



REQUEST FOR PROPOSALS (RFP)
EVENT No.: RFP0000007
EVENT TITLE: MARINAS AND CAMPGROUND MANAGEMENT SOFTWARE SOLUTION

PRE-PROPOSAL CONFERENCE TO BE HELD:

June 23, 2026 at 10:00 AM (local time)
via Teams

ISSUED BY MIAMI-DADE COUNTY:
Strategic Procurement Department
(Through the Expedited Purchasing Program)
for
Parks, Recreation and Open Spaces Department

MIAMI-DADE COUNTY CONTACT FOR THIS SOLICITATION:

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PROPOSALS DUE:
see INFORMS

IT IS THE POLICY OF MIAMI-DADE COUNTY (COUNTY) THAT ALL ELECTED AND APPOINTED COUNTY OFFICIALS AND COUNTY EMPLOYEES SHALL ADHERE TO THE PUBLIC SERVICE HONOR CODE (HONOR CODE). THE HONOR CODE CONSISTS OF MINIMUM STANDARDS REGARDING THE RESPONSIBILITIES OF ALL PUBLIC SERVANTS IN THE COUNTY. VIOLATION OF ANY OF THE MANDATORY STANDARDS MAY RESULT IN ENFORCEMENT ACTION. (SEE IMPLEMENTING ORDER 7-7)

Electronic Proposal responses to this RFP are to be submitted through a secure mailbox at Integrated Financial Resources Management System (INFORMS) until the date and time as indicated in this document. It is the sole responsibility of the Proposer to ensure its Proposal reaches INFORMS before the Solicitation closing date and time. There is no cost to the Proposer to submit a Proposal in response to a Miami-Dade County Solicitation via INFORMS. Electronic Proposal submissions may require the uploading of electronic attachments. The submission of attachments containing embedded documents or proprietary file extensions is prohibited. All documents should be attached as separate files. Proposers must allow sufficient time to complete online forms and upload all Proposal documents. All information and documents must be fully entered, uploaded, acknowledged ("Confirm") and recorded into INFORMS before the date and time of the INFORMS Solicitation End Date, or the system will **stop** the process and the submission will be considered late and will not be accepted. No part of a Proposal can be submitted via hardcopy, email, or fax. All expenses involved with the preparation and submission of Proposals to the County, or any work performed in connection therewith, shall be borne by the Proposer(s).

A Proposer may submit a modified Proposal to replace all or any portion of a previously submitted Proposal up until the Proposal due date. The County will only consider the latest version of the Proposal.

Requests for additional information or inquiries must be made in writing and submitted using the question/answer feature provided by **INFORMS** at <https://supplier.miamidade.gov>. The County will issue responses to inquiries and any changes to this Solicitation it deems necessary via written addenda issued prior to the Proposal due date and time (see Mandatory Online Forms and Addendum Acknowledgement Section of INFORMS site). Proposers who obtain copies of this Solicitation from sources other than through INFORMS risk the possibility of not receiving addenda and are solely responsible for those risks.

If you submit your proposal and subsequently an Addendum is issued, failure to resubmit the proposal by clicking on the "Submit Proposal" button, after acknowledging Addenda or making any edits to your proposal in INFORMS, will result in your proposal not being received by the County.

1.0 PROJECT OVERVIEW AND GENERAL TERMS AND CONDITIONS

1.1 Introduction

Miami-Dade County, hereinafter referred to as the County, as represented by the Miami-Dade County Parks, Recreation and Open Spaces Department (PROS), is soliciting Proposals from qualified firms to provide an Integrated Marinas and Campground Management Solution (Solution), as specified in **Exhibit 2. Functionality Matrix** and Section 2.0 of this Solicitation, Scope of Services. The services shall include development of a configurable commercial or custom software solution to create an efficient workflow to help organize data and perform payment processing functions to enhance both patron and PROS staff experience. The proposed Solution shall automate operations at six marinas and one campground throughout Miami-Dade County.

PROS – Software Core Functions:

- *Online Waitlist Management* to efficiently track and prioritize applicants.
- *User Profile, Berth Permit, Status & Approval Workflow* to ensure compliance and streamlined processing.
- *Vessel & RV Placement, Mapping & Management* for optimal utilization of marina capacity.
- *Transient Slip Management* to support short-term docking needs.
- *Commercial Landings & Boat Tours Management* to schedule designated dockage usage using a calendar with time slots.
- *Billing & Security Deposit Functions* to manage invoicing, payments, and tracking security deposit payments and requirements.
- *Dock Walk Module* to perform dock check to recognize if approved vessel is in or out of slip.
- *Task Management* to coordinate staff activities and improve accountability.
- *Vendor Management* to keep track of approved vendors at our Marinas.
- *Reporting capabilities* to support data-driven decision-making and operational transparency.
- *Boat Launch Annual Pass, Parking Decals & Backfill Reservations* to maximize occupancy and manage parking effectively.
- *Campground Management* to oversee reservations, occupancy, and related services.
- *Customer Relationship Management* to facilitate communication between patrons and marina/campground management in an organized, efficient and effective manner.

The selected Proposer shall be responsible for providing a comprehensive, end-to-end solution, including all required equipment, hardware, software licenses, implementation, interface development, system configuration, training, hosting, and ongoing maintenance and support services for the full duration of the contract. The County seeks a secure, cloud-based/web-enabled solution, commercially available or custom-developed, that is highly configurable and scalable to meet operational requirements. The scope shall include, but is not limited to, solution planning and design, system configuration, interface development, testing, training, documentation, implementation, provision of software licenses, and ongoing software maintenance. Additionally, the selected Proposer shall provide software escrow and comprehensive technical support services throughout the term of the resulting contract.

The County anticipates awarding a single contract for a five-year initial term, with one three-year renewal option and one two-year renewal option

The anticipated schedule for this Solicitation is as follows:

Pre-Proposal Conference:

Join TEAMS meeting: (Attendance is recommended but not mandatory)

<https://teams.microsoft.com/meet/251417054283881?p=s2bf15Z0BCR4SLvn96>

Meeting ID: 251 417 054 283 881

Passcode: 5xj9XT9z

Dial in by Phone:

+1 786-628-2782,,920950788#

Phone conference ID:

920 950 788#

Should you need an ADA accommodation to participate in Pre-Proposal Conference (i.e., materials in alternate format, sign language interpreter, etc.), please contact the Internal Services Department's ADA Office five days prior to scheduled conference to initiate your request. The ADA Office may be reached by phone at (305) 375-3088 or via email at Mariela.Massarotti@miamidade.gov TTY users may reach the ADA Office by calling the Florida Relay Service at 711.

Deadline for Receipt of Questions: see INFORMS
 Proposal Due Date: see INFORMS
 Evaluation Process: August-September 2026
 Projected Award Date: September-October 2026

1.2. Definitions

The following words and expressions used in this Solicitation shall be construed as follows, except when it is clear from the context that another meaning is intended:

1. The words "Review Team" to mean the group of individuals who are tasked with reviewing, evaluating and scoring the Proposals submitted in response to this RFP.
2. The word "Contractor" to mean the Proposer that receives any award of a contract from the County as a result of this Solicitation, also to be known as "the prime Contractor".
3. The word "County" to mean Miami-Dade County, a political subdivision of the State of Florida.
4. The words "Cybersecurity Products" to mean software and hardware that include technologies, processes, and practices designed to protect information technology networks, devices, programs, and data from attack, damage, or unauthorized access.
5. The words "Heightened Security Review" to mean any and all security screening conducted on County employees with access to Cybersecurity Products or any other additional security screenings or reviews the County Mayor or County Mayor's designee determines necessary to protect the security of the County's information technology networks, devices, programs, and data.
6. The words "Joint Venture" to mean an association of two or more persons, partnerships, corporations, or other business entities under a contractual agreement to conduct a specific business enterprise for a specified period with both sharing profits and losses.
 The Joint Venture must be a legally formed entity prior to Proposal submission.
7. The words "Licensed Software" to mean the software component(s) provided pursuant to the Contract.
8. The words "Multi-Channel Retailing" to mean a strategy that offers customers a number of ways to buy the product.
9. The words "Produced in the United States" to mean, with respect to Cybersecurity Products, a product for which all development and production occurs in the United States.
10. The word "Proposal" to mean the properly signed and completed written good faith commitment submitted by the Proposer in response to this Solicitation, as amended or modified through negotiations.
11. The word "Proposer" to mean the person, firm, entity or organization, as stated on the Submittal Form, submitting a Proposal to this Solicitation.
12. The word "Responsible Proposer" shall refer to a Proposer that has the capability in all respects to fully perform the contract requirements and the integrity and reliability that will assure good faith performance.
13. The words "Responsive Proposer" shall refer to a Proposer that has submitted a Proposal that conforms in all material aspects to the Solicitation.
14. The words "Scope of Services" to mean Section 2.0 of this Solicitation, which details the work to be performed by the Contractor.
15. The word "Solicitation" to mean this Request for Proposals (RFP) or Request for Qualifications (RFQ) document, and all associated addenda and attachments.

16. The word "Subcontractor" to mean any person, firm, entity or organization, other than the employees of the Contractor, who contracts with the Contractor to furnish labor, or labor and materials, in connection with the Services to the County, whether directly or indirectly, on behalf of the Contractor.

17. The words "Work", "Services", "Program", or "Project" to mean all matters and things that will be required to be done by the Contractor in accordance with the Scope of Services, and the terms and conditions of this Solicitation.

1.3. General Proposal Information

Pursuant to Florida Statutes Section 287.05701, Proposers are hereby notified that the County will not request documentation of, or consider, the social, ideological or political interests of a Proposer when determining if a Proposer is a responsible vendor nor will the County give preference to a Proposer based on the Proposer's social, ideological or political interests.

The County may, at its sole and absolute discretion, reject any and all or parts of any or all Proposals; accept parts of any and all Proposals; further negotiate project elements including but not limited to project fees, revenues or pricing; postpone or cancel at any time this Solicitation process; or waive any irregularities in this Solicitation or in the Proposals received as a result of this process. In the event that a Proposer wishes to take an exception to any of the terms of this Solicitation, the Proposer shall clearly indicate the exception in its Proposal. The County shall treat the Proposer's inclusion of exceptions, assumptions or alternate terms in the Proposal as requests to negotiate project elements, and the inclusion of same shall not result in the Proposal being deemed non-responsive. The County is not bound to accept any exceptions, assumptions or alternates during negotiations, and the County shall consider a Proposal submitted to be an offer to supply goods or services in strict compliance with the terms of this Solicitation. Exceptions, assumptions or alternates may be considered by the County during negotiations to the extent such exceptions, assumptions or alternates do not materially change any provision of the Solicitation. The County reserves the right to request and evaluate additional information from any Proposer regarding Proposer's responsibility after the submission deadline as the County deems necessary.

The Proposer's Proposal will be considered a good faith commitment by the Proposer to negotiate a contract with the County, in substantially similar terms to the Proposal offered and, if successful in the process set forth in this Solicitation and subject to its conditions, to enter into a Contract substantially in the terms herein. Proposer's Proposal shall be irrevocable until Contract award unless the Proposal is withdrawn. A Proposal may be withdrawn in writing only, addressed to the County contact person for this Solicitation, prior to the Proposal due date and time, or upon the expiration of one hundred eighty (180) calendar days after the opening of Proposals.

As further detailed in the Submittal Form, Proposers are hereby notified that all information submitted as part of, or in support of Proposals will be available for public inspection after opening of Proposals, in compliance with Chapter 119, Florida Statutes, (the "Public Record Law")

Any Proposer who, at the time of Proposal submission, is involved in an ongoing bankruptcy as a debtor, or in a reorganization, liquidation, or dissolution proceeding, or if a trustee or receiver has been appointed over all or a substantial portion of the property of the Proposer under federal bankruptcy law or any state insolvency law, may be found non-responsible.

To request a copy of any code section, resolution and/or administrative/implementing order cited in this Solicitation, contact the Clerk of the Board at (305) 375-5126, Monday- Friday, 8:00AM – 4:30PM.

1.4. Cone of Silence

Pursuant to Section 2-11.1(t) of the Code of Miami-Dade County, as amended (the "Code"), a "Cone of Silence" is imposed upon each RFP or RFQ after advertisement and terminates at the time a written recommendation is issued. The Cone of Silence prohibits any communication regarding RFPs or RFQs between, among others:

- potential Proposers, service providers, lobbyists or consultants **and** the County's professional staff including, but not limited to, the County Mayor and the County Mayor's staff, County Commissioners or their respective staffs;
- the County Commissioners or their respective staffs **and** any member of the County's professional staff, other than any professional staff member who is designated by the County Mayor to engage in such communications; or
- potential Proposers, service providers, lobbyists or consultants, any member of the County's professional staff, the Mayor, County Commissioners or their respective staffs **and** any member of the respective Competitive Selection Committee.

The provisions do not apply to, among other communications:

- oral communications with the staff of the Vendor Outreach and Support Services Section, the responsible Procurement Contracting Officer (designated as the County's contact on the face of the Solicitation), provided the communication is limited strictly to matters of process or procedure already contained in the Solicitation document;
- oral communications at pre-Proposal conferences and oral presentations before Competitive Selection Committees during any duly noticed public meeting, public presentations made to the Board of County Commissioners (the "Board") during any duly noticed public meeting;
- recorded contract negotiations and contract negotiation strategy sessions; or
- communications in writing at any time with any County employee, official or member of the Board of County Commissioners unless specifically prohibited by the applicable RFP or RFQ documents.

When the Cone of Silence is in effect, all potential vendors, service providers, bidders, lobbyists and consultants shall file a copy of any written correspondence concerning the particular RFP or RFQ with the Clerk of the Board, which shall be made available to any person upon request. The County shall respond in writing (if County deems a response is necessary) and file a copy with the Clerk of the Board, which shall be made available to any person upon request. Written communications may be in the form of e-mail, with a copy to the Clerk of the Board at clerkbcc@miamidade.gov.

All requirements of the Cone of Silence policies are applicable to this Solicitation and must be adhered to. Any and all written communications regarding the Solicitation are to be submitted only to the Procurement Contracting Officer with a copy to the Clerk of the Board. The Proposer shall file a copy of any written communication with the Clerk of the Board. The Clerk of the Board shall make copies available to any person upon request.

1.5. Communication with Competitive Selection Committee Members

Proposers are hereby notified that direct communication regarding this Solicitation, written or otherwise, to individual Review Team Members or, to the Review Team as a whole, **are expressly prohibited**. Any oral communications with Review Team Members other than as provided in Section 2-11.1 of the Code, are prohibited.

1.6. Public Entity Crimes

Pursuant to Paragraph 2(a) of Section 287.133 of the 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 submit a Proposal for a contract to provide any goods or services to a public entity; may not submit a Proposal on a contract with a public entity for the construction or repair of a public building or public work; may not submit Proposals on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and, may not transact business with any public entity in excess of the threshold amount provided in Section 287.017 of the Florida Statutes for Category Two for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

1.7. Lobbyist Contingency Fees

- a) In accordance with Section 2-11.1(s) of the Code, after May 16, 2003, no person may, in whole or in part, pay, give or agree to pay or give a contingency fee to another person. No person may, in whole or in part, receive or agree to receive a contingency fee.
- b) A contingency fee is a fee, bonus, commission or non-monetary benefit as compensation which is dependent on or in any way contingent upon the passage, defeat, or modification of: 1) any ordinance, resolution, action or decision of the County Commission; 2) any action, decision or recommendation of the County Mayor or any County board or committee; or 3) any action, decision or recommendation of any County personnel during the time period of the entire decision-making process regarding such action, decision or recommendation which foreseeably will be heard or reviewed by the County Commission or a County board or committee.

1.8. Collusion

In accordance with Section 2-8.1.1 of the Code, where two (2) or more related parties, as defined herein, each submit a Proposal for any contract, such Proposals shall be presumed to be collusive. The foregoing presumption may be rebutted by the presentation of evidence as to the extent of ownership, control and management of such related parties in preparation and submittal of such Proposals. Related parties shall mean Proposer, the principals, corporate officers, and managers of the Proposer; or the spouse, domestic partner, parents, stepparents, siblings, children or stepchildren of a Proposer or the principals, corporate officers and managers thereof which have a direct or indirect ownership interest in another Proposer for the same contract or in which a parent company or the principals thereof of one Proposer have a direct or indirect ownership in another Proposer for the same contract. Proposals found to be collusive shall be rejected. Proposers who have been found to have engaged in collusion may be considered non-responsible, and may be suspended or debarred, and any contract resulting from collusive bidding may be terminated for default.

1.9. **Contracting with Entities of Foreign Countries of Concern Prohibited**

By submitting a proposal or otherwise entering into, a contract under this Solicitation, the Proposer affirms that it is not in violation of Section 287.138, Florida Statutes (F.S.) titled Contracting with Entities of Foreign Countries of Concern Prohibited. Proposer further affirms that it is not giving a government of a foreign country of concern, as listed in Section 287.138, F.S., access to an individual's personal identifying information if: a) the Proposer is owned by a government of a foreign country of concern; b) the government of a foreign country of concern has a controlling interest in the Proposer; or c) the Proposer is organized under the laws of or has its principal place of business in a foreign country of concern as is set forth in Paragraphs 2(a)–(c) of Section 287.138, F.S.

This affirmation by the Proposer shall be in the form attached to this Solicitation as Contracting with Entities of Foreign Countries of Concern Prohibited Affidavit.

1.10. **Expedited Purchasing Program**

Pursuant to Section 2-8.1.6 of the Code, the County created the Expedited Purchasing Program (EPP). Due to the expedited nature of County projects issued under the EPP, prospective Proposers should anticipate a shortened Solicitation timeline for submission of Proposals. Technical, professional and legal staff may be used to determine best value as set forth in the Solicitation documents without the need to utilize the formal Competitive Selection Committee process established by the County. The County Mayor's or designee's written recommendation to award a contract under the EPP shall be sufficient to commence the bid protest period and terminate the Cone of Silence. Any legislation contrary to the provisions of the EPP shall be deemed suspended or amended as necessary to give effect to the intent of this Program.

1.11. **Kidnapping, Custody Offenses, Human Trafficking and Related Offenses Affidavit**

By entering into, amending, or renewing a contract under this Solicitation, the Proposer affirms that it does not use coercion for labor or services and complies with the provisions of Section [787.06](#), Florida Statutes ("F.S."), "Human Trafficking. This attestation by the Proposer shall be in the form attached to this Solicitation as the **Kidnapping, Custody Offenses, Human Trafficking and Related Offenses Affidavit**.

2.0 SCOPE OF SERVICES

2.1 **Background**

The Communications, Information & Technology Department (CITD) is responsible for overseeing the operations of the Marina Management System across the County's marina facilities, including Bill Bird Marina, Black Point Park and Marina, Crandon Marina, Herbert Hoover Marina, Matheson Marina, and Pelican Harbor Marina. In 2003, CITD initiated the development of a web-based ASP application, MarinaWeb, to support County-owned marinas by centralizing key operational functions, including rolling slip waitlists, accounts receivable, slip management, and billing for boat slips and related services.

Beginning in 2023, select functionalities were transitioned to other platforms to enhance customer service and payment processing capabilities. Specifically, patron profiles and billing functions for five marinas were migrated to the CivicRec software solution, enabling online payment collection and consolidated billing management. Additionally, contract management processes began utilizing Adobe Sign.

As a result, current marina operations are supported by multiple, disconnected systems. The County is seeking to implement a modern, unified Marina Management Software Solution that consolidates all existing functionalities into a single, integrated platform. The new solution will also introduce enhanced capabilities to improve operational efficiency, streamline workflows, and enhance the customer experience. The proposed solution should integrate with the County's payment processor, as further detailed in this solicitation.

Campgrounds transitioned to CivicRec software solutions in late 2020. The system is currently utilized as a point-of-sale (POS) platform to process payments and book facility reservations with a calendar view. For complex reservations, excel sheets have to be maintained. Prior to the 2020 CivicRec transition, every transaction and reservation was maintained in a manual fashion.

2.2 **Miami Dade County PROS Marinas & Campground Operations**

Location	Wait List Applications at Marinas
Bill Bird Marina (Haulover)	35', 40', 50', 55'+, commercial dockage
Black Point Marina	30', 35', 40', 45', 50', dry storage (sail boats only), commercial dockage (shrimpers)
Crandon Marina	30', 35', 40', 45', 50', 55" + dry storage, mooring, commercial dockage

Matheson Hammock Marina	30', 35', 40', 45', 50', dry storage
Herbert Hoover Marina (Homestead)	30', 35', 40', 45', 50', dry storage
Pelican Harbor Marina	30', 35', 40', 45', 50', mooring

Waitlist and Contract Management Requirements:

- All applications must be associated with a unique user profile to ensure accurate tracking and management.
- The system shall support an unlimited number of applications per applicant without restriction.
- A maximum of two (2) active contracts per individual shall be permitted across all Miami-Dade County marina facilities.
- The system must distinguish between commercial applications and recreational use contracts, with appropriate classification and processing workflows for each.
- The solution shall enforce waitlist integrity by preventing applicants from being bypassed, unless an authorized override is applied and properly documented.
- Contracts must correspond to the specific vessel size category for which the applicant is waitlisted.
- The system shall prevent assignment of a slip outside of the applicant's waitlist category (e.g., assigning a 50' slip to an applicant on a 30' waitlist), unless an authorized override is applied.
- The solution must support the migration and management of an existing waitlist of over 5,000 patrons into the new system.

The County currently operates the following 6 Marinas:

Marina Name	Location	# Wet	# Dry	# Moorings	# Commercial	Total
Bill Bird Marina (Haulover)	10800 Collins Avenue Miami, FL 33167	125			30	155
Black Point Marina	24775 SW 87 Avenue Miami, FL 33032	180	37		15	232
Crandon Marina	4000 Crandon Blvd. Key Biscayne, FL 33149	239	132	60	12	443
Herbert Hoover Marina (Homestead)	9698 SW 328 Street Homestead, FL 33030	176	30			206
Matheson Hammock Marina	9610 Old Cutler Road Miami, FL 33156	243	71			314
Pelican Harbor Marina	1275 NE 79 Street Miami, FL 33138	108		27		135
Totals		1063	262	87	57	1485

The County currently operates the following campground.

Larry & Penny Thompson Park Campgrounds
Total of 270 reservable sites, consisting of 240 RV sites organized across 11 pods (2 pods with 30 sites each and 9 pods with 20 sites each)
30 Designated tent camping sites

2.3 Objectives

The County is seeking proposals for a comprehensive Marina and Campground Management System that includes all required hardware, software, and associated services as outlined in this solicitation. The County intends to implement a fully integrated, configurable solution to support marina and campground operations, including point-of-sale functionality, multi-channel marketing, customer relationship management, and merchandise inventory. The proposed system shall provide mobile capabilities compatible with multiple platforms, a user-friendly administrative interface for County staff, and a public-facing portal to streamline reservations and customer interactions across all marina and campground services.

The public-facing portal shall enable users to:

- Submit waitlist applications and associated fees
- View waitlist status and placement
- Reserve transient slips, RV & tent site.
- Sign up for boat tours & provide payment.
- Make advance payments for reservations
- Upload or sign required documentations and view approval status
- View notifications from Marina and Campgrounds

The system shall also allow users to securely manage their accounts, including storing payment information in compliance with PCI standards. Accepted payment methods shall include cash, credit card, ACH, and gift cards, with full integration into applicable County systems. The resulting Solution will serve as the County's system of record for marina services within PROS.

2.4 System Licensing

The County will consider Cloud Based Systems. The County will consider subscription software licenses or perpetual licenses or any other license model that meets the County's needs described herein. The proposal shall include software licenses or cloud-based software subscription pricing to accommodate the estimated number of users as listed below.

The proposed System is not required to use a "Per User" license model, however, the proposed software solution shall accommodate, at a minimum, the number of total users listed below.

- Estimated Internal users – 50 (20 concurrent internal users)
- Estimated Public users – unlimited (external users)
- Unlimited Inquiry only
- Unlimited anonymous web portal users accessing the System to procure PROS offerings

The County prefers not to purchase separate licenses for third party applications which are embedded into the System, if any. All licenses that may be required by the System for third party software are to be included with the proposed System and maintained throughout the term of the resultant contract. All costs are to be included within the proposed System. If the proposed System requires third party software not embedded into the System in order to meet the technical and functional requirements of this solicitation, the County reserves the right to leverage software license agreements that may be in place between any proposed third-party software copyright holder.

The County requires redundancy, including a main and back-up site in the United States, to ensure System availability. The main and back-up site must be updated and synchronized at all times.

2.5 System Functionality

This section provides an overview of the business processes and operating environment, currently being handled by Marina Administration staff in conjunction with the following marinas: Bill Bird Marina, Black Point Park and Marina, Crandon Marina, Herbert Hoover Marina, Matheson Marina, and Pelican Harbor Marina. Including additional functions, we are looking to incorporate into the Marina and Campground Software Management System.

System shall have the ability to provide the core functionalities below:

2.5.1 Online Waitlist & Management

- Online waiting list application.
- Determine eligibility of application request.
- Submit waiting list application and process fees.
- Inform patron of ineligibility and return/refund application fees, if necessary.
- Add patron information to marina(s) waiting list.
- Provide patron ability to view current position on waiting list through online portal.
- Ability to log declined offer and note reason, date & time.
- Ability to log all attempts to reach patron.
- Contact patron and offer Recreational or Commercial Slip.
- Ability to automatically remove patron from waitlist once berth is granted.

2.5.2 User Profile, Berth Permit, Status & Approval Workflow

- Verify patron boat information.
- Patron digitally signs berth permit.
- Collect security deposit fees.
- Approve a berth permit with indicated approval path.
- Process monthly fees.
- Provide status of permit.
- Provide notifications of expired required documentations.
- Update berth permit with new rate change

User Profile Data, as stated in Exhibit 3, Profile Groups.

2.5.3 Vessel & RV Placement, Mapping & Management

- Interactive map indicating placement of vessels
- To include the following categories:
 - Marinas
 - Wet slips (in the water)
 - Dry storage (not in the water)
 - Mooring buoys
 - Temporary floating docks or seawalls
 - Campground
 - RV
 - Tent
- Optimize boat placement with set parameters
- Clear Indicator of slip usage
 - Recreational Berth, Transient Dockage, Commercial, Vacant (available), Unusable.

2.5.4 Process Transient Slip Requests

- Ability to have patron and internal staff book transient reservations (ability to set to staff only).
- Patron digitally sign transient dockage permit.
- Apply discount/promotional rates if applicable.
- Determine rates and calculate fees.
 - Recurring 30-day billing option from start date.
 - Prorate until the end of the month.
 - Recurring billing on the 1st of the month.
- Process fees.
- Approve transient dockage permits and assign vessel slip placement.
- Process refunds/credits.
- Ability to terminate transient dockage permit.

2.5.5 Commercial Landings & Boat Tours Management

- Ability to schedule commercial landing and boat tours on designated docks, using a calendar view with time slots
- Commercial Landing User Profile indicating approval status of permit
- Ability to calculate and process landing fees by vessel size
- Ability to calculate tour boat fees by the quantity of passengers as well as add-on miscellaneous fees.

2.5.6 Billing & Security Deposit Functions

- Calculate monthly fees, based vessel size and slip placement (charge greater of the two).
- Ability to efficiently update current pricing structure when rolling out a rate increase for all patrons.
- Process recurring monthly fees on patrons enrolled on autopay.
- Ability to apply add-on fees for recurring billing.
- Security deposit fee collection, management & refunds
- Ability to apply late fees in bulk auto and in a simplified bulk process
- Ability to charge patron credit card processing fees.
 - Percentage or set amount
- Ability to provide ACH payment services
- Process private landing fees.

2.5.7 Dock Walk Module

- Ability to conduct mobile dock checks
- Ability to conduct dock check by dock.
- Record & archive results by dock, by whom, date and time
- Show picture of approved vessel
- Select – In, Out, Not Approved Vessel
- Ability to send message to patron directly from module and archive communication.

2.5.8 Task Management

- Ability to manage internal work orders.

- Ability to keep track and manage termination request and show status.
- Ability to keep track of a change endorsement request and show status.
- *Example of change endorsement: Patron requesting to change vessel to a larger or smaller vessel.*
- *Administrative Task: Rate change may be required along with the approval of all required supporting documentation.*
- Ability to track security deposit refund request, track and show status. Including submittal to central finance.

2.5.9 **Vendor Management**

- Ability for Marina Vendors to register and pay vendor fees online.
- Ability to have a vendor profile that list vessel repairs and services offered
- Ability for profile to list employee names
- Ability to upload and track expiration of documents
- Ability to search for vendors by service offered.

2.5.10 **Reporting**

A. **Administrative Capabilities**

- a. The administrative capabilities of the System should be robust, with real-time, customizable reporting capabilities, management analytics and dashboards and tools to assist PROS in managing and controlling operations and maximizing revenue. Integration with business intelligence tools such as Microsoft Power BI.
- b. User access tracking and controls must be sophisticated enough to allow for unique user login credentials and system activity tracking logs and transaction records by user. All changes to configuration will be tracked in logs with user information and timestamp
- c. The administrative capabilities of the System should help PROS with budgeting and planning, leveraging historic financial and operational results and metrics and tracking capital expenditures and fixed asset inventories.
- d. Data export capabilities through APIs and/or a replicated database.
- e. Examples of Reports needed but not limited to:
 - Occupancy Reports (detailed to PROS specifications).
 - 30, 60, 90 accounts payable aging report (detailed to PROS specifications).
 - Revenue reports by Marina, categories and items.
 - Combined revenue reports for all 6 Marinas.

B. **Reporting and Analytics**

The County is seeking a proposed Solution that has the ability to generate both standard reports and ad hoc queries as well as export data into Excel or PDF format. The Solution shall allow Users to view, edit, and modify standard reports and create custom reports as well. The Solution shall provide the following reporting functionalities:

- System is delivered out-of-the-box with a number of **standard** reports.
- Users can create and save an unlimited number of ad hoc queries and custom reports.
- Reports and queries can be accessed, created and saved via the web access.
- System has report export capabilities with .pdf, Excel, web archive and .xml formats.
- Standard reports, custom reports and queries can be shared with all users, including web users.
- Related reports can be grouped together within a menu structure for ease of use.
- Report appearance can be customized to include user logo, colors, fonts, etc.
- System provides comparative analysis and tickler type reporting capabilities.
- Users may construct and save customized queries in the form of screens, forms, or reports.
- Ability to include an unlimited number of user-defined fields in reports.
- Ability to schedule auto-generation and distribution of reports or notification of report availability on a recurring basis.
- Native Artificial Intelligence and Deep Machine Learning to allow users to run predictive analytics and forecasting on the vast data.

2.5.11 Boat Ramp Launch Pass, Patron Parking Decals & Backfill Reservations

- Daily boat ramp pass, tracking patron tag.
 - Annual boat ramp launch pass, track expiration and tag.
 - Annual patron parking decals, track expiration and tag.
 - Ability to process the sell reservation spots through a web portal.
- *Certain number of spots will be advertised, first patrons to provide payment will have spot available with proof of purchase at gate.*

2.5.12 Campground Management

- Offer same functions available to Marinas to our Larry & Penny Campground facility.
- Provide mapping and language specific to Campground.
- Ability to book complex reservations as described on “Functionality Matrix #2.59”
- Recurring 30-day billing from start date.
- Maximum Reservation 180 days.
- Real-time updates on site availability.
- Ability to set up parameters for seasonal rates.
- Ability to set restrictions/parameters for patron self-booking.
- Ability to block reservation pods/sites for low season.

2.5.13 Customer Relationship Management

The County is seeking a proposed System with the following capabilities:

- Tracks a single customer across all aspects of PROS's operations and provides both the customer and PROS staff with instant, real-time visibility into all past, present and future reservations, events and transactions.
- Allows PROS to view and report on every aspect of PROS's relationship with its customers from marina slip reservations to sailing and buying habits, to personal preferences and profile information.
- Assists PROS in automating how it manages all current and future customer interactions and communication.
- Provides PROS with the sole ability to seamlessly customize and tailor communications, programs, and specials to each customer.
- Includes e-mail marketing functionality and social media management and integration modules

2.6 Web Functionality and Presence

As part of the proposed solution, the County is seeking a public-facing marina website and a mobile-responsive website, that seamlessly integrate with the Miami-Dade County portal. The solution shall provide an interactive, user-friendly portal that enables customers to engage with PROS services in a centralized and efficient manner. The platform shall allow users to:

- Create and maintain personal profiles
- Manage slip reservations and related services
- Enroll in and manage membership and loyalty programs
- Complete sales transactions, including the purchase of memberships, gift cards, and merchandise
- Register and submit payments for tournaments, marina events, classes, and youth/junior programs
- The website must be fully optimized for mobile devices and designed to support periodic updates in layout, functionality, and user experience.

All components shall comply with County branding standards and web accessibility requirements. The system must also provide marina staff with the ability to easily update content such as events, holiday hours, and marina conditions while maintaining appropriate controls to ensure consistency with established branding guidelines.

2.7 Interfaces/Integration

The proposed software solution must support integration with various County systems, as outlined below. The proposer should conduct a thorough review and assessment of all required interfaces. The applications listed represent the primary integrations expected for the solution. While the preferred method of data consumption is through an API pipeline into the County's Azure Data Lake environment, other acceptable and mutually agreed-upon data-exchange methods may also be considered

#	Application	Req'd for Go-Live	Vendor	Description	Mode
1	Credit Card and Check Payment	Y	Elavon, Inc (current vendor).	Process payments via Elavon's Converge/Commerce SDK services (or future merchant processor). No Cardholder Data (CHD) can be stored in any process of the application.	Data Exchange
2	County's ERP System (PeopleSoft)	Y	Oracle	Miami-Dade's current financial information system.	Data Exchange
1	EAMS integration	N	Hexagon, Infor	Feed marina usage data and query marina status and condition to/from county's EAMS solution	Data Exchange
2	ESRI ArcGIS Integration	N	Esri	The Solution should preferably integrate with the existing enterprise GIS layers in any business workflow	Data Exchange
3	County CRM	N	Sales Force/ Azure Data Lake	The solution should preferably integrate with the existing County CRM with a robust API	Data Exchange

2.8 System & Back Office Administration

The System include tools that allow County system administrator to setup, configure, report, secure, and manage data information collected, accessed, and stored by the System. The County is seeking the following administrative capabilities

A. Audit/History

The ability to track the history or audit trail on any data element identified by the County as requiring history. An audit trail includes, the user, date, time, and actual data that is changed (from and to) at a minimum. Version control and user identification procedures are to be maintained for data security.

B. Data Storage

The ability to provide real time access to data in the System for reporting and data analysis. All data is to be accessible by The County at any time and The County will be allowed a copy of all data stored by The System.

C. System Security

The County is seeking a System that provides robust security features to ensure security and data integrity.

D. User Roles & Permissions

The System should have the ability to create multiple user roles and set permissions to each. Permissions should be listed and categorized to have the ability to add or removed by system administrator role. System should list all permissions deemed necessary by PROS.

2.9 Continuous User Training Programs and Comprehensive User Training Aids

- A. The County is seeking an initial on-site or online training sessions. On-site or online will be at County's discretion. Training will include but not limited to the following roles: approximately 50 internal users (County staff), report writers, and system administrators. In addition, the selected Proposer will be required to provide continuously accessible web training throughout the life of the contract for both internal and external users. The selected Proposer is to be responsible for providing all audio/visual and other necessary materials and equipment for scheduled on-site training sessions. The County will provide a facility, inclusive of computer workstations with internet connectivity, to serve as the training site.

Proposer should present a Training Plan that includes:

- Pre-installation planning and System configuration, for a group of up to 15 internal users, which will include an overview of the systems capabilities and requirements, migration/conversion considerations and options,

and parameters/policy setting considerations and options.

- Training on all software modules for those staff responsible for using the software on a day-to-day basis.
- Generating reports.
- Troubleshooting and solving system problems.

- B. Proposer is to offer online user group training sessions and on-site refresher programs every time the system is upgraded.

2.10 Maintenance and Technical Support

The selected Proposer shall provide the County with standard software maintenance services and technical support covering, as listed below:

- A. All software shall be of the most recent release and all software upgrades issued by the Selected Proposer shall be available to the County at no additional charge. The software maintenance plan shall include the installation of new releases by the Selected Proposer, at no additional cost to the County.
- B. Proposer shall provide internal user support through phone, chat or ticket system for System functionalities such as communications, updating rates, and updating the website.
- C. Corrections of substantial defects in the software Solutions so that the Solution will operate according to specifications and shall be resolved as Severity Level 1. See Technical Support Services Chart, Section 2.5 above.
- D. Periodic updates of the Solution may incorporate
- Corrections of any substantial defects
 - Fixes of any minor bugs
 - Fixes due to any conflicts with mandatory operating security patches, to be resolved as Severity Level 1
- E. Enhancements made to any Solution components that PROS has licensed
- F. Updates to the Solution shall be provided as determined by legally mandated requests
- G. Updates to the Solution shall be provided in order to maintain PCI compliance requirements
- H. Remote server access to any County server providing the application services either by Citrix SSL VPN, Encrypted Connection or dedicated IP address; access will require prior approval from Miami-Dade County. The selected Proposer shall be responsible for providing on-call technical support services via phone or internet 24 hours per day, seven days per week to ensure optimal performance of the System, including all components. This should include remote diagnostic tools to detect and correct application errors in the software component.

The County's preferred escalation and response times are listed below:

Severity	Definition	Response Time	Resolution Time	Status Frequency Update
1=Critical	A major component of the System, whether hardware or software, is in a non-responsive state and severely affects Users' productivity or operations. A high impact problem which affects the Users.	15 minutes	1 Hour	15 minutes
2=Urgent	Any component failure or loss of functionality not covered in Severity 1, which is hindering operations, such as, but not limited to: excessively slow response time; functionality degradation; error messages; backup problems; or issues affecting the use of a module or the data.	1 Hour	4 Hours	30 minutes
3=Important	Lesser issues, questions, or items that minimally impact the workflow or require a work around.	4 hours	24 Hours	4 Hours
4=Minor	Issues, questions, or items that don't impact the workflow. Issues that can easily be scheduled such as an upgrade or patch.	8 hours	72 hours for an acceptable work around until final resolution	Weekly Status Call

2.11 Data Conversion

Proposers shall include in their proposal their methodology and technology tools enabling data mapping, data extract, transformation, and loading of external system data to the proposed Solution data structure/database. The Proposer will work with the current software vendor to acquire the historical data in a mutually agreed upon file format, with data from the various sources needing data conversion for load into the proposed Solution's database. The selected Proposer must map the data of the extracted and transformed files to the database structure of the proposed Solution. The selected Proposer shall be responsible for the load of the data into the proposed Solution database.

2.12 Implementation Services

The selected Proposer shall be responsible for providing on-site and configuration services for the proposed System. Additionally, implementation should include migrating the data in existing County system to the proposed System. The selected Proposer shall be responsible for testing the proposed System and ensuring proper functionality prior to launching the proposed System. The proposed Solution shall be fully implemented, including completion of customization, configuration, integration, testing, user training and go-live within 6 months from the contract start date.

2.13 PCI Compliance Requirements

The proposed Software solution shall comply with Payment Card Industry ("PCI") Security Standards. The County's current process for establishing and maintaining such compliance is outlined in Draft Form of Agreement, Article 46, Payment Card Industry Data Security Compliance, attached herein.

2.14 Cloud Based Service

System will be a cloud-based software-as-a-service using industry-standard browsers. Shall include unlimited updates and software enhancements made available to other customers. Robust API for data pipeline in Azure Data Lake.

2.15 System Availability

Proposer will assure 99.99% uptime 24/7, 365 days a year. If this metric is not met then the County is due a hosting refund equal to the monthly hosting amount following the month in which less than 99.99% uptime occurred.

		Hour	Minutes				Hour	Minutes
Up	Down	720	43200		Up	Down	720	43200
99%	1.00000%	7.2	432		99%	1.00000%	7.2	432
99.50%	0.50000%	3.6	216		99.50%	0.50000%	3.6	216
99.75%	0.25000%	1.8	108		99.75%	0.25000%	1.8	108
99.88%	0.12500%	0.9	54		99.88%	0.12500%	0.9	54
99.94%	0.06250%	0.45	27		99.94%	0.06250%	0.45	27
99.97%	0.03125%	0.225	13.5		99.97%	0.03125%	0.225	13.5
99.98%	0.01563%	0.1125	6.75		99.98%	0.01563%	0.1125	6.75
99.99%	0.00781%	0.05625	3.375		99.99%	0.00781%	0.05625	3.375
100.00%	0.00391%	0.028125	1.6875		100.00%	0.00391%	0.028125	1.6875
100.00%	0.00195%	0.0140625	0.84375		100.00%	0.00195%	0.0140625	0.84375

2.16 Business Continuity and Disaster Recovery

The County seeks a High Availability/Fault Tolerant Solution. The County requires the Solution to have industry-accepted fully automated backup capabilities for the purpose of disaster recovery. This should include all database and application data. The Proposer will show documented proof of reliable infrastructure, disaster recovery, and redundancy.

2.17 Data Integrity

The Solution should ensure the integrity of the data. Interruptions in processing due to incidents such as aborted transactions, hardware failures, or network unavailability should not result in inaccurate or inconsistent data residing in the Solution. If data transfers occur, the Solution should provide a method of audit validation to ensure all data sent was received in the target application.

2.18 Scalability

The Solution should be able to scale up to handle increased load without any performance impact on operations to facilitate demand.

3.0 RESPONSE REQUIREMENTS

3.1 Submittal Requirements

In response to this Solicitation, Proposer should **complete and return the entire Proposal Submission Package**. Proposers should carefully follow the format and instructions outlined therein. All documents and information must be fully completed and signed as required and submitted in the manner described. Nothing in this RFP shall in any way be utilized to request documentation relating to or authorizing consideration of a Proposer's social, political, or ideological interests when determining if the Proposer is a responsible vendor or give a preference to a Proposer based on the Proposer's social, political, or ideological interests.

Proposers shall submit the entire Proposal Submission Package that includes but not limited to:

- Proposer Information.
- For 1- Price Proposal
- Exhibit 1. Information Technology Security Matrix
- Exhibit 2. Marina Functionality Requirements Matrix

Proposers submitting proposals shall **complete all web fillable forms in INFORMS** (refer to Section 6.0 below, titled Attachments, for list of all web fillable forms). The Proposal shall be written in sufficient detail to permit the County to conduct a meaningful evaluation of the proposed services. However, overly elaborate Proposals are not requested or desired.

Proposers are encouraged to access the links below to assist with submission of responses to the Solicitation.

Recorded eSupplier Workshop

https://www.miamidade.gov/global/news-item.page?Mduid_news=news1652724628268780

Password: q37%t+pG

Submit a Bid Job Aid <https://www.miamidade.gov/technology/library/informs/job-aid/submit-a-bid.pdf>

4.0 EVALUATION PROCESS

4.1 Review of Proposals for Responsiveness

Each Proposal will be reviewed to determine if the Proposal is responsive to the submission requirements outlined in this Solicitation. A responsive Proposal is one which follows the requirements of this Solicitation, includes all documentation, is submitted in the format outlined in this Solicitation, is of timely submission, and has the appropriate signatures as required on each document. Failure to comply with these requirements may result in the Proposal being deemed non-responsive.

4.2 Evaluation Criteria

Proposals will be evaluated by a Review Team which will evaluate and rank Proposals on criteria listed below. The Review Team will be comprised of executives and professionals within the County, and may include professionals in the private sector, or non-profit sector, or other governmental/quasi-governmental organizations, or retired executives with the appropriate experience and/or knowledge, striving to ensure that the Review Team is balanced with regard to both ethnicity and gender. The criteria are itemized with their respective weights for a maximum total of one thousand (1,000) points per Review Team Member.

Technical Criteria	Points
1. Proposer's relevant experience, qualifications, and past performance. Relevant experience and qualifications of key personnel, including key personnel of Subcontractors, that will be assigned to this project, and experience and qualifications of Subcontractors.	200
2. Customer, Asset and Billing Management	225
3. Operations, Reporting and Customer Management	165
4. Facilities Operations Management	110
5. Implementation Approach, Training, Technical Support, Scheduled Timeline	100
Proposer's proposed price (Form 1)	200

Any Proposer, whether a Joint Venture or otherwise, may proffer the experience or qualifications of its corporate parent, sister, or subsidiary (collectively “an Affiliated Company”). However, given the unique nature of individual corporate relationships, Proposers seeking to rely on the experience or qualifications of an affiliated company are advised that the Review Team shall have the discretion to determine what weight, if any, it wishes to give such proffered experience or qualification on a case-by-case basis. Review Team may base such decision on the particulars of the relationship between the Proposer and the Affiliated Company, as evidenced by the information and documentation provided in the Proposer Information Section, during Oral Presentations, or otherwise presented at the request of the Review Team.

Additionally, pursuant to County Resolution No. [R-321-23](#), the Review Team shall be provided with adverse findings or substantiated allegations within the past seven (7) years of the proposal submittal date (collectively “Reports”) of the Miami-Dade Office of the Inspector General (“OIG”) and/or the Miami-Dade County Commission on Ethics and Public Trust (“COE”) regarding any Proposer and their proposed subcontractor(s) under deliberation by the Review Team to be considered in accordance with the evaluation of each applicable criteria identified in the Solicitation. In the event the OIG and/or COE issues Reports after the Review Team has scored and ranked the Proposers, the County Mayor or County Mayor’s designee may re-empanel the Review Team to consider if such Reports would change the rankings. If the Review Team determines that Reports would change the rankings of the Proposer(s) identified in the Reports, then the Review Team shall re-score the Proposer(s) identified in the Report solely based on the impact the information identified in the Report would have on the scoring of the Proposer(s) in accordance with the applicable criteria identified in the Solicitation, re-rank the Proposers, and submit a written justification for the revised rankings to the County Mayor or County Mayor’s designee. Upon review of such re-ranking and the justification, the County Mayor or County Mayor’s designee may accept or reject the revised rankings. The County Mayor shall, in any recommendation to the Board of County Commissioners, either attach all Reports issued by the OIG and/or the COE or provide a description of such Reports and a link to where such Reports may be viewed.

4.4 Oral Presentations

After evaluation of the Proposals on the criteria indicated above (Technical and Price), rating and ranking, the Review Team may choose to conduct an oral presentation with the Proposer(s) which the Review Team deems to warrant further consideration. In making this determination, the Review Team should consider whether a recommendation can be reached without oral presentations or whether there is a need for, or would be a benefit to, holding oral presentations. For instance, oral presentations may be needed to assist the Review Team to make its recommendation and/or to differentiate among the Proposer(s) remaining in consideration due to, among other factors, scores in clusters and/or a close competition. Oral presentations may also be beneficial if clarity on the Proposal(s) is needed or an explanation of the Proposal(s) would be helpful to the process and in scoring, especially on large and/or complex projects, as determined by the Review Team. See “Lobbyist Registration Affidavit” regarding registering speakers in the Proposal for an oral presentation.

Pursuant to Resolution No. [R-208-25](#), if the contract fiscal impact is expected to exceed \$25,000,000 per year or \$25,000,000 in any year, then oral presentations are required to be held with the three highest-ranked Proposers or all proposers if three or less proposals are received. If the scoring differential between the two highest-ranked proposers exceeds ten percent (10%), then oral presentations shall be conducted at the option of the Competitive Selection Committee.

Unless otherwise advised by the County, oral presentations will only be used for the Proposer to present its Proposal and provide clarifications, if needed, and for the Review Team to ask questions. Proposals cannot be materially changed through oral presentations. Upon completion of the oral presentation(s), if any, the Review Team will re-evaluate, re-rate and re-rank the Proposals from the Proposer(s) invited to oral presentations based upon the written documents, and in consideration of any clarity gained from the oral presentation.

4.5 Selection Factor

This Solicitation includes a selection factor for Miami-Dade County Certified Small Business Enterprises (SBEs) as follows. A SBE is entitled to receive an additional ten percent (10%) of the total technical evaluation points on the technical portion of such Proposer’s Proposal. Pursuant to Sections 2-8.1.1.1.1 and 2-8.1.1.1.2 of the Code, Proposer shall have all the necessary licenses, permits, registrations and certifications, to include SBE certification, to perform a commercially useful function in the provision of the type of goods and/or services required by this Solicitation. For certification information, contact Small Business Development at (305) 375-3111, visit <http://www.miamidade.gov/smallbusiness/> or, e-mail your inquiries directly to: Sbdcert@miamidade.gov.

The SBE must be certified by Proposal submission deadline, at contract award, and for the duration of the Contract to remain eligible for the preference. Firms that graduate from the SBE Program during the Contract term may remain on the Contract.

Any entity may enter into a Joint Venture with a Small Business Enterprise firm for the purposes of creating a Proposer to submit a Proposal in response to this Solicitation and receiving an SBE Selection Factor. Joint ventures will be considered as one entity by the County during the evaluation of the Proposal in response to this Solicitation. Joint ventures must be pre-approved by Small Business Development and meet the criteria as established in Implementing Order 3-41 and Sections 2-8.1.1.1.1 and 2-8.1.1.1.2 of the Code for the purposes of receiving an SBE Selection Factor pursuant to this Section.

4.6 **Local Certified Veteran Business Enterprise Preference**

This Solicitation includes a preference for Miami-Dade County Local Certified Veteran Business Enterprises in accordance with Section 2-8.5.1 of the Code. "Local Certified Veteran Business Enterprise" or "VBE" is a firm that is (a) a local business pursuant to Section 2-8.5 of the Code and (b) prior to Proposal or bid submittal is certified by the State of Florida Department of Management Services as a veteran business enterprise pursuant to Section 295.187 of the Florida Statutes. A VBE that submits a Proposal in response to this Solicitation is entitled to receive an additional five percent of the evaluation points scored on the technical portion of such vendor's Proposal. If a Miami-Dade County Certified Small Business Enterprise (SBE) measure is being applied to this Solicitation, a VBE which also qualifies for the SBE measure shall not receive the veteran's preference provided in this section and shall be limited to the applicable SBE preference. At the time of Proposal submission, the firm must affirm in writing its compliance with the certification requirements of Section 295.187 of the Florida Statutes and submit this affirmation and a copy of the actual certification along with the Submittal Form.

4.7 **Price Evaluation**

Proposals will be evaluated using a standardized price scoring methodology. Each Proposer's price score will be calculated relative to the lowest evaluated price submitted by a responsive and responsible Proposer.

A. Proposer's Solution Price (Initial Five-Year Term)

The price score for the initial five-year term shall be calculated using the following formula:

$$\text{Price Score} = (\text{Lowest Evaluated Price} \div \text{Proposer's Evaluated Price}) \times 200$$

Where:

- **Lowest Evaluated Price** = the lowest evaluated price submitted by any responsive and responsible Proposer.
- **Proposer's Evaluated Price** = the evaluated price of the Proposer being scored.
- **200** = the maximum number of points available for price per each Review Team member

Example

Proposer	Proposed Price
Proposer 1	\$5,000,000
Proposer 2	\$8,000,000
Proposer 3	\$10,000,000

Since Proposer 1 submitted the lowest price, the scores would be calculated as follows:

- **Proposer 1:** $(\$5,000,000 \div \$5,000,000) \times 200 = \mathbf{200 \text{ points}}$
- **Proposer 2:** $(\$5,000,000 \div \$8,000,000) \times 200 = \mathbf{125 \text{ points}}$
- **Proposer 3:** $(\$5,000,000 \div \$10,000,000) \times 200 = \mathbf{100 \text{ points}}$

The pricing evaluation will be used as part of the overall evaluation process to determine the highest-ranked Proposer. The County reserves the right to negotiate final pricing, terms, and conditions that are determined to be in the County's best interest.

B. Credit Card Processing Cost Adjustment

To ensure an equitable comparison of proposals, the County will evaluate the financial impact of any proposed credit card processing solution. If a Proposer's solution requires the County to utilize credit card processing services at a rate higher than the County's current processing rate of **2.21%**, an evaluated price adjustment will be applied. The adjustment shall be calculated as follows:

$$\text{Credit Card Processing Adjustment} = (\text{Proposer's Processing Rate} - 2.21\%) \times \$10,000,000$$

Where:

- **2.21%** = the County's current credit card processing rate.
- **\$10,000,000** = the County's estimated annual credit card transaction volume.

The resulting adjustment amount will be added to the Proposer's Proposed Solution Price for evaluation purposes only and will not alter the actual contract price.

Evaluated Price.

The evaluated price used for scoring shall be calculated as follows:

Evaluated Price = Proposed Price + Credit Card Processing Adjustment

Example Evaluated Price for Proposer 2 = \$8,000,000+(2.5%-2.21%) x \$10,000,000=\$10,900,000

The resulting evaluated price will then be used in the Price Score formula:

Price Score = (Lowest Evaluated Price ÷ Proposer's Evaluated Price) × 200

Proposer 2 = (\$5,000,000 ÷ \$10,900,000) × 200 = **91.7 points**

4.8 Local Preference

The evaluation of competitive Solicitations is subject to Section 2-8.5 of the Code, which, except where contrary to federal or state law, or any other funding source requirements, provides that preference be given to local businesses. If, following the completion of final rankings by the Review Team a non-local Proposer is the highest ranked responsive and responsible Proposer, and the ranking of a responsive and responsible local Proposer is within 5% of the ranking obtained by said non-local Proposer, then the highest ranked local Proposer shall have the opportunity to proceed to negotiations and the Review Team will recommend that a contract be negotiated with said local Proposer.

4.9 Negotiations

The Review Team will evaluate, score and rank Proposals, and submit the results of the evaluation to the County Mayor or designee with its recommendation. The County Mayor or designee will determine with which Proposer(s) the County shall negotiate, if any, through the approval of the Review Team Coordinator Report which will be shared through electronic means with all Proposers. The County Mayor or designee, at their sole discretion, may direct negotiations with the highest ranked Proposer, by taking into consideration Local Preference to determine whether to direct negotiations with the highest ranked local Proposer recommended by the Review Team pursuant to the Local Preference Section above, if any, **and/or** may request a better offer. In any event the County engages in negotiations with a Proposer and/or requests a better offer, the discussions may include price and conditions attendant to price.

Notwithstanding the foregoing, if the County and said Proposer cannot reach agreement on a contract, the County reserves the right to terminate negotiations and may, at the County Mayor's or designee's discretion, begin negotiations with the next highest ranked Proposer. This process may continue until a contract acceptable to the County has been executed or all Proposals are rejected. No Proposer shall have any rights against the County arising from such negotiations or termination thereof.

Any Proposer recommended for negotiations shall complete a Non-Collusion Affidavit, in accordance with Section 2-8.1.1 of the Code. (If a Proposer fails to submit the required Non-Collusion Affidavit, said Proposer shall be ineligible for award). Attendees actively participating in negotiation with Miami-Dade County shall be listed on the Lobbyist Registration Affidavit or registered as a lobbyist with the Clerk of the Board. For more information, please use the following link to access the County's Clerk of the Board Lobbyist Online Registration and Information System: <https://www.miamidade.gov/Apps/COB/LobbyistOnline/Home.aspx>

Any Proposer recommended for negotiations may be required to provide to the County:

- a) Its most recent certified business financial statements as of a date not earlier than the end of the Proposer's preceding official tax accounting period, together with a statement in writing, signed by a duly authorized representative, stating that the present financial condition is materially the same as that shown on the balance sheet and income statement submitted, or with an explanation for a material change in the financial condition. A copy of the most recent business income tax return will be accepted if certified financial statements are unavailable.
- b) Information concerning any prior or pending litigation, either civil or criminal, involving a governmental agency or which may affect the performance of the services to be rendered herein, in which the Proposer, any of its employees or subcontractors is or has been involved within the last three years.
- c) Disclosure of any lawsuits which include allegations of discrimination in the last ten years prior to date of Solicitation, the disposition of such lawsuits, or statement that there are NO such lawsuits, in accord with Resolution No. [R-828-19](#).

4.10 Contract Award

Any proposed contract, resulting from this Solicitation, will be submitted to the County Mayor or designee. All Proposers will be notified in writing of the decision of the County Mayor or designee with respect to contract award. The Contract award, if any, shall be made to

the Proposer whose Proposal shall be deemed by the County to be in the best interest of the County. Notwithstanding the rights of protest listed below, the County's decision of whether to make the award and to which Proposer shall be final.

4.11 **Written Objection to Selection Committee Ranking/Scoring and Rights of Protest**

A recommendation for contract award may be protested by a Proposer in accordance with the procedures contained in Sections 2-8.3 and 2-8.4 of the Code and as established in Implementing Order No. 3-21. Bid protest procedures set forth in Implementing Order No. 3-21 shall not apply to any procurements conducted by the Strategic Procurement Department exclusively on behalf of the constitutional offices of Clerk of the Court and Comptroller, Property Appraiser, Sheriff, Supervisor of Elections, and Tax Collector pursuant to an interlocal agreement. For such procurements, the bid protest procedures, if any, shall be established by the respective constitutional office. Any question, issue, objection or disagreement concerning the rankings, scoring or recommendations of the Review Team shall be deemed waived by the Protestor and shall be rejected as a basis of a bid protest, unless it is brought by the Proposer to the attention of the Procurement Contracting Officer within five (5) workdays of receipt of notification of the Review Team Coordinator Report referenced above. The written objection shall state with particularity the basis of the objection and with sufficient information to allow the County's procurement professionals to consider, evaluate and address the issues raised in the objection promptly.

5.0 TERMS AND CONDITIONS

The County's **draft form of agreement** is attached. Proposers should review the document in its **ENTIRETY**. The terms and conditions summarized below are of special note and can be found in their entirety in the agreement:

a) **Supplier/Vendor Registration**

Prior to being recommended for award, the Proposer shall complete a Miami-Dade County Supplier/Vendor Registration Package. For online Supplier/Vendor registration, visit the **Supplier Portal**: <https://supplier.miamidade.gov>.

b) **Insurance Requirements**

The Contractor shall furnish to the County, Strategic Procurement Department, prior to the commencement of any work under any agreement, Certificates of Insurance which indicate insurance coverage has been obtained that meets the stated requirements.

c) **Inspector General Reviews**

In accordance with Section 2-1076 of the Code, the Office of the Inspector General may, on a random basis, perform audits on all County contracts, throughout the duration of said contracts, except as otherwise indicated. The cost of the audit, if applicable, shall be one quarter (1/4) of one (1) percent of the total Contract amount and the cost shall be included in any proposed price. The audit cost will be deducted by the County from progress payments to the Contractor, if applicable.

d) **User Access Program**

Pursuant to Section 2-8.10 of the Code, any agreement issued as a result of this Solicitation is subject to a user access fee under the County User Access Program (UAP) in the amount of two percent (2%). All sales resulting from this Solicitation and the utilization of the County Contract price and the terms and conditions identified therein, are subject to the two percent (2%) UAP.

6.0 ATTACHMENTS

Draft Form of Agreement

Proposal Submission Package, including:

- Exhibit 1, Information Technology Security Matrix
- Exhibit 2, Functionality Matrix
- Exhibit 3, Profile Groups
- Form 1 – Price Proposal Schedule
- Web Forms in INFORMS
 - Submittal Form
 - Subcontracting Form
 - Contracting with Entities of Foreign Countries of Concern Prohibited Affidavit
 - Kidnapping, Custody Offenses, Human Trafficking and Related Offenses Affidavit
 - Lobbyist Registration Affidavit (*for an Oral Presentation and/or Recorded Negotiation Meeting or Sessions*)
 - Contractor Due Diligence Affidavit