

HILLSBOROUGH COUNTY  
AVIATION AUTHORITY

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REQUEST FOR PROPOSALS  
(RFP # 09-534-045)

**WORK ORDER SYSTEM REPLACEMENT**

AT

TAMPA INTERNATIONAL AIRPORT

October 26, 2009

HILLSBOROUGH COUNTY AVIATION AUTHORITY  
PROCUREMENT DEPARTMENT  
TIM SHOBY, CPPO/CPPB, DEPUTY DIRECTOR OF PROCUREMENT

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HILLSBOROUGH COUNTY AVIATION AUTHORITY  
REQUEST FOR PROPOSAL (RFP)

Sealed Proposals will be received by the Hillsborough County Aviation Authority (Authority) from qualified firms to provide the replacement and integration of the Authority's Maintenance/Facilities Work Control and ITS Helpdesk software applications that will enable the Authority to share tasks and data.

Proposals must be delivered by 2:00 p.m., December 4, 2009, as follows: Tampa International Airport, 4100 George J. Bean Parkway, Suite 2400, Second Level Service Building, Tampa, Florida 33607. There will be no formal opening for this RFP.

All proposals must be sealed and labeled as follows:

WORK ORDER SYSTEM REPLACEMENT  
RFP NO. 09-534-045  
Project No: 5510 10

For information regarding the bidding for the Work Order System Replacement, please access the Authority's website at [www.TampaAirport.com](http://www.TampaAirport.com), Airport Business, Notice of Solicitations.

To receive automated e-mail notifications of future business opportunities, please visit the Authority's website and register using the Authority's Business and Supplier Registration Program.

The Authority reserves the right to waive any formalities, technicalities or irregularities, and reject any and all proposals, re-advertise for proposals and avoid or refrain from awarding a contract for the work.

## TABLE OF CONTENTS

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1.0	DESCRIPTION OF PROJECT .....	4
2.0	SOLICITATION SCHEDULE.....	5
3.0	MINIMUM QUALIFICATIONS .....	5
4.0	SYSTEM FUNCTIONALITY .....	7
5.0	RESPONSIBILITY OF SUCCESSFUL PROPOSER .....	7
6.0	RESPONSIBILITY OF AUTHORITY .....	9
7.0	OPTIONAL DEMONSTRATION .....	9
8.0	PROPOSED COSTS.....	9
9.0	TERM OF AGREEMENT .....	10
10.0	GENERAL TERMS AND CONDITIONS .....	10
11.0	RESPONSE REQUIREMENTS AND PROPOSAL .....	14
12.0	OUTLINE FORMAT FOR PROPOSAL.....	18
13.0	TECHNICAL EVALUATION.....	25
14.0	DRUG-FREE WORKPLACE PROGRAM CERTIFICATION.....	27
15.0	ADDENDA ACKNOWLEDGEMENT.....	28
16.0	RESOLUTION OF BOARD OF DIRECTORS.....	28
17.0	ACKNOWLEDGEMENT OF PROPOSAL.....	28

## EXHIBITS/ATTACHMENTS

- ATTACHMENT “1” SYSTEM FUNCTIONALITY EVALUATION
- ATTACHMENT “2” WOMAN AND MINORITY OWNED BUSINESS ENTERPRISE ASSURANCE AND PARTICIPATION LETTER OF INTENT
- EXHIBIT “A-1” & “A-2” TRAVEL EXPENSE AND SUBSISTENCE POLICY AND STANDARD PROCEDURE
- EXHIBIT “B” INSURANCE COVERAGE
- EXHIBIT “C” RATING CRITERIA
- EXHIBIT “D” CONTRACTUAL INSURANCE TERMS AND CONDITIONS (Insurance Directive)
- EXHIBIT “E” SAMPLE AGREEMENT
- EXHIBIT “F” SOFTWARE SOURCE CODE ESCROW AGREEMENT
- EXHIBIT “G” AUTHORITY PASSWORD POLICY S270.07

## 1.0 Description of Project

The Hillsborough County Aviation Authority (Authority) owns, operates and maintains the Tampa International Airport (Airport) and three general aviation airports in Hillsborough County. The Authority is soliciting proposals from qualified proposers to provide the replacement and integration of the Authority’s Maintenance/Facilities Work Control and Information Technology Services (ITS) Helpdesk software applications that will enable the Authority to share tasks and data. The successful Proposer must be capable of providing and installing a system that includes, at a minimum, the following: software, software maintenance and support, training and services necessary to make the system operational. The system should be an off the shelf product and must be able to currently handle all of the Authority’s requirements without installing a work around or customizing the software to the Authority’s needs. ***A work around will not be accepted.*** However, work process recommendations to best practices are acceptable. The minimum requirements for the Proposer, Implementation Specialist and proposed software are listed in Section 3.0. Additional service functionalities and elements preferred by the Authority are detailed in Attachment “1”, System Functionality Evaluation, which is attached hereto and made a part hereof.

The system must be installed within a six month period after the initial kick-off meeting.

The budget for purchase and installation of the system includes: the proposed system cost, which includes software, licenses, installation, training, data conversion and a one year maintenance/support & warranty agreement; and a not-to-exceed subsistence cost from the successful Proposer. The vendors warranty will commence after go-live of the software and will run for a one year period.

All responsive proposals that meet the minimum qualifications listed in Section 3.0 will be evaluated by a technical evaluation committee. As part of this RFP process, each qualified

Proposer may be asked to conduct a demonstration of the proposed software. The specific individual that will manage the project (“Implementation Specialist”) will take the lead role in this demonstration. The Proposer’s lead application consultant and functional expert must also be on-site during the demonstration. Selection and approval of the successful Proposer will be made by the Authority’s Board of Directors as outlined in Section 13.3.

## 2.0 Solicitation Schedule

The following schedule has been established for this selection process:

Scheduled Item	Scheduled Date
RFP posted on Authority website	October 26, 2009
Mandatory Pre-Proposal Conference (see Section 11.10)	November 10, 2009
Question/clarification deadline	November 13, 2009
Response deadline	December 4, 2009 @ 2:00 p.m. EST
System Demonstrations	January 4, 2010 – February 25, 2010
Selection and Award by Authority Board	April 1, 2010
Agreement presented to Authority Board for Award	June 3, 2010

## 3.0 Minimum Qualifications

The following minimum qualifications have been established as a basis for determining the eligibility of a Proposer and the proposed system. No proposal will be considered unless sufficient documentation is provided in the proposal to determine that the Proposer and the proposed system meet the following requirements:

### 3.1 Proposer Minimum Qualifications:

- A. The Proposer must have been in continuous business since January 2004 providing similar products and services as described in this RFP; and
- B. The Proposer must have successfully installed their proposed system in at least three other sites of similar size and complexity; and
- C. The most current proposed version/approved release of the system must have been implemented by the Proposer and must have been in operation in at least one referenced site.

### **3.2 Implementation Specialist Minimum Qualifications:**

- A. The Proposer's Implementation Specialist providing the services listed herein must have a minimum of three implementations of the proposed system and its operating system(s).

### **3.3 System Minimum Qualifications** (excerpted from Attachment "1", System Functionality Evaluation):

- A. Must allow for electronic creation of trouble tickets on a real-time basis. This will include receiving trouble tickets through e-mail, manual entry and through an (internal and external) self-service web form for ITS and the Maintenance/Facilities Department.
- B. Ability to process work requests for ITS and Maintenance/Facilities Departments.
- C. Ability to migrate the maintenance configuration table data and existing preventative maintenance (PM) work orders into the new work order system. Examples of table data include, but are not limited to: Locations (numeric), Departments, Tasks, and Inventory.
- D. Ability to import (ex. Human resource, inventory, status from Cisco equipment) and export data (ex. Hours worked, Cisco work order closed) into excel, csv, or pdf usable format.
- E. Auto acknowledgement that a work order request has been received either via email reply or on the user's profile on the internet / intranet site.
- F. Change Management. The product must include a method to track and approve changes in hardware, software and systems.
- G. Users (internal and external) can create work order / requests via email or through an internet / intranet browser based interface.
- H. Support for remote access via cellular and/or secured wireless devices to view work orders, record time, reassign and close work orders.
- I. Must fully support Information Technology Infrastructure Library (ITIL).
- J. Must be an off the shelf version and able to handle all requirements without installing a work around or specializing the software to the Authority's needs.
- K. Must have an application log on screen or meet Exhibit "G", Authority Password Policy S270.07.
- L. Must store authentication credentials in encrypted format.

**IF THE PROPOSER OR THE SYSTEM DOES NOT MEET THE MINIMUM QUALIFICATIONS LISTED ABOVE DO NOT PROCEED WITH THIS RFP.**

## **4.0 System Functionality**

If the Proposer and the proposed system meet the minimum qualifications set forth in Section 3.0, the proposed system will be evaluated by a technical evaluation committee based on its ability to provide the desired functionalities contained in Attachment 1. The Proposer must complete the following four tabs found on Attachment 1:

- Technical Architecture
- Security
- Functional
- Desired

## **5.0 Responsibility of Successful Proposer**

The successful Proposer will be responsible for the following:

### **5.1 Proposed System:**

- A. Provide, deliver, install, configure and test the system until it works properly and is ready to accept data generated by the Authority. Upon successful installation of the software, the system will be fully functional and patched current.
- B. Provide for the on-site conversion and loading of the Authority's legacy data (migrate the maintenance configuration table data and existing preventative maintenance (PM) work orders into the new work order system. Examples of table data include, but are not limited to: Locations (numeric), Departments, Tasks, and Inventory). The system must be fully functional and operational after the data is loaded.
- C. Install the work order system and all its components on all Authority computer hardware, including desktop workstations.
- D. Guide and help the Authority define and develop the data definitions, user security profiles, and document work flows.
- E. Provide toll free, telephone technical support to designated Authority staff for one (1) year after system acceptance.
- F. Provide work order system upgrades for one (1) year after system acceptance.
- G. Provide the interface and hardware devices to enable the Authority to conduct asset inventory.

- H. Provide on-site training and training manuals to Authority users. Users will include system administrator(s), software developers and others within the Authority that will operate the system. Provide future training at an optional cost to the Authority.
- I. The system shall be installed, fully functional and training completed within a six month period after the initial kick-off meeting.
- J. The Proposer will furnish, and keep current, the software source code in machine-readable format and documentation to be held in a third party escrow account set up and paid for by the Authority. If the Proposer terminates operations at Tampa International Airport due to extraordinary business circumstances and can no longer provide software support, the Authority will have the right to provide written notice by certified mail to the Proposer and Escrow Agent to access and take possession of the software source code from escrow within 10 days of such notification in order to continue operation of the installed system. Software escrow agreement fiduciary information is provided at Exhibit "F".

## **5.2 Proposed Training:**

- A. Provide on-site training and training manuals to Authority users. Users will include system administrator(s), software developers and others within the Authority that will operate the system. Identify the number of hours and type of manuals in your proposal.
- B. Provide future training at an optional cost to the Authority.
- C. Provide an electronic training manual and one hard copy training manual for each user being trained by the Proposer.
- D. Train Authority staff in the work order systems support and administration functions.
- E. Train Authority staff in the various work order system functions (i.e. Train the Trainer). These staff will, in turn, train groups of users in the functions.

## **5.3 Proposed System Maintenance and Support:**

- A. Provide the following as part of the one year maintenance and support for the system:
  - 1. Software maintenance and support.
  - 2. Upgrades and patches, and technical support or problem fixes.
  - 3. Direct access for Authority personnel to the system software developers/ manufacturers for ongoing support.
  - 4. Ability to provide user feedback for possible future upgrades.
  - 5. A 24 hour or less response time to priority one critical issues with the system.
  - 6. Technical Support available 8:30am to 5:00pm, Eastern Time zone, Monday through Friday.

## 6.0 Responsibility of Authority

The Authority will be responsible for the following:

- 6.1 Provide point of contact to the Proposer during the implementation.
- 6.2 Gather and load ITS configuration data into the system.
- 6.3 Provide technical assistance to the Proposer in developing interfaces to other platforms with which the system may interact.
- 6.4 Provide, install and configure the necessary server hardware, operating system, and network connections.

## 7.0 Optional Demonstration

The Authority may request demonstrations of proposed systems. The evaluation criteria listed in Exhibit "C", Rating Criteria, define the factors that will be used by the Evaluation Committee to evaluate and score responsive, responsible and qualified proposals. Proposers shall include sufficient information in responding to the RFP to allow the Evaluation Committee to thoroughly evaluate and score their proposals. Proposers may not be suggested for oral demonstrations if a score of at least eighty percent (80%) of the total points available is not achieved through evaluation. The Proposer's lead application implementation specialist and functional expert must be on-site during the demonstration. The Authority will provide sample demonstration data at least two weeks prior to the demonstration. The Proposer will be required to demonstrate the following:

- 7.1 Specified functionalities and elements listed in Section 3.3 and Attachment "1"
- 7.2 Appearance of screens to retrieve information
- 7.3 User friendly functions of the proposed system
- 7.4 System administration
- 7.5 Upgrade and patching practices
- 7.6 Creation of custom/adhoc reports

## 8.0 Proposed Costs

### 8.1 Proposed System Cost

The cost of the proposed system shall be an *all inclusive* fee that includes a minimum of 5 seat licenses for full time Helpdesk staff, 20 concurrent for IT staff and 30 concurrent for tradesmen software licenses associated with the successful installation, implementation, and operation of the system, excluding server operating system and system database if separate from the system. Payment to the successful Proposer will be according to completion of specific tasks and based on a percentage of the fee. The fee will be paid in accordance with the Work Order System Replacement Agreement (Agreement), a sample of which is attached hereto as Exhibit "E" and made a part hereof.

## **8.2 Subsistence Cost (This cost is a part of the Proposed System Cost)**

Companies based outside of Hillsborough County may submit subsistence expenses incurred in the performance of services. These expenses shall be pre-approved by the Authority and reimbursed in accordance with the Authority's Travel Expense and Subsistence Policy and Standard Procedure which are attached hereto as Exhibits "A-1" & "A-2" and made a part hereof. Proposer shall not be reimbursed for travel time between the Airport and Proposer's headquarters or local place of business. The subsistence expenses will be in a not-to-exceed amount and will be paid in accordance with Article 3.1B of the Agreement.

## **8.3 Maintenance and Support Cost (This cost is not a part of the Proposed System Cost)**

The Authority reserves the right to purchase, reject or continue a one to three year system maintenance agreement, the cost of which includes, at a minimum, the services listed in Section 5.3 above, after the expiration of the first year maintenance agreement which is included with the original purchase price. The maintenance and support cost will be paid in accordance with Article 3.1C of the Agreement.

## **8.4 Authority Rights**

The Authority reserves the right to:

- A. Separately procure hardware and operating systems that meet or exceed the Proposer's technical specifications.
- B. Purchase any quantity of any module during the resulting Agreement, at the quoted price or at or a negotiated price, to expand the scope of the system.
- C. Purchase additional single license increments.

## **9.0 Term of Agreement**

The successful Proposer will execute a one to three year Agreement with the Authority. The successful Proposer will begin work upon issuance of a Purchase Order. The system shall be installed, fully functional and training completed within a six month period after the initial kick-off meeting. After the initial first year warranty with implementation, maintenance and support shall be provided to the Authority through a separate one to three year system maintenance agreement with the successful Proposer.

## **10.0 General Terms and Conditions**

### **10.1 Binding Offer**

A Proposer's proposal, including price quotations, will remain valid for a period of 90 days following the proposal deadline and will be considered a binding offer to perform the required

services, assuming all terms are satisfactorily negotiated. The submission of a proposal shall be taken as prima facie evidence that the Proposer has familiarized itself with the contents of the RFP.

## **10.2 Public Entity Crimes**

In accordance with Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime 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.

## **10.3 Compliance**

Proposers shall comply with all Authority, local, State and federal directives, orders, policies and laws as applicable to this RFP and subsequent Agreement.

## **10.4 Non-Exclusivity of Agreement**

The successful Proposer understands and agrees that any resulting contractual relationship is non-exclusive and the Authority reserves the right to contract with more than one Proposer or seek similar or identical services elsewhere if deemed in the best interest of the Authority.

## **10.5 Collusion**

More than one proposal from the same Proposer under the same or different names will not be considered. Reasonable grounds for believing that a Proposer is submitting more than one proposal will cause the rejection of all proposals in which Proposer is involved. Those proposals will be rejected if there is reason for believing that collusion exists among Proposers, and no participant in such collusion will be considered in any future proposals for the provision of services for the next six months following the date of the proposal submission.

## **10.6 Hold Harmless**

The successful Proposer shall hold the Authority harmless from and against all suits, claims, demands, damages, actions and/or causes of action of any kind or nature in any way arising from activities of Proposer on and off the Airport and shall pay all expenses in defending any claims made against the Authority as a result of Proposer's activities, in accordance with Article 11 of the Agreement.

## **10.7 Governance**

If any of the language or information in this RFP conflicts with language in the Agreement as prepared by the Authority, the language of the Agreement, as executed, will govern.

## **10.8 Public Disclosure**

All proposals and other materials or documents submitted by Proposer in response to this RFP will become the property of the Authority. The Authority is subject to the open records requirements of Florida Statute Chapter 119. As such, all materials submitted by Proposer to Authority are subject to disclosure. Proposer specifically waives any claims against Authority related to the disclosure of any materials if made pursuant to a public records request.

## **10.9 Protest Policy**

Failure to follow the protest policy set out in the Authority's policies constitutes a waiver of Proposer's protest and resulting claims. A copy of the protest policy may be obtained by contacting the Authority via telephone at 813-870-8700 or via mail to Hillsborough County Aviation Authority, Post Office Box 22287, Tampa, Florida 33622. The policy is also available on the Authority's website ([www.tampaairport.com](http://www.tampaairport.com)).

## **10.10 Woman and Minority Owned Business Enterprise (W/MBE) Assurances**

It is the policy of the Authority that woman and minority-owned business enterprises (W/MBEs), as defined herein, will have full and fair opportunities to compete for and participate in the performance of non-federally funded contracts or in the purchase of goods and services procured by the Authority. In advancing this opportunity for W/MBEs, neither the Authority nor those companies doing business with the Authority will discriminate on the basis of race, color, national origin, religion or sex in the award and performance of any Authority contract or in the administration of this W/MBE program. The Authority will take all necessary and reasonable steps to ensure nondiscrimination in the award and administration of Authority contracts. Under its W/MBE policy and program, the Authority will recognize and encourage W/MBEs to participate as prime contractors or as subcontractors in its construction contracts, architectural and engineering contracts, professional services contracts, and goods and services purchases and contracts.

No specific expectancy for W/MBE participation has been established for this Agreement. However, Proposer agrees to make a good faith effort throughout the term of the Agreement to incorporate W/MBE labor and/or materials and supplies. W/MBE enterprises are business concerns certified as a woman or minority-owned business by Hillsborough County, City of Tampa, State of Florida Office Department of Management Services and Supplier Diversity or certified as a DBE under the Florida Unified Certification Program (UCP). W/MBEs must be listed in the directories of the respective certifying agencies. Links to each certifying agency's W/MBE directory are posted on the Authority's website at [www.TampaAirport.com](http://www.TampaAirport.com). Failure to comply with the requirements for participation by W/MBEs in the performance of the Agreement, if any, may disqualify the Proposer from award of the Agreement.

EACH CONTRACT THE AUTHORITY EXECUTES WITH A PROPOSER (AND EACH SUBCONTRACT A PROPOSER EXECUTES WITH A SUBCONTRACTOR) MUST INCLUDE THE FOLLOWING CLAUSE:

Proposer's W/MBE Assurance: The Proposer or Subcontractor will not discriminate on the basis of race, color, national origin, or sex in the performance of this Contract. The Proposer or Subcontractor will carry out applicable requirements of the Authority's W/MBE policies and programs in the award and administration of Authority contracts. Failure by the Proposer or Subcontractor to carry out these requirements is a material breach of this Contract, which may result in the termination of this Contract or such other remedy as the Authority deems appropriate.

Additional assistance may be obtained by calling the DBE Program Manager at (813) 870-8738.

### **10.11 Disclosure of Authority Records**

Since the Authority owns the documents generated by the Proposer pursuant to the Agreement, the Proposer agrees that it shall not, without written approval by the Authority, disclose publicly said records.

### **10.12 Insurance**

The selected Proposer must provide the insurance coverage and limits as outlined below:

#### **A. Insurance Terms and Conditions**

The following minimum limits and coverages uninterrupted or amended will be maintained by the Proposer throughout the term of the Agreement. Liability policies other than Workers' Compensation/Employer's Liability will provide that the Authority is an additional insured.

#### **B. Required Coverages – Minimum Limits**

##### **1. Workers' Compensation/ Employer's Liability**

The minimum limits of insurance (inclusive of any amount provided by an umbrella or excess policy) are:

Part One (Workers' Compensation):	“Florida Statutory”
Part Two (Employer's Liability):	
Each Accident	\$100,000
Disease – Policy Limit	\$500,000
Disease – Each Employee	\$100,000

##### **2. Commercial General Liability**

The minimum limits of insurance (inclusive of any amounts provided by an umbrella or excess policy) covering liability resulting from, or in connection with, operations performed by, or on behalf of, the Proposer under the Agreement or the use or occupancy of Authority premises by, or on behalf of, the Proposer are:

	<u>Agreement Specific</u>
General Aggregate	\$1,000,000
Each Occurrence	\$1,000,000
Personal and Advertising Injury	\$1,000,000
Products and Completed Operations	\$1,000,000

3. Professional Liability

The minimum limits of insurance (inclusive of any amounts provided by an umbrella or excess policy) covering all work of the Proposer performed pursuant to the Agreement, without any exclusions unless approved in writing by the Authority, will remain in force for a period of three years following termination of the Agreement. The minimum limits are:

Each Occurrence	\$1,000,000
Annual Aggregate	\$1,000,000

4. Business Automobile Liability

The minimum limits of insurance (inclusive of any amounts provided by an umbrella or excess policy) covering all owned, hired and non-owned vehicles are:

Each Occurrence – Bodily Injury	
Property Damage Combined	\$1,000,000

C. Conditions of Acceptance

The Agreement incorporates by reference the Authority’s Operating Directive No. D250.01.01 (“Insurance Directive”), concerning contractual insurance terms and conditions in effect as of the date of the Agreement, as amended from time to time. A copy of Operating Directive No. D250.01.01 is attached hereto as Exhibit “D”.

## 11.0 Response Requirements and Proposal

Proposers are advised to carefully follow the instructions listed below in order to be considered fully responsive to this RFP. Proposals sent by facsimile (FAX) or e-mail will NOT be accepted. Any Proposal received after **2:00pm(EST) on December 4, 2009** will be

deemed non-responsive and will be returned to Proposer unopened.

Proposer must carefully review and address all of the evaluation factors outlined in this RFP as well as respond to *all* questions contained in Section 12.0, Outline Format for Proposal Response. In order to be considered, Proposer must be able to demonstrate that it meets the minimum qualifications established in the RFP and that it has the ability to provide the required services as listed in the RFP. Failure to provide documentation necessary to demonstrate that the Proposer meets the minimum qualifications will cause the Proposer's proposal to be rejected as non-responsive.

### 11.1 Number of Proposals

- 1 Original (clearly marked "ORIGINAL") and
- 8 Copies (clearly marked "COPY").

### 11.2 Delivery of Proposals

The Authority's office is open Monday through Friday, 8:30am to 5:00pm, EST, excluding major holidays.

The delivery of the proposal to the Authority prior to the deadline is solely and strictly the responsibility of the Proposer. *The proposal delivery deadline is December 4, 2009, at 2:00pm (EST)*. The Authority will in no way be responsible for delays caused by the United States Postal Service or for delays caused by any other occurrence.

If you have any questions concerning the delivery of your proposal, please call Tim Shoby at (813)870-8730.

A. Sealed and Labeled:           All proposals shall be sealed and labeled as follows:  
**SEALED PROPOSAL:**  
**Work Order System Replacement**  
**RFP # 09-534-045**  
**Project No: 5510 10**

Proposals must be delivered as follows:

B. Hand or Courier Delivery: Purchasing Department  
Hillsborough County Aviation Authority Office  
Tampa International Airport  
4100 George J. Bean Parkway, Suite 2400  
Second Level Service Building  
Tampa, Florida 33607

(Proposals delivered will be given a time/date receipt by Authority staff.)

### **11.3 Execution of Proposal**

The proposal shall be executed by an official of Proposer authorized to do so. This official should complete the Acknowledgement of Proposal form at Section 17.0.

### **11.4 Preparation of Proposals**

Proposals shall be typed, double-spaced with each page numbered at the bottom, and using one side of the paper only. Proposer shall respond to all questions and requirements and in the order listed in Section 12.0, Outline Format for Proposal Response. All questions must be completed in full as a condition of the RFP. Proposals shall be stapled or otherwise bound and assembled in organized sections, with a table of contents and **TABS** identifying each section title.

### **11.5 RFP Process**

The RFP shall in no manner be construed as a commitment on the part of the Authority to award a contract. The Authority reserves the right to reject any or all proposals; to waive minor irregularities in the RFP process or in the responses thereto; to re-advertise this RFP; to postpone or cancel this process and to change or modify the RFP schedule at any time; and to negotiate an agreement with another qualified Proposer if an agreement can not be negotiated with the successful Proposer or if the successful Proposer's performance does not meet the requirements in this RFP and/or the resulting Agreement.

### **11.6 Cost of Preparation**

All costs associated with preparing or delivering a proposal to this RFP and any required demonstrations shall be borne entirely by the Proposer. The Authority will not compensate the Proposer for any expenses incurred by the Proposer as a result of this RFP process.

### **11.7 RFP Compliance**

It is the responsibility of each Proposer to examine carefully this RFP and to judge for itself all of the circumstances and conditions which may affect its proposal. Any data furnished by the Authority is for informational purposes only and is not warranted. Proposer's use of any such information shall be at Proposer's own risk. Failure on the part of any Proposer to examine, inspect, and be completely knowledgeable of the terms and conditions of the Agreement, operational conditions, or any other relevant documents or information, shall not relieve the selected Proposer from fully complying with this RFP. Proposals submitted early by Proposers may be withdrawn or modified prior to the proposal deadline. Such requests must be in writing. Modifications received after the proposal deadline will not be considered.

### **11.8 Requests for Interpretation or Clarification**

No oral interpretation or clarification of the RFP will be made to any Proposer. If discrepancies or omissions are found by any prospective Proposer, or there is doubt as to the true meaning of

any part of the RFP, a written request for a clarification or interpretation must be submitted to the Deputy Director of Procurement, Purchasing Department as follows: by mail to Hillsborough County Aviation Authority, Post Office Box 22287, Tampa, FL 33622; by telefax to (813) 870-8787; or by e-mail to TShoby@TampaAirport.com. It is the responsibility of the Proposer to verify the Authority received the request. ***To be given consideration, such requests must be received by November 13, 2009.*** All such interpretations and any supplemental instructions will be in the form of a written addendum or clarification. Failure of any Proposer to receive any such addendum or clarification shall not relieve said Proposer from any obligation contained therein.

### **11.9 Warranty**

The Proposer warrants that the proposal submitted is not made in the interest of or on behalf of any undisclosed party; that the Proposer has not, directly or indirectly, induced any other Proposer to submit a false proposal; or that Proposer has not paid or agreed to pay to any party, either directly or indirectly, any money or other valuable consideration for assistance or aid rendered or to be rendered in attempting to procure the Agreement for the privileges granted herein.

### **11.10 Pre-Proposal Conference**

All questions pertaining to the RFP or technical specifications will be reviewed at this time. Proposal suggestions or modifications may be discussed with the Authority representatives at this meeting and may be considered by representatives as possible addenda to the RFP.

The mandatory Pre-Proposal Conference will occur on **November 10, 2009 at 8:30 am ET**. Attendance at the Pre-Proposal Conference may be in person at Tampa International Airport, Service Center Bldg., Second Floor, Tampa, Florida 33607 or via teleconference call. Contact Tim Shoby @ (813) 870-8730 for registration. The registration deadline is **noon ET, November 9, 2009**.

Due to the scope of this project, proposals received from a Proposer who did not attend the "mandatory" Pre-Proposal Conference will be determined non-responsive and the proposal will not be considered further in this process

### **11.11 Opening**

There will be no "formal" opening for this RFP. Proposals will be opened and evaluated, after the published ***proposal deadline of 2:00pm(EST) on December 4, 2009***, at the Hillsborough County Aviation Authority Office, Tampa International Airport, Landside Terminal, 3<sup>rd</sup> Floor, Blue Side, Tampa, Florida 33622. See Section 13.0, Technical Evaluation, for further information.

### 11.12 Supplemental Information

The Authority reserves the right to request any supplementary information it deems necessary to evaluate Proposer's experience or qualifications and/or clarify or substantiate any area contained in the Proposer's response. This may include scheduled demonstrations by the Proposer.

## 12.0 Outline Format for Proposal

Each section of the proposal must be tabbed in accordance with the following outline. Insert outline format for proposal paragraph immediately prior to the response to each section. Sequentially number all pages within each tab.

Proposer shall submit the following information:

### **TAB 1 Proposer Information**

- A. Proposer's Legal Name
- B. State of Incorporation (if applicable)
- C. Phone Number
- D. Principal Office Address
- E. Internet URL
- F. Ownership: individual, partnership, corporation or other.
- G. Does Proposer provide services to anyone related to or employed by the Authority, including Authority's Board members?  Yes  No  
If yes, explain.
- H. Email address
- I. Is Proposer currently under suspension or disbarment by any State or Federal Agency?  Yes  No  
If yes, explain.
- J. Is Proposer tax delinquent with the State of Florida or Federal Government?  Yes  No  
If yes, explain.
- K. Project Manager
  - 1) Name
  - 2) Title
  - 3) Phone Number
  - 4) Fax Number
  - 5) E-Mail Address
  - 6) Dates of employment with Proposer

### **TAB 2 Minimum Qualifications - Proposer**

Provide the following information to demonstrate the Proposer's ability to meet the minimum qualifications for this RFP as listed in Section 3.1:

- A. Provide information documenting that the Proposer has been in continuous business since January 2004 providing similar products and services as described in this RFP. To substantiate the years of experience, include, at a minimum, the following information for each company Proposer performed similar products or services:
  1. Name of company.
  2. Address of the company.
  3. Contact person for the company.
  4. Phone number of the company.
  5. Dates of the contract.
  6. Description of the products and services provided.
  
- B. Provide information documenting that the Proposer has installed a similar system in at least three other sites of similar size and complexity. Include, at a minimum, the following for each site:
  1. Name of company for which a similar system was installed.
  2. Address of the company.
  3. Contact person for the company.
  4. Contact person's phone number.
  5. Name and type of system.
  6. Description of the size and complexity of the installed system.
  
- C. Provide information documenting that the Proposer's Implementation Specialist providing the services listed herein to the Authority has a minimum of three implementations of the proposed system and its operating system(s). Include, at a minimum, the following:
  1. Name.
  2. Position title.
  3. Description of the tasks the person will perform for this project.
  4. Resume.
  5. Experience in working with the proposed system.

**TAB 3 Minimum Qualifications – System**

Complete the following table to demonstrate the proposed system's ability to meet the minimum qualifications for this RFP as listed in Section 3.3. If the proposed system is unable to provide any of the following, it **will** render the proposal non-responsive:

	<b>System Mandatory Qualifications</b> (excerpted from Attachment "1", System Functionality Evaluation)	<b>YES</b>	<b>NO</b>
1.	Must allow for electronic creation of trouble tickets on a real-time basis. This will include receiving trouble tickets through e-mail, manual entry and through an (internal and external) self-service web form for ITS and the Maintenance/Facilities		

	Department.		
2.	Ability to process work requests for ITS and Maintenance/Facilities Departments.		
3.	Ability to migrate the maintenance configuration table data and existing preventative maintenance (PM) work orders into the new work order system. Examples of table data include, but are not limited to: Locations (numeric), Departments, Tasks, and Inventory.		
4.	Ability to import (ex. Human resource, inventory, status from Cisco equipment) and export data (ex. Hours worked, Cisco work order closed) into excel, csv, or pdf usable format.		
5.	Auto acknowledgement that a work order request has been received either via email reply or on the user's profile on the internet / intranet site.		
6.	Change Management. The product must include a comprehensive yet simple to use method to track and approve changes in hardware, software and systems.		
7.	Users (internal and external) can create work order / requests via email or through an internet / intranet browser based interface.		
8.	Support for remote access via cellular and/or secured wireless devices to view work orders, record time, reassign and close work orders.		
9.	Must fully support Information Technology Infrastructure Library (ITIL).		
10.	Must be an off the shelf version and able to handle all requirements without installing a work around or specializing the software to the Authority's needs.		
11.	Must have an application log on screen or meet Exhibit "G", Authority Password Policy S270.07.		
12.	Must store authentication credential in encrypted format.		

**IF THE PROPOSER OR THE SYSTEM DOES NOT MEET THE MINIMUM QUALIFICATIONS LISTED ABOVE, DO NOT PROCEED WITH THIS RFP.**

**TAB 4 Proposer's Experience**

Provide the following information:

- A. Provide the number of years the Proposer has been operating.
- B. Provide an explanation of the Proposer's experience with the proposed system.

- C. Provide an organizational chart. Include titles, names and physical location of staff.
- D. Provide a resume on each staff member involved in this project.

**TAB 5 System Functionality**

System functionality will be evaluated by the completion of Attachment “1”. The Attachment contains four separate tabs: technical architecture, security, functional and desired. A copy of Attachment “1” in an Excel format may be requested by emailing TShoby@TampaAirport.com.

Each tab must be completed in its entirety. The functional elements are identified by reference number and the Proposer will rate each element according to the following criteria:

- F= Fully provided “out-of-the-box”
- R= Provided with reporting tool
- M= Provided with modification
- NV= Provided in next version
- C= Custom development required
- NA= Not available
- TP= Third party

Any Service functionality with the ratings listed below must include the required explanations, as noted, as a minimum. Other relevant information that will clarify any response should be included. Space is provided for these explanations at the end of the listing of the functional elements under each tab in the Attachment “1”.

<b>Rating</b>	<b>Required Explanation</b>
R	Describe reporting tool. Is this tool included with the out-of the box software? If not, what is the cost to obtain and implement?
M	Describe modification and cost. Does this modification affect future upgrades?
NV	When will the next version be released? What is the cost of upgrade and cost to implement upgrade?
C	Describe the customization and cost of customization. Does this customization affect future upgrades?
TP	Describe third party software, cost of software and implementation costs.

**TAB 6 Project approach and schedule**

It is anticipated that the Notice-to Proceed will be issued to the successful Proposer on June 3, 2010. The new Service is scheduled to go-live on November 19, 2010.

- A. Provide a detailed implementation schedule to complete this project, using at a minimum the items in the table below. Include in the schedule the conversion and transfer of the data from the Authority’s current system to the new system.

<b>Task</b>	<b>Description</b>	<b>Projected Completion Date</b>
1	Complete site preparation and upload new software on to Authority hardware.	
2	Prepare, export and import current configuration data from the AMMS legacy system into the new system. (migrate the maintenance configuration table data into the new work order system. Examples of table data include, but are not limited to: Locations (numeric), Departments, Tasks, and Inventory.	
3	Successfully install the system. Demonstrate that the system is operating in accordance with the agreed upon specifications.	
4	Complete on site training for Authority licensed users, including hands on training of all system functionalities listed in Section 4.0 of this RFP.	

- B. Describe how the Proposer will comply with all responsibilities listed in Section 5.0 of this RFP.
- C. Provide the expected number of Proposer’s representatives and resource involvement, both on-site and off-site, that will be involved in the implementation of the system.
- D. Provide an explanation of the expected Authority staff and resource involvement for the implementation of the software. Include the type of staff and number of hours, part time and/or full time.

**TAB 7 Maintenance and Support**

A. Proposed System’s Maintenance and Support

Complete the following table by checking the appropriate box. If a “NO” box is checked for any item, the Proposer must provide a written explanation. Failure to check “Yes” on any item in this section **will not** render the proposal non-responsive. However, the proposed system will be ranked based on the Proposer’s ability to provide the following:

<b>Proposed System’s Maintenance and Support</b>		<b>YES</b>	<b>NO</b>
1.	The costs for revision upgrades are included in the proposed maintenance costs.		
2.	Authority personnel will have direct access to the proposed system’s software developers/manufacturers for ongoing support.		
3.	There will be the ability to provide user feedback for possible future upgrades.		
4.	There will be a 24 hour or less response time to priority one critical issues with the system.		
5.	Technical support is available 8:30am – 5:00pm, EST, Monday through Friday.		

- B. Provide a copy of the Proposer’s one year maintenance and support agreement.
- C. Describe the frequency with which revision upgrades typically occur, and the impact on the operation of the system (i.e., Does the system need to be taken off line, and if so for how long?)
- D. Is support provided via telephone, on-line or both?

**TAB 8 Training**

- A. Describe the initial training that is included in the proposal.
- B. Describe any other training that is available, including optional future training to additional Authority staff.

**TAB 9 Proposed Costs**

Provide the Proposer’s costs as follows:

- A. Proposed System Cost \$ \_\_\_\_\_
- Subsistence Cost (not-to-exceed amount) + \$ \_\_\_\_\_
- Total Cost = \$ \_\_\_\_\_**

- B. Provide a detailed breakdown of the above system Cost that includes:
- software products associated with the successful installation
  - implementation and operation of the system
  - add-in or other required software packages, i.e., JBoss, Crystal Reports
  - all services listed in Section 5.0
  - training
  - a minimum of 5 seat license and 50 concurrent licenses.
  - cost for additional license above and beyond the minimum.
- C. Provide a detailed breakdown of the proposed Subsistence Cost (not-to-exceed).
- D. Provide the following breakdown of Maintenance and Support Cost for three years as follows:
- Year 1:       \$ \_\_\_\_\_  
Year 2:       \$ \_\_\_\_\_  
Year 3:       \$ \_\_\_\_\_

**TAB 10       Optional Costs**

- A. Provide additional single license cost **over the 5 seat license and 50 concurrent licenses required in the total cost.**
- B. Cost per module, if applicable \$\_\_\_\_\_.
- C. Additional Training  
Provide a breakdown of optional cost for future training.

**TAB 11       Required Attachments**

- A. Standard Agreement

Include a copy of the Proposer's standard software license agreement.

**NOTE:** The Authority reserves the right to reject any provision of Proposer's standard software license agreement including but not limited to provisions limiting liability of Proposer and requiring Authority to indemnify Proposer. The Authority also reserves the right to negotiate Proposer's standard software license agreement terms and to reject any other provision that is not permitted by Authority policy.

If, during the negotiation phase, the highest ranked Proposer and the Authority are unable to reach an agreement regarding the terms of the standard software license agreement, the Authority will terminate negotiations and begin negotiations with the next highest ranked Proposer.

- B. Statement on Auditing Standards (SAS) No. 70 Type II Report.  
Include a copy of a recent SAS No. 70 Type II report.

**TAB 12 Supplemental Information**

Proposer may submit any supplemental information it deems important to the evaluation of the proposal, including any unique or specialized services not specifically addressed or considered in the RFP. Any supplemental information or attachments provided by Proposer must also indicate, on each page, the item in this RFP to which it pertains.

**TAB 13 Exceptions**

Proposer must thoroughly review the RFP, its attachments and the Sample Agreement. In the event that Proposer desires to take exception to any term or condition set forth in the RFP, its attachments and/or the Sample Agreement, said exceptions must be clearly identified and listed in this TAB 13.

\_\_\_ No, the Proposer has no exceptions to the RFP, its attachments and/or the Sample Agreement. (This means that the Proposer, if selected, is prepared to sign the Sample Agreement as written.)

\_\_\_ Yes, the Proposer has exceptions to the RFP, its attachments and/or the Sample Agreement. The Proposer has listed all exceptions in this TAB 13.

**NOTE:** If the Proposer proposes changes in this TAB to material terms of the RFP which are unacceptable to the Authority, the requested changes may result in an inability to finalize an agreement.

## **13.0 Technical Evaluation**

### **13.1 Objective**

It is the Authority's intention to solicit proposals from potentially qualified Proposers; to evaluate proposals; to negotiate terms; and to award an Agreement to the Proposer whose proposal is determined to serve in the best interest of the Authority.

### **13.2 Evaluation and Recommendation**

A technical evaluation committee ("Committee") will consist of Authority representatives including a senior level executive and staff members. The Authority reserves the right to request

additional information and clarification of any information submitted, including any omission from the original proposal. All proposals will be treated equally with regard to this item.

The following evaluation criteria have been established to determine which Proposer will best contribute to the overall goals of the Authority. Each evaluation is more thoroughly described in Exhibit "C", Rating Criteria, which is attached hereto and made a part hereof.

	Weight
Cost	20
Demonstration (Optional)	20
Experience of Proposer	10
Experience of Implementation Specialist and Staff	10
Functionality – System – Attachment 1	20
Maintenance and Support	5
Project Approach and Schedule	10
Training	5

The technical evaluation will be made on the basis of comparative fulfillment of the criteria where 0 is non-responsive and 10 is the highest score. Total scoring is a mathematical extension of the criteria score times weight.

The Authority may schedule software demonstrations as part of its evaluation process. If the Proposer is requested to provide a demonstration of the software, the specific individual that will manage the project ("Implementation Specialist") will take the lead role in the demonstration. The Proposer's lead application consultant and functional expert must also be on-site during the demonstration. Information from the demonstration, including content and style, will be part of the evaluation process.

### **13.3 Selection**

The selection and approval of the successful Proposer will be made by the Authority in accordance with its competitive selection process. The Committee will evaluate proposals on the basis of the guidelines set forth in this RFP and will present its findings to the Authority's Executive Director. The Executive Director will present the findings and a recommendation to the Authority's Board at the April 1, 2010 Board meeting. The Board will then make a final selection for Agreement negotiation and award. The Agreement award will occur at the Board meeting at June 3, 2010.

Results of the Committee's evaluation will be sent to the Proposers at least seven days prior to the April 1, 2010 Board meeting.

### **13.4 Agreement Execution**

The Authority will transmit to the successful Proposer copies of the actual Agreement for execution. The Proposer agrees to deliver two duly executed Agreements to Authority within seven days from the date of receipt of the Agreement.

## 14.0 Drug-Free Workplace Program Certification

In accordance with Section 287.087, Florida Statutes, whenever two or more bids, proposals, or replies are equal, preference will be given to the bid, proposal, or reply received from a business that certifies it has implemented a drug-free workplace program. Established procedures for processing equal bids, proposals or replies will be followed if none or all of the equal vendors have a drug-free workplace program.

### DRUG-FREE WORKPLACE CERTIFICATION

The undersigned, in accordance with Section 287.087, Florida Statutes, hereby certifies that

\_\_\_\_\_ (Name of Business) does:

1. Publish a statement (“Published Statement”) notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibited acts.
2. Inform employees about the dangers of drug abuse in the workplace, the business’ policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid or proposal a copy of the Published Statement specified in section 1 above.
4. In the Published Statement, notify employees that, as a condition of working on the commodities or contractual services that are under bid or proposal, the employee will abide by the terms of the Published Statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Florida Statutes, Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace, no later than five days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee’s community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace.

As the person authorized to sign the statement, I certify that this Proposer complies fully with the requirements of Section 287.087, Florida Statutes, including the above requirements.

\_\_\_\_\_  
Signature of Authorized Signer for Proposer

\_\_\_\_\_  
Date

## 15.0 Addenda Acknowledgement

Please acknowledge receipt of addenda for this RFP by completing the table below. Proposer acknowledges failure to obtain any such addendum will not relieve Proposer from any obligation contained therein.

ADDENDUM NO.	SIGNATURE/PRINTED NAME	DATE RECEIVED

## 16.0 Resolution of Board of Directors

The Proposer must attach a copy of its Resolution of Board of Directors stating that the individual submitting the Proposer's proposal and signing the Acknowledgement of Proposal below is duly authorized to submit the proposal on behalf of the Proposer and to enter into and execute the Agreement.

## 17.0 Acknowledgement of Proposal

The submittal of this proposal is a duly authorized, official act of the Proposer and the undersigned officer of the Proposer is duly authorized and designated by Resolution of the Proposer to execute this proposal on behalf of and as the official act of the Proposer, this \_\_\_\_\_ day of \_\_\_\_\_, 2009.

<p>ATTESTED BY:</p>  <p>_____</p> <p style="text-align: center;">(Signature)</p>  <p>_____</p> <p style="text-align: center;">(Print Name)</p>  <p>_____</p> <p style="text-align: center;">(Title)</p>	<p>BY _____</p> <p style="text-align: center;">(Signature)</p>  <p>_____</p> <p style="text-align: center;">(Print Name)</p>  <p>_____</p> <p style="text-align: center;">(Title)</p>
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