



THE HONORABLE
GWEN MARSHALL

CLERK OF THE CIRCUIT COURT AND COMPTROLLER

CLERK OF COURTS • COUNTY COMPTROLLER • AUDITOR • TREASURER • RECORDER

REQUEST FOR INFORMATION (RFI) FOR IT SERVICES

August 6, 2019

TO: All Interested Vendors

RE: No. 19-01 RFI Leon County Clerk's IT Services

The Leon County Clerk of the Circuit Court and Comptroller (Clerk) is requesting information from interested parties to assist the Clerk in identifying future desired services and capabilities of potential providers. This RFI is being sought strictly for the purpose of gaining knowledge of services and supplies available.

Any information obtained as a result of this RFI is intended to be used by the Clerk on a non-attribution basis for planning and strategy development; this RFI does not constitute a formal solicitation for proposals. Your responses to this notice will be treated as information only. The Clerk will review and consider all responses in its formulation of the organization.

To respond, please send responses via e-mail to Darlene Green at dgreen@leoncountyfl.gov or by mail to 301 S. Monroe Street, #100, Tallahassee, FL 32301.

All questions or inquiries from vendors must be submitted no later than 5:00 P.M., EST, on Wednesday August 28, 2019. Responses must be received by 5:00 P.M., EST, on Friday, September 13.

We appreciate your response to the request.



REQUEST FOR INFORMATION (RFI)

No. 19-01

**Clerk of the Circuit Court and Comptroller, Leon County Florida
is soliciting information and qualifications for:**

Information Technology Services

Date of Issuance: August 6, 2019

Completed Forms Must Be Submitted to the Following Address:

Clerk of the Circuit Court and Comptroller, Leon County
301 S. Monroe St. #100
Tallahassee FL, 32301

Any individual with a disability who would like to receive the information in this publication in another form may contact Darlene Green at (850) 606 -4005.

The purpose of this RFI is to solicit information about the products, services and capabilities of vendors offering Information Technology Services. This RFI is being issued by the Clerk of the Circuit Court and Comptroller, Leon County in her capacity as Clerk and Comptroller. All information submitted in response to this RFI is subject to the public records law in Chapter 119, Florida Statutes. Any material that a provider believes is exempt from public records must be clearly identified, with explicit notation of the applicable statutory exemption.

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SECTION I – Timetable

The anticipated schedule and deadline for the RFI are as follows:

The Clerk reserves the right to adjust this schedule.

| Activity | Date/Time (Deadlines) | Location |
|--|------------------------------|--|
| RFI Available for Distribution | 08/06/2019 12:00 PM (EST) | https://cvweb.clerk.leon.fl.us/public/announcements/rfi_1901.pdf |
| Written Inquiries Deadline: | 08/28/2019 5:00 PM (EST) | Email Address: DGreen@leoncountyfl.gov |
| RFI responses are to be sent via e-mail or mail to: Darlene Green: | 09/13/2019 5:00 PM (EST) | Email: DGreen@leoncountyfl.gov or Mail to: Clerk of the Circuit Court & Comptroller Leon County 301 S. Monroe St #100 Tallahassee, FL 32301 |
| Optional: On-site Oral Presentations, at Clerk's Discretion | 9/9/19 – 9/12/19 | Clerk of the Court & Comptroller's Office 300 S. Monroe St. #100 Tallahassee, Fl 32301 |

SECTION II – General Information

This Request for Information (“RFI”) is issued by the Office of the Clerk of the Circuit Court and Comptroller, Leon County, Florida (“Clerk”). The Clerk is an independent office created pursuant to Article V and Article VIII of the Florida Constitution. Any person or business organization that submits a response to this RFI will be referred to as a “Responder.” The term Responder includes Responder’s employees, agents and subcontractors. A response to this RFI is referred to as a “Response” or “Reply.”

Responders acknowledge that this RFI is a request for information only and that it is in the Clerk’s sole discretion to choose to contract for any service that a Responder to this RFI may offer. If the Clerk does choose to contract for any service that a Responder to this RFI may offer, a formal solicitation process will be used. Any Responder may participate and will be required to respond in accordance with the specific requirements set forth in the formal solicitation. All costs involved with the presentation and submission of a Response to the Clerk, or any work performed in connection therewith, shall be borne by the responding party. No payment will be made for Responses received, or for any other effort required of or made by the Responders. By virtue of submitting a Response, Responders are acknowledging that the Clerk reserves the rights as outlined herein:

- A. This process is for the benefit of the Clerk only and is intended to provide the Clerk with information to assist in identifying future desired services and the capabilities of potential providers. All materials submitted in response to this RFI become the property of the Clerk and will be a matter of public record subject to the provisions of Chapter 119 of the Florida Statutes.
- B. A Responder waives and relinquishes any claim, cause, or suit against the Clerk of the Circuit Court & Comptroller, Leon County FL and all the agents and employees of the Clerk arising out of the administration of this RFI.

SECTION III – Instructions for Preparing and Submitting Responses

All responses should be in the same order and identified by section and number consistent with the outline of the RFI. All Responders are required to provide an email address for notification purposes. All questions concerning the RFI must be directed to: DGreen@leoncountyfl.gov.

Responses received after the stated deadline will not be considered. All questions and answers will be posted on the Clerk’s website at https://cvweb.clerk.leon.fl.us/public/announcements/rfi_1901.pdf.

Clerk personnel will review and may substantiate all information and references requested in this document; therefore, please answer all questions thoroughly.

SECTION IV. – Requested Information

A. References

List all local governmental customers in Florida for which your firm has performed services similar to the statement of work/specifications described in your Reply, throughout the five-year period ending December 31, 2018.

Provide a list of up to 10 current Florida governmental customers of an account size similar to Leon County, FL that may be contacted as references. If your firm does not have 10 Florida governmental customers, please include private companies for whom your firm provides similar services. Please include name, contact person, telephone number and number of years as a client.

B. Scope of Services:

- 1) Identify and describe all of the various Information Technology related services your company provides as part of the development of an Information Technology Strategic Plan.
- 2) Provide a brief history of how long your company has been providing services related to an Integrated Information Technology Strategic Plan.
- 3) Does your company have experience interfacing customer court case management systems pursuant to the Supreme Court of Florida Integration and Interoperability Document Version 2.4 or later? If so, describe that experience. Link provided.
<https://www.flcourts.org/content/download/219195/1981116/integration-interoperability-april2016version2-4.pdf>
- 4) Does your company have experience developing customer compliance with Rule 1B-26.003 Florida Administrative Code? If so, describe that experience. Link provided.
<http://flrules.elaws.us/fac/1b-26.003>
- 5) Does your company have experience developing customer compliance with Supreme Court of Florida Administrative Order No. AOSC19-23 regarding (PDF/A as the standard for court document storage? If so, describe that experience. Link provided.
- 6) <https://www.floridasupremecourt.org/content/download/525633/5839546/AOSC19-23.pdf>
- 7) Describe your company's level of involvement and customer support with the various court case management processes offered within your platform.
- 8) Does your company have experience interfacing court case management software with other criminal justice agencies including the County Sheriff, State Attorney's Office, Public Defender's Office and the Courts in Florida with the Clerks court case management system? If so, describe that experience.
- 9) Does your company have court case management/maintenance software applications that enable the Clerk to conduct court functions and interface with other criminal justice

agencies including the County Sheriff, State Attorney's Office, Public Defender's Office and the Courts in Florida.

- 10) Identify and provide an overview of the software/web-based court case management system that would support your company's integrated software.
- a. Hardware and software installation requirements
 - b. Web browser and configuration standards
 - c. Security measures
 - d. Authorization/administrative functions (internal controls)
 - e. Password management
 - f. Training and technical support (internal and external)
 - g. Reports available to your customers and their accessibility (i.e., reports are accessible through the internet and downloadable?)
 - h. Format of reports (PDF, Excel, Word, csv, txt, etc.)
 - i. Are the reports standardized or can customized reports be developed?
 - j. What is the records history retention period? Can your system differentiate various retention periods?
 - k. Are there specific system requirements to access the reports?