

**FLORIDA STATE COURTS SYSTEM**

**Office of the State Courts Administrator**

**REQUEST FOR INFORMATION (RFI)**

**Licensure, Certification and Education  
Tracking or Monitoring System**

**RFI# 2200-16-17-001-SH**

**Submission Deadline: June 19, 2017 @ 4:00 PM EDT**

## **I. Introduction**

The Office of the State Courts Administrator (OSCA) hereby releases this Request for Information (RFI) to collect information, options and solutions related to the development, implementation, operation, maintenance and/or procurement of a technological solution for registering, tracking, and managing the licensure, certification and education tracking of a variety of professionals. This RFI is issued solely for information and planning purposes and it does not constitute a competitive solicitation, or a promise to issue a competitive solicitation in the future. This RFI does not commit the OSCA to contract for any service or proposed solution whatsoever. Responses to this Request for Information are not offers and may not be accepted by the OSCA to form a binding contract. If, as a result of this RFI, the OSCA decides to pursue a contract(s) to provide any of the services or functionality mentioned, and vendors capable of providing such services or functionality are identified, then a procurement consistent with the Florida State Courts System Purchasing Directives will be utilized.

## **II. Scope**

The OSCA currently utilizes a number of legacy systems and manual processes to monitor the certification and renewal processes for mediators and court interpreters. Registration for workshops and classes, continuing education credits and course evaluations are also tracked for those professionals and also for judges. Other professions may be added in the future. Additional information maintained includes contact information, education attained, applications, contracts, survey data, and other related data similar to what is often contained in membership or customer relationship management software. For the purposes of this RFI and responses to it, these professionals will be collectively referred to as Customers. The desired system(s) should have a public facing web interface that allows Customers to create secure accounts to manage their contact information, complete applications for certification, register for programs, pay fees, register for events, generate or print attendance or compliance reports, print certification documentation, complete surveys, and other related functionality. The system should have private or backend functionality to allow staff to view, edit or amend Customer data, enter notes, accept or reject requests and other functionality as noted in the objections and capabilities questionnaire.

The OSCA is seeking capability and current estimated cost information from vendors regarding commercial off-the-shelf, software as a service, or other solutions that can provide some or all of the desired functionality. Information gathered through this RFI will be used to assist the OSCA in its planning efforts, including cost-benefit analyses on possible future implementation. If a cost-benefit is demonstrated, it is anticipated,

through subsequent procurement processes, the OSCA may seek vendors' best price as a discount from published equipment prices for up to a three-year period.

### **III. Information Requested**

The OSCA has determined a number of objectives and capabilities that need to be met by a technological solution, hereinafter referred to as an Application, regardless of the type of solution. The objectives, capabilities and related questions, as provided in Attachment 1, should be addressed by vendors in their response. When providing the response, please include information related to whether or not the objective has been or could be met, relevant technical or capability information, and any associated financial or cost information, such as if the item will require an additional cost above any base pricing. The vendor is not required to provide prices for the specific solutions described. However, general cost estimates for services or capabilities similar in scope and size would be valuable as the OSCA proceeds in reviewing its options. Any prices or figures provided are not binding to the company, but may be utilized in determining next steps, including which vendors to seek further information from, if any.

### **IV. Process**

The OSCA will review and analyze the information received from this RFI to determine the best option(s) to address OSCA's needs. Responses to this request will be reviewed for informational purposes only and will not result in the award of a contract. Vendors submitting a response to the RFI are not prohibited from responding to any related subsequent solicitation or process initiated in response to this RFI. Not responding to this RFI does not preclude participation in any future procurement, if any is issued.

### **V. Response Date**

Responses must be submitted via e-mail by 4:00 PM EDT on June 19, 2017. Responses should be directed to:

Steven Hall  
Chief of General Services  
Office of the State Courts Administrator  
500 South Duval Street  
Tallahassee, FL 32399-1900  
[halls@flcourts.org](mailto:halls@flcourts.org)

### **VI. Response Format**

Responses to this RFI should be submitted in Searchable PDF format. If necessary, documents may be in Word or Excel format as well. Potential vendors should, at a minimum, include the following sections in their submission:

- Introduction and Executive Summary
- Background
  - Company Overview, History, Experience and Organizational Structure
  - List of federal, state, county or municipal government entities, court systems and other related organizations, including contact information, where the vendor may have implemented, performed or provided a similar service or solution.
- OSCA Objectives and Capabilities Questionnaire
  - Responses to the objectives, capabilities and questions outlined in Attachment 1. Please respond in the order listed within the provided Word document or in another searchable format.
- Additional Information
  - If cost information is not provided in earlier sections, provide it here, including whether it is a one-time cost, a setup cost, license fee, maintenance fee or some other fee or cost. If there are limits to the number of users, licenses, etc. include that information as well.
  - Include any pertinent information related to such a technological solution not provided elsewhere in the response.

## **VII. Questions**

Questions regarding this RFI shall be submitted in writing by e-mail to [halls@flcourts.org](mailto:halls@flcourts.org). Verbal questions will NOT be accepted. Questions will be answered by sending questions and responses to respondents; accordingly, questions shall NOT contain confidential or exempt information. All questions must be received by June 13, 2017 at 3:00 PM EST. Responses to questions will be provided by June 14, 2017 at 6:00 PM EST. All questions and responses will be posted to [http://www.flcourts.org/gen\\_public/purchasing/index.shtml](http://www.flcourts.org/gen_public/purchasing/index.shtml).

## **VIII. Public Records**

All information obtained shall become the property of the OSCA upon receipt and will not be returned. Florida law expansively defines what constitutes a public record; see Rule 2.420, Florida Rules of Judicial Administration. If a Vendor considers any information in the documents submitted in its response exempt from disclosure pursuant to rule 2.420, Florida Rules of Judicial Administration, such information shall be clearly marked as “CONFIDENTIAL” or “TRADE SECRET.” Information claimed as a trade

secret must be specifically marked as such and must meet the definition of trade secret provided in s. 688.002(4), F.S., and s. 812.081, F.S. Vendors must indicate which portions, if any, of the information being provided is confidential or trade secret by clearly segregating and marking each page upon which such information appears (for example, materials may be placed in a separate electronic file including the word “confidential” in the filename). Briefly describe in writing the grounds for claiming the exemption from the public records requirements, including the specific authority for such exemption. All exemptions must be supported by specific statutory citation. Broad claims of confidential or trade secret information are not valid.

A Vendor that claims any information in the response is exempt from disclosure must provide a redacted copy of the response clearly marked “Redacted Copy” and redacting only such information that is exempt from disclosure. The OSCA will provide the redacted copy in response to any public records request for the materials. If a requestor asserts a right to the redacted information, or the redacted information becomes subject to a demand for discovery or disclosure, the OSCA will give the Vendor prompt notice and the Vendor shall be responsible for defending its determination that the redacted portions of the documents are confidential or exempt from disclosure.

Failure to follow these instructions shall constitute a waiver of any claimed exemption and will result in all information submitted being subject to public disclosure in accordance with applicable rules and laws. The information provided may be used to develop specifications for a solicitation.

#### **IX. Vendor Costs**

Vendors are responsible for all costs associated with the preparation, submission, and any potential meeting to discuss this RFI. The OSCA will not be responsible for any vendor related costs associated with responding to this request.

#### **X. Addendum**

Any clarification or additional information that may substantially affect the outcome of this RFI will be provided in the form of a written addendum. All addenda will be posted on the OSCA website at:

[http://www.flcourts.org/gen\\_public/purchasing/index.shtml](http://www.flcourts.org/gen_public/purchasing/index.shtml)

#### **NOTICE TO PERSONS WITH DISABILITIES IN NEED OF REASONABLE**

**ACCOMMODATION:** Please contact Steven Hall to make your request at [halls@flcourts.org](mailto:halls@flcourts.org) as soon as possible before the deadline for submittal.