SUBJECT: CREATING TRAINING CONTENT AND PROVIDING A SaaS LEARNING MANAGEMENT SYSTEM

BID #: ESC-0353-24 **OPEN DATE:** 4/3/2024

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: EVALUATED BID – ONE (1) YEAR FROM THE DATE OF AWARD WITH TWO (2) ONE (1) YEAR RENEWAL OPTIONS

AGENCY: DUVAL COUNTY SUPERVISOR OF ELECTIONS OFFICE

BASIS OF AWARD: HIGHEST SCORE BASED ON EVALUATION CRITERIA

NUMBER OF BIDS INVITED: 10 **NUMBER RECEIVED:** 1 **OTHER:** 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Subject RFP closed on 4/4/24 with one response received from SOE Software Corporation. The proposal has been reviewed for compliance with the requirements of the RFP and evaluated by all sub-committee members.

Recommend approval of award to the only responding firm, SOE Software Corporation, in the not-to-exceed award amount of $98,000.00. Period of service will be one (1) year from the date of award with two (2) one (1) year renewal options.

This award will be funded from the accounts below and executed by Purchase Order(s).

- Line-Item 1: 11412.630001.549040.010164.00000000.00000.0000000 ($67,583.00)
- All other Line-Items: 00111.610001.546620.000000.00000000.00000.0000000 ($30,417.00)

ATTACHMENTS: Recommendation Memo, Scoring Matrix, Responsiveness Review, Bid Tabulation, Sections 1.3 and 4

ANALYST: _____
DAVID KLAGES

RESPECTFULLY SUBMITTED: _____
DUSTIN FREEMEN, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: JUSTIN GICALONE, CHIEF DEPUTY, SUPERVISOR OF ELECTIONS OFFICE

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

OFFICE OF THE SUPERVISOR OF ELECTIONS

JERRY HOLLAND
SUPERVISOR OF ELECTIONS
OFFICE (904) 255-8683
CELL (904) 318-6877

105 EAST MONROE STREET
JACKSONVILLE, FLORIDA 32202
FAX (904) 255-3434
E-MAIL JHOLLAND@COJ.NET

DATE: April 4, 2024

TO: Dustin Freeman, Chief
Procurement Division

FROM: Justin Gicalone
Chief Deputy Supervisor of Elections

SUBJECT: Recommendation to Award ESC-0353-24 to SOE Software Corporation

Dear Chief Freeman,

This letter is to request the award of ESC-0353-24 in the amount not to exceed $98,000.00 to SOE Software Corporation. SOE Software Corporation will provide a SaaS Learning Management System for poll worker training.

Funding source for the creation (Item # 1) will be 11412-630001-010164-00000000-00000-0000000-549040, SEEG Elections Office Grant Miscellaneous Services and Charges in the amount of $67,583.00.

Funding source for all other line items will be 00111-610001-000000-00000000-00000-0000000-546620, SEEL Elections Hardware-Software Maintenance and License in the amount of $30,417.00.

Please do not hesitate to contact me, should you need any further information.

Best regards,

Justin Gicalone
Chief Deputy Supervisor of Elections
Duval County Supervisor of Elections Office

EVALUATION SCORING MATRIX

Title: Creating Training Content and Providing a SaaS Learning Management System
RFP No.: ESC-0353-24
Close Date: April 3, 2024
Analyst: David Klages
No. Invited: (10) **Received:** (1) **Other:** (0)
Announcer: Michelle Spitler
Recorded By: John Hernandez

COJ Sub-Committee	Competence (30 Points Max)	Past and Present Record of Accomplishments (20 Points Max)	Able to Deliver by July 8, 2024 (20 Points Max)	Cost (30 Points Max)	Total	Rank
SOE Software Corporation						
Jennifer Casey	30.00	18.00	20.00	30.00	98.00	1
Justin Gicalone	27.00	18.00	20.00	30.00	95.00	
Jerry Holland	30.00	14.00	20.00	30.00	94.00	
Yolanda Negron-Carson	20.00	20.00	20.00	30.00	90.00	
Average	**26.75**	**17.50**	**20.00**	**30.00**	**94.25**	

RFP BID TABULATION

Title: Creating Training Content and Providing a SaaS Learning Management System				**SOE Software Corporation**
RFP No.: ESC-0353-24				
Close Date: April 3, 2024				
Analyst: David Klages				
No. Invited: (10) **Received:** (1) **Other:** (0)				
Announcer: Michelle Spitler				
Recorded By: John Hernandez				
Item #	**Description**	**Unit of Measure**	**Est. Quantity**	**Unit Price**
1	Creation of a three-hour training course that meets all the criteria detailed in the Specifications of this solicitation.	Each	1	$67,583.00
2	Annual Maintenance (Year 2): Twenty (20) hours of content revisions/additions and eight (8) hours of support.	Each	1	$11,700.00
3	Year 2 Hourly Rate for exceeding twenty (20) hours of content revisions/additions (Annual Maintenance).	Each	1	$100.00
4	Year 2 Hourly Rate for exceeding eight (8) hours of support (Annual Maintenance).	Each	1	$100.00
5	Annual Maintenance (Year 3): Twenty (20) hours of content revisions/additions and eight (8) hours of support.	Each	1	$11,700.00
6	Year 3 Hourly Rate for exceeding twenty (20) hours of content revisions/additions (Annual Maintenance).	Each	1	$100.00
7	Year 3 Hourly Rate for exceeding eight (8) hours of support (Annual Maintenance).	Each	1	$100.00
			Total Cost (Items 1 - 7):	**$91,383.00**

RFP RESPONSIVENESS REVIEW

Title: Creating Training Content and Providing a SaaS Learning Management System	**SOE Software Corporation**
RFP No.: ESC-0353-24	
Close Date: April 3, 2024	
Analyst: David Klages	
No.: Invited: (10) **No. Received:** (1) **Other:** (0)	
Announcer: Michelle Spitler	
Recorded By: John Hernandez	
Title Page & Cover Letter	Yes
Form 1 - Price Sheet	Yes
Form 2 - Conflict of Interest Certificate	Yes
Form 3 - Business References	Yes
In Business for At Least Three (3) Years	Yes

1.3 Term of Agreement.
The initial term of agreement will commence upon the date of award and will continue for one (1) year. Buyer will have the option to renew such agreement for up to two (2) additional one-year renewal options upon satisfactory performance by Contractor. The Contract is subject to early termination as set forth elsewhere in this RFP.

1.4 Minimum Requirements for Contractors.
Contractors must satisfy the following mandatory minimum requirements in order to have their Responses evaluated. By submitting a Response, Contractor warrants and represents that it satisfies these requirements. Failure to meet these requirements will result in the Response not being evaluated and being rejected as non-responsive:

1. Contractor must have at least three (3) years of experience implementing online training content for elections offices in the United States, preferably with a voter population greater than 500,000.
2. Contractor must provide a minimum of three (3) contactable, favorable references who will verify the information provided. COJ reserves the right to contact said references.

1.5 Equal Business Opportunity Program.
It is an official policy of the City of Jacksonville to encourage the maximum participation of Jacksonville Small and Emerging Businesses (JSEBs) in its contract awards based upon availability. To participate as a JSEB on Buyer projects, a company must be certified as a JSEB with the City's Equal Business Opportunity Office.

This RFP and the resulting Contract are subject to requirements of the "Encouragement Plan," which is fully described on Attachment C to this RFP.

Contractors may contact Buyer's Equal Business Opportunity Office at (904) 255-8840 or find the JSEB directory on Buyer's website. Please contact the Contact Person identified in Section 1.12 if you are uncertain of Buyer's website address or if you experience problems accessing it.

1.6 Documents Available for Inspection.
N/A.

1.7 Federal Funds.
N/A.

1.8 Pre-Bid Meeting.
N/A.

1.9 Response Due Date.
The deadline for submitting responses to this RFP is **Wednesday, April 3, 2024 at 2:00 p.m. EDT.** Please see Sections 2.3 and 2.4 for more details.

1.10 Response Delivery Location.
Responses must be delivered to the following location:

City of Jacksonville, Procurement Division
Ed Ball Building, 214 N. Hogan Street, Suite #105 (1st Floor)
Jacksonville, Florida 32202

1.11 Response Opening.
Responses received shall be publicly announced and recorded at 2:00 PM on the Response Due Date in Room #825, 8th Floor, Ed Ball Building, 214 N. Hogan Street, Jacksonville, FL 32202.

Section 4
Description of Services and Deliverables

The following minimum requirements must be met:

I. Contractor Requirements

1. The awarded Contractor and Subcontractor(s) must possess a local business tax receipt from the Duval County Local Business Tax Office (904-255-5700, option 3) within ten (10) business days from the Notice of Award.

2. Online poll worker training for the Duval County Supervisor of Election's Office that can be customized to Duval County's election standards. The training will be used by up to 1,800 users.

3. Ability to create an online training solution in-house, without the use of third parties.

4. The creation of portable, flexible, dynamic election poll worker training in SCORM (Sharable Content Object Reference Model) courses owned (not simply licensed) by the customer.
   a. The creation of SCORM courses will include production of multimedia assets, including but not limited to an onsite video shoot, voiceovers/captioning, animations, interactive exercises/assessments, and election technology simulations.
   b. Completed content will cover three (3) hours of training.

II. System Requirements

1. Configurable and scalable SCORM-compliant Learning Management System (LMS) for user and administrative roles that:
   a. Includes an API (Application Programming Interface), scheduling in-person classroom registration, rostering, monitoring, assessments, reporting, maintenance, and IT support.
      1. Custom report capability
      2. User time tracking, not just progression tracking
   b. Provides a two-way communications and messaging platform for real-time precinct level coordination.
      1. Private messaging capabilities
      2. Public and private forums, with access control
      3. Capability to email with attachments
      4. Able to download communication forums into Microsoft and/or .PDF format for archiving purposes
      5. In course Help Desk support through email for the user; or LiveChat
   c. Hosts all content within the LMS without the need for services such as YouTube, Vimeo, cloud drives, etc. to hold files.
   d. Does not require the installation of any software by the learner to access training materials.
   e. Works on all major web browsers, including but not limited to, Microsoft Edge, Google Chrome, Safari. This includes working on mobile devices, e.g., Apple iPhone or tablet.
   f. Provides training on how to operate the platform to Duval County Supervisor of Elections Office (SOE) employees for each election.

2. Annual maintenance for on-demand time-sensitive course updates to meet the specific needs of each election.
   a. Request is for twenty (20) hours of content revisions/additions and eight (8) hours of support annually; with the option to exceed hours at an hourly rate provided with pricing submittal.
      1. Contractor will handle all aspects with regards to rostering for each election. Duval County SOE Office will provide data to complete this requirement.

b. Annual maintenance includes Software maintenance, Perfective maintenance, Adaptive maintenance, Preventive maintenance, and/or Corrective maintenance, that ensures software has no defects, errors or malfunctions.

3. First year to include creation, implementation, and support; with annual renewal options available for two (2) years.

4. Must provide references and examples of successful implementation of online training for elections offices in the United States, preferably with a voter population greater than 500,000.

5. The full 3-hours of completed content must be delivered by July 8, 2024.

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