one-hour increments, at the fixed hourly-rate(s) specified in the Contractor’s Quote. The Contractor warrants that: (1) the services will be performed by qualified personnel; (2) the services will be of the kind and quality described in the Scope of Work; (3) the services will be performed in a professional and workmanlike manner in accordance with industry standards and practices; (4) the services shall not and do not infringe upon the intellectual property rights, or any other proprietary rights, of any third party; and (5) any person or entity, whether an agent or independent contractor, that performs work on the Project for the Contractor will comply with any security requirements and processes as provided by the JAC.

Acceptance of Deliverables –

1. Acceptance Process – All deliverables must be received and accepted in writing by JAC’s Contract Manager before payment.
2. Time Report – The Contractor shall provide a monthly time report for each Document Specialist/Technical Writer who worked on the Project during the previous month, listing the number of hours spent on each date, the rate per hour, and listing the project tasks worked on and completed. The report must be submitted in a format compatible with Microsoft Excel. JAC’s Contract Manager

will review the monthly time reports to validate completion of tasks associated with the Project.

3. Payment – Invoices must be delivered to JAC’s Contract Manager no later than the third working day of the immediate past month and must contain detail sufficient for an audit and contain the Purchase Authorization Number and the Contractor’s Federal Employer Identification Number. When reviewing the invoice, the Contractor’s performance will be evaluated on a pass/fail basis in the following six areas (a “no” response to any evaluation question will count as a fail for that measure, while a “yes” response will count as a pass for that measure. The Contractor/Document Specialist/Technical Writer must receive a pass for each of the six measures to achieve a “Pass” for the monthly invoicing period):

Communication	Does the Document Specialist/Technical Writer demonstrate clear verbal and written communication skills and respond thoroughly to requests from JAC’s Subject Matter Experts, JAC Contract Manager and Administrator, and other pertinent parties?
Performance	Does the Document Specialist/Technical Writer provide clear and comprehensible written materials; accurately incorporate input and feedback into the business documentation; follow directions and complete assignments in a satisfactory manner; and accurately document the time spent in the completion of tasks for the Project?
Availability	Does the Document Specialist/Technical Writer schedule and attend meetings with JAC’s Subject Matter Experts and other JAC staff?
Positive Value	Does the Document Specialist/Technical Writer provide recommendations and perform tasks that provide a positive value to the Project?
Timeliness	Does the Document Specialist/Technical Writer work towards completion of tasks and assignments in a timely manner?
Professionalism	Does the Document Specialist/Technical Writer respect other JAC team members and demonstrate a positive and cooperative attitude?

If the Document Specialist/Technical Writer fails to achieve a “pass” in any of the five areas, JAC will notify the Contractor. Should the Document Specialist/

Technical Writer fail to achieve a “pass” in any of the six areas the following month, JAC may request the commencement of procedures for the replacement of the Document Specialist/Technical Writer.

JAC reserves the right to reject any project task outlined in the Scope of Work, as incomplete, inadequate, or unacceptable due in whole or in part to the Document Specialist/Technical Writer’s lack of satisfactory performance under the terms of the Scope of Work. Failure to use the appropriate technical requirements or complete all tasks, duties, or activities as identified in the Scope of Work, may result in rejection of the associated invoice.

The JAC, at its option, may allow additional time within which the Contractor may remedy the objections noted by the JAC before the JAC issues a notice of default. If JAC’s Contract Manager allows additional time for the Contractor to correct a rejected invoice, the Contractor shall work diligently to correct all deficiencies in the project task that remain outstanding, within a reasonable time or, if a time certain is specified, within the additional time allotted. All work done to correct a rejected project task will be done at the Contractor’s expense.

Replacement of Document Specialist/Technical Writer –

1. Timeline and Approval: If the Contractor must remove any Document Specialist/Technical Writer provided to the JAC during the term of the Project, the Contractor shall identify a replacement candidate, whom the JAC has the right to approve or deny. Any replacement candidate must meet the minimum requirements set forth in this RFQ.

No later than one month before assigning a replacement Document Specialist/Technical Writer, the Contractor shall notify JAC’s Contract Manager of the proposed assignment and provide the **Candidate Information** specified in the RFQ. JAC reserves the right to interview the individual before granting written approval for the replacement.

If the replacement candidate is approved by JAC’s Contract Manager, the replacement candidate must shadow the Document Specialist/Technical Writer the candidate is replacing for a minimum of ten working days (eight hours per day) at no cost to the JAC. There will be no increase in the hourly rate and no change to any due dates as a result of the replacement.

2. Liquidated Damages: It is acknowledged that any removal or replacement of the Document Specialist/Technical Writer provided to the JAC may interfere with the timely and proper completion of the Project, to the loss and damage of the State, and that it would be impracticable and extremely difficult to determine the actual damage sustained by the State as a result of such removal or replacement. Therefore, the Contractor and the JAC agree that in the case of any removal or replacement, JAC may assess liquidated damages in the amount calculated

using the following formula: (contractual hourly rate x 4) per working day as follows:

- i) If the Contractor fails to assign an agreed upon replacement to shadow the Document Specialist/Technical Writer being replaced for at least ten working days, per working day less than the ten required.
 - ii) If the Contractor fails to provide a replacement candidate prior to the removal of a Document Specialist/Technical Writer, per calendar day until the earlier of the date that: 1) the Contractor provides a Document Specialist/Technical Writer with equal or superior experience and qualifications than the candidate initially selected by the JAC; 2) the JAC otherwise fills the position; or 3) ten working days.
3. Termination: The Contractor understands that it is in the JAC's best interest for performance to be provided throughout the term of the Project by the same Document Specialist/Technical Writer(s) initially selected. Therefore, should the Contractor need to provide a replacement to continue providing services to the JAC, it is within the JAC's sole discretion to reject a proposed replacement, terminate the Purchase Authorization immediately, and pursue other options for obtaining the services. If the JAC rejects a proposed replacement candidate with equal or better skills than the Document Specialist/Technical Writer initially selected by the JAC, the above liquidated damages provision will cease to apply on the date that such replacement candidate would be available to begin providing services to the JAC.
4. The JAC's Right to Require Replacement: The JAC reserves the right require the replacement of any Document Specialist/Technical Writer provided by the Contractor if Document Specialist/Technical Writer is found, in the judgment of the JAC, to be unacceptable. If the JAC requires such replacement, all of the procedures identified in this section will apply as if the replacement had been at the election of the Contractor.

State Property - When services performed under this Purchase Authorization result in the production of original writing, sound recordings, pictorial reproductions, drawings, or other graphic representation and works of any similar nature, the State of Florida will own the result. JAC has the right to use, duplicate, and disclose such materials, in whole or in part, in any manner, for any purpose whatsoever, and to have others acting on behalf of JAC do so. JAC shall have unlimited rights to use, disclose, or duplicate, for any purpose whatsoever, all information and data developed, derived, documented, or furnished by the Contractor under this Purchase Authorization.