

INFORMATION

Nothing in this Solicitation 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.

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

1. Provide current number of employees and a list of key personnel with their years of experience. Provide an organization chart including their titles, to be assigned to this project. This chart must clearly identify the Proposer's employees and those of the subcontractors or subconsultants and shall include the functions to be performed by the key personnel. All key personnel includes all project managers, partners, managers, seniors and other professional staff that will perform work and/or services in this project. Provide key personnel qualifications and day-to-day contact of what qualifies them for the success of the project.

Note: After proposal submission, but prior to the award of any contract issued as a result of this Solicitation, the Proposer has a continuing obligation to advise the County of any changes, intended or otherwise, to the key personnel identified in its proposal.

2. Describe the Proposer's past performance and experience and state the number of years that the Proposer has been in existence, and the primary markets served. Provide a detailed description of up to three (3) comparable contracts (similar in scope of services to those requested herein) which the Proposer has either ongoing or completed within the past ten (10) years. In lieu of the comparable contracts from the Proposer, the County will consider the contractual experience from Proposer's proposed Subcontractor or proposed key personnel, in accordance with Resolution No. 1122-21.

The description should identify for each project: (i) client, (ii) description of work, (iii) total dollar value of the contract, (iv) dates covering the term of the contract, (v) client contact person and phone number, (vi) statement of whether Proposer/key personnel/Subcontractor was the prime contractor or subcontractor, and (vii) the results of the project. Where possible, list and describe those projects performed for government clients or similar size private entities (excluding any work performed for the County).

3. List all contracts which the Proposer has performed for Miami-Dade County. The County will review all contracts the Proposer has performed for the County in accordance with Section 2-8.1(g) of the Miami-Dade County Code, which requires that "a Bidder's or Proposer's past performance on County Contracts be considered in the selection of Consultants and Contractors for future County Contracts." As such, the Proposer must list and describe all work performed for Miami-Dade County and include for each project: (i) name of the County Department which administers or administered the contract, (ii) description of work, (iii) total dollar value of the contract, (iv) dates covering the term of the contract, (v) County contact person and phone number, (vi) statement of whether Proposer was the prime contractor or subcontractor, and (vii) the results of the project.

4. List and describe all bankruptcy petitions (voluntary or involuntary) which has been filed by or against the Proposer, its parent or subsidiaries, predecessor organization(s), or any wholly-owned subsidiary during the past three (3) years. Include in the description the disposition of each such petition.
5. Provide information about past, current, or forecasted mergers or acquisitions impacting the company or any products included in the Proposal.
6. Describe how the company measures customer satisfaction with software applications and with service/support and how it gathers customer feedback.
7. Describe the company's commitment to product improvement and innovation. Give examples of improvements made to the software in the last three years.

CUSTOMER, ASSET and BILLING MANAGEMENT

8. Complete **Exhibit 1. Information Technology Security Matrix**
9. Complete **Exhibit 2. Functionality Matrix***, the following Core Functionalities:
 - Online Waitlist & Management (items # 1.01-1.18)
 - User Profile, Berth Permit, Status and Approval Workflow (items #1.19-1.40)
 - Vessel & RV, Mapping & Management (items# 1.41-1.51)
 - Billing & Security Deposit Functions (items# 1.65 – 1.99; 2.00-2.14)
 - Interface and IT Related (items#2.88-2.99; 3.0-3.07)

OPERATIONS, REPORTING and CUSTOMER MANAGEMENT

10. Complete **Exhibit 2. Functionality Matrix***, for the following core functionalities
 - Transient Slip Management (items # 1.53-1.58)
 - Dock Walk Module (items #2.15-2.23)
 - Reporting (items# 2.36-2.54)
 - Campground Management (items# 2.59-2.65)
 - Customer Relationship management (items#2.66-2.87)

FACILITIES OPERATIONS MANAGEMENT

11. Complete **Exhibit 2. Functionality Matrix***, for the following core functionalities
 - Commercial Landing & Boat Tours Management (items # 1.59-1.64)
 - Task Management (items #2.24-2.30)
 - Vendor Management (items# 2.31-2.35)
 - Boat Launch Annual Pass, Parking Decals and Backfill Reservations (items# 2.55-2.58)
 - System & Back Office Administration (items#3.08-3.13)
 - Training & Technical Support (item #3.14-3.20)

*Note for responses to questions 9,10 and 11: Proposers are encouraged to complete **Exhibit 2. Functionality Matrix** by providing responses to the identified functionality requirements. The Functionality Matrix has been highlighted to identify the core functional areas of greatest interest to the County. In addition, Proposers are encouraged to submit video demonstrations showcasing the proposed solution's functionality, design, user experience, workflow efficiency, and operational capabilities related to the identified functional areas. Video demonstrations shall be submitted in the form of accessible web links (URL links) and must remain active throughout the evaluation process.*

The combined total runtime for all submitted videos should not exceed thirty (30) minutes. Any video content exceeding thirty (30) minutes may not be reviewed or considered by the Selection Review Committee during the evaluation process.

IMPLEMENTATION APPROACH, TRAINING, TECHNICAL SUPPORT, SCHEDULED TIMELINE

12. Describe the approach to providing permanent fixes to work arounds that are identified pre and post Go-Live (i.e., interim patches vs. waiting for version release).
13. Provide a project schedule identifying specific key tasks and duration.
14. Describe Proposer's approach specific project organization and management plan, including the responsibilities of Proposer's management and staff personnel in providing the services for the proposed Solution to meet the Scope of Services (see Section 2.0) & Functionality Matrix (Exhibit 2).
15. Provide a clear delineation of project management responsibilities between the County and the Proposer.
16. Describe Prosper's ability to implement the Solution per the scope of services or explain an innovative and alternative implementation approach that Prosper will be using to meet the timeline and scope of services.
17. Provide a project plan for implementation to include, but not limited to, schedules for delivery and installation of hardware and software of the proposed Solution.
18. Describe test development plan along with the recommended approach to the following types of testing to be performed on the project, including tools used for testing, and the type of assistance provided to the County related to each type of testing:
 - Product performance
 - Integration Testing
 - Parallel testing
 - Security testing
 - Conversion Testing
 - Hardware and Network Capacity Testing
 - Load testing
 - Transactional load Testing
 - ADA compliance Testing, section 508 compliance
 - User Acceptance Testing
19. **Exhibit 2. Functionality Matrix**, complete Core Functionalities: Training & Technical Support (item #3.14-3.20)

PROPOSER'S EXCEPTION

20. Identify if Proposer has taken any exception to the terms of this Solicitation. If so, indicate what alternative is being offered and the cost implications of the exception(s).