

PROCUREMENT SERVICES

Adam Vierbickas | avierbickas@flvs.net

Request for Proposal Information Technology Projects: Full-Service Software Development Firms RFP01-2604731B01-ITPMAT-XXXXXX

<https://flvs.bonfirehub.com/projects/>

Public meetings shall be conducted via Zoom Conference.

Dial-In Number: 646 876 9923

Zoom Meeting Link: <https://flvs.zoom.us/j/6826895354>

Meeting ID: 682 689 5354

Direct all inquiries in writing to FLVS Procurement Services via Bonfire.

Description	Short Description	Date & Time	Location
Issue Date	Date of RFP posting	December 2, 2025	N/A
Question & Answer Deadline	Written question and answer period	December 16, 2025, no later than 2:00 PM EST	Submit via Bonfire
Bid Due Date/Time	All responses due. The names of the respondents announced.	January 8, 2026, no later than 2:00 PM EST	Public Zoom Conference
Proposal Evaluation Committee Meeting	Responses evaluated to identify shortlisted proposers for interview.	January 15, 2026 10:00 AM EST	Public Zoom Conference
Presentation and/or Interviews (optional)	Scoring (Public Meeting)	January 22, 2026 10:00 AM EST	Private Zoom Invite for interview
Notice of Intent to Award Date (Tentative)	Public notice of FLVS intentions to proceed	January 23, 2026	N/A
Award Date Tentative Date*	Date of FLVS Board Approval	March 10, 2026	N/A

NOTICE TO ALL INTERESTED PARTIES: FLVS is accepting responses to this solicitation via electronic submission at <https://flvs.bonfirehub.com/>. No hardcopy submissions will be accepted. DO NOT ship or deliver your response to FLVS offices. Electronic submissions will be accepted only until the due date and time listed above. The drop box does not accept late submissions. Submission time stamps are determined by Bonfire's system clock. Proposers are responsible for ensuring all submissions are uploaded prior to the deadline. If technical support is needed during the submission process, contact Support@GoBonfire.com.

***Updates to the Board schedule can be viewed at <https://go.boarddocs.com/fla/flvs/Board.nsf/Public>**

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FLORIDA VIRTUAL SCHOOL REQUEST FOR PROPOSAL

Information Technology Projects: Full-Service Software Development Firms

1. OVERVIEW

1.1. Purpose. Florida Virtual School (FLVS) is seeking proposals from qualified vendors to deliver full-service software development for enhancements to existing applications and to develop new applications. The selected vendor(s) will be responsible for the complete software development lifecycle (SDLC), including project management, business analysis, development, quality assurance, deployment, documentation, and post-launch support. Respondents must be able to fully manage and deliver secure, scalable, and user-friendly applications that meet FLVS's business and technical requirements, align with industry's best practices, and support future enhancements. FLVS seeks qualified proposers with the ability to develop independently a variety of IT development initiatives that will vary in duration and scope.

1.2. About FLVS

Founded in 1997, Florida Virtual School (FLVS) has been leading the way in Kindergarten-12 online education for more than 25 years. FLVS provides a robust, award-winning curriculum to public, private, charter, and homeschool families and school districts nationwide. FLVS offers a variety of educational products and services to B2B and B2C audiences, including: K-12 Online Schools, Teacher Training and Professional Development, Digital Curriculum (190+ Courses), Tech Solutions and Platforms. Additional information about FLVS can be found on <https://www.flexpointeducation.com/> (National Products and Services) and www.flvs.net (Florida Services).

FLVS directly serves students through three models. FLVS Flex which offers scheduling on a 365-day flexible calendar. Students can take FLVS courses when enrolled in addition to a brick-and-mortar school, or a full-time course load when enrolled as a homeschool student. FLVS Full Time Public Schools offer scheduling that is available to students in grades Kindergarten–12. Students follow a 180-day traditional school calendar, take all courses through FLVS Full Time, and graduate with an FLVS diploma. FLVS is the operating education service provider for the Florida Scholars Academy, a unified education system for students assigned to a Florida Department of Juvenile Justice residential commitment program. Across these three programs, FLVS serves over 250,000 students a year.

1.3. Contract Scope, Structure, Terms, and Pricing

1.3.1. Contract Services, Structure, Term, Sequence and Pricing: FLVS shall enter into a "single contract" with a "single prime Proposer", or multiple proposers as deemed to be in FLVS's best interest for all services as described under this RFP. It is the responsibility of the Proposer to partner as necessary and assemble the team, skills, assets and other qualifications to meet all requirements in the RFP. The selected Proposer shall assume all contractual responsibilities and comply with all contract terms and conditions.

1.3.2. Scope of Work: The scope of work under this contract is in Section 5 of this RFP.

1.3.3. Contract Structure: FLVS shall contract the services described herein under a single contract. The single contract, however, shall be packaged into one Master Service Agreement ("MSA") with an associated Scope of Work (SOW). A separate SOW shall be issued for all services to be provided. A brief summary of the expected contract scope under each of these agreements is shown below.

- 1.3.4 **Contract Term:** The term shall be for Five (5) years with Five (5) optional one-year renewals as directed by FLVS.
- 1.3.5 **Contract Pricing:** The MSA and SOW(s) shall be based upon the final negotiated prices. Contractors shall provide pricing as required on the proposal price sheet. Alternate price structures may be submitted in addition to the pricing requested. FLVS reserves the right to reject proposals that do not comply with the information requested on the proposal price sheet.

2. EVALUATION OF RESPONSES

Every response shall be reviewed/evaluated in terms of its conformance to the RFP specifications. FLVS shall generally follow the process outlined below. In doing so, FLVS at its will, reserves, at a minimum, the following rights:

- a. All responses properly completed and submitted shall be accepted by FLVS. FLVS reserves the right to reject any or all responses, re-advertise, postpone or cancel this RFP, waive any minor irregularities, or reject any response that does not meet all mandatory requirements of this RFP according to its best interest. Additionally, FLVS may at any time during the solicitation and contracting process, require Proposer to submit additional evidence of qualifications, clarifications or any other information FLVS may deem necessary.
- b. FLVS shall not be under any requirement to complete the evaluation or negotiations by any specific date and reserves the right to suspend or postpone the evaluation or negotiation process should the need arise due to budget constraints, time constraints or other factors as directed by FLVS.
- c. The award shall be made to the Proposer that best meets FLVS needs.
- d. There will be no interim briefing regarding the status of a particular response until the evaluation of all responses is complete.

2.1. Proposal Evaluation Committee ("PEC")

Responses shall be reviewed and evaluated by the PEC as described herein.

- 2.1.2 The PEC committee shall consist of FLVS voting staff members, non-voting subject matter experts (SMEs) and at FLVS's discretion, non FLVS staff. The voting members of the PEC shall convene, review, evaluate and rank all valid responses submitted based on the evaluation criteria. Non-voting member(s) responsibilities include reviewing the proposals, testing in demo environments where applicable, and providing subject matter expertise.
- 2.1.2 The PEC, at its sole discretion may waive the requirement to have demonstrations or interviews and may determine an award based on the evaluation criteria listed in the Table in Section 2.6.1.
- 2.1.3 The PEC reserves the right to interview any, all or none of the Proposers that responded to the RFP and to require at the discretion of FLVS formal presentations with the key personnel who shall administer and be assigned to work on behalf of the contract before recommendation of award.
- 2.1.4 The PEC reserves the right to conduct site visits of a Proposer's facilities and/or of a current project they are managing.
- 2.1.5 FLVS reserves the right to request login access to a test environment or other simulation of proposed solution for evaluation purposes.

2.2 Public Notices. FLVS Public notices shall be posted on Bonfire: <https://flvs.bonfirehub.com/> and Florida Virtual School Procurement Opportunities: <https://www.flvs.net/about/procurement>

2.3 Reply Opening. All submissions will be opened by FLVS Procurement via Zoom Conference as per the cover sheet. The list of responses received shall be made available within 48 hours following the opening as described in 2.2 Public Notices.

2.4 Responsiveness to Submittal Requirements. A preliminary evaluation by FLVS Procurement staff shall determine whether each response received prior to the due date and time specified, is complete and compliant with the instructions and requirements specified in the RFP. Findings shall be reported to the PEC during the evaluation session. Any responses that are incomplete or that do not comply with the instructions and /or submittal terms and conditions may be rejected and excluded from further consideration. Responses which are compliant as determined solely by FLVS, are moved to the evaluation stage.

2.5 Proposal Evaluation

2.5.1 Step 1: Evaluation. Proposals will be evaluated and scored by a PEC approved by the Procurement Director or designee using the evaluation criteria specified in Section 2.6.1.

Step 1a: The PEC will discuss all contractor responses, and each evaluation committee member will score the responses individually.

Step 1b: Procurement will combine the evaluation scores submitted by all PEC members and shall determine the highest scoring responses based on the total evaluation scores received. PEC shall determine the cutoff score and the number of responses that may advance to Step 2. Step 2 is optional at the sole discretion of FLVS. If FLVS determines that Step 2 is not required, award recommendation will be made based on the scores from Step 1.

2.5.2 Step 2 (optional): Presentation and/or Interview. Finalists shall be notified by FLVS Procurement to appear in-person or via Zoom meeting at a designated date and time for further detailed discussions of the elements of their response. Step 2 evaluation is a “fresh evaluation” with scores from step 1 not carried forward.

- a. Using the evaluation criteria in Section 2.6.2, each member of the PEC will separately score each respondent’s demonstration/oral presentation.
- b. The procurement representative will combine the evaluation scores submitted by all PEC members for this step to determine the final rankings.
- c. FLVS at its sole discretion may require additional public meeting(s).

2.6 Evaluation Criteria. The responsive replies will be evaluated and ranked on a scale of 0-10 using the following criteria multiplied by the weights assigned. This meeting shall be open to the public via the zoom link provided on the cover page.

2.6.1 Proposal Evaluation Criteria Step 1. These criteria shall be used through the evaluation process as described:

Criteria #	Step 1: Main Criteria Description	Weight
1.	Qualifications, Experience, Letters of Reference, and Case Studies	45%
2.	Demonstrated ability to meet or exceed the Scope of Services and Responses to Questionnaire	35%
3.	Cost Proposal	20%
	TOTAL	100%

The total maximum number of weighted points that can be earned in the evaluation process is 100 points.

Cost Proposal for Price Analysis. Price Analysis is conducted through the comparison of Cost Proposals submitted. The maximum points will be awarded to the lowest acceptable Cost Proposal. Replies with higher costs will receive the fraction of the maximum points proportional to the ratio of the lowest Cost Proposal to the higher Cost Proposal. The fractional value of points to be assigned will be rounded to one decimal place. The criteria for price evaluation shall be based upon the following formula: $(\text{Low Price} / \text{Respondent's Price}) \times \text{Price Points (20)} = \text{Respondent's Awarded Points}$.

2.6.2 Respondent Demonstration/Interview Criteria – Step 2 (Optional)

Criteria No.	Step 2: Main Criteria Description	Weight
1.	Substance and content of the presentation	40%
2.	Question and answers session, including requested clarifications that demonstrate Proposer's ability to meet or exceed RFP requirements	40%
3.	Additional value-added services and/or cost-saving strategies	20%
	TOTAL	100%

2.7 Basis of Award

Recommended award shall be made to top five (5) ranked respondents and whose response is determined in writing to be the most advantageous, bringing “best value” to meet the criteria of FLVS. FLVS reserves the right to make awards by individual item, group of items, all or none or a combination thereof; to reject any and/or all bids/proposals or to waive any minor irregularities or technicalities. All purchases are contingent upon FLVS funding. Following the selection and upon final negotiation of the contract terms and conditions with the top ranked Respondent(s), recommendation for contract award will be submitted to the FLVS Board of Trustees (if total value is \$300,000 or more) or the Senior Director of Procurement for approval (if total value is under \$300,000).

The FLVS Executive Team at their sole discretion shall accept or reject all recommendations of the PEC. If the Executive Team accepts the PEC's recommendation, the process continues as noted in each step above. If the Executive Team rejects any PEC's recommendation, the Executive Team at their sole discretion, shall proceed with any of the following methods: directing the Procurement Representative to recommence the selection ranking process at whatever state or step the Executive Team deems appropriate; pursuing the project by any other alternative method permitted under Florida law; or abandoning the project all together. If the Executive Team elects to pursue the project through an alternative method or abandon the project all together, FLVS shall provide public notice of that decision.

Services will be authorized to begin when the Contractor receives a fully executed contract and issuance of a Purchase Order from FLVS. Once awarded, Procurement will provide notice of the award to the Contractor

3. RESPONSE SUBMISSION FORMAT AND INFORMATION THAT MUST BE SUBMITTED

Compliance and Electronic Response Submission. Proposals must be received by FLVS Procurement Department through Bonfire at <https://flvs.bonfirehub.com/opportunities> no later than the response due date and time specified above. Proposals received after this time will not be considered. Proposals shall not be modified after the RFP closing date and time.

Proposer is responsible for allowing adequate time to upload their documents to Bonfire.

For technical support contact support@gobonfire.com.

- Upload files in Adobe Portable Document Format (.pdf), Excel (.xls or .xlsx)
 - **No Zip Files shall be accepted**
- Enable Printing on all files submitted
- All required documents must be completed without exception and signed by a legally authorized individual within the proposing entity.
- **All documents must be in the LEGAL name of the proposing entity exactly as it appears under business registration of state of origin (registered/incorporated) with the matching FEIN or Tax ID number provided. Do not submit a proposal under a d/b/a (“doing business as”) or a fictitious business name.**

3.1. **Proposal Structure.** In order to maintain comparability and consistency in the review and evaluation of responses, all responses shall be organized as specified below. Avoid unnecessary promotional materials. Clearly identify each part of the submission as directed by the solicitation. **All proposal responses should use the below section numbers and layout without deviation:**

- Table of contents
- Section 1 – Cover Letter and Compliance Information
- Section 2 – Qualifications, Background, Reference Letters, Case Studies, Cyber Security, and VPAT
- Section 3 – Response to the Scope of Work Requirements
- Section 4 – Cost Proposal

Submit the following separate electronic documents clearly labeled in PDF format

- One (1) electronic full unredacted response
- One (1) redacted version (see Public Records Appendix F)
- Cost Proposal Forms – RFP Section 6
- Mandatory Certifications/Forms Packet - must be submitted as part of the response completed fully and without edits
- Proof of Financial Stability

3.2. **Compliance.** All responses must be prepared and submitted in accordance with the instructions provided in this RFP. Each response received will be reviewed to determine if the response is responsive to the submission requirements outlined in the RFP. A responsive response is one that follows the requirements of the RFP, include all documentation, supporting exhibits, is of timely submission, and has the appropriate signatures as required on each document. Failure to comply with these requirements may deem your response non-responsive.

3.2.1 **Table of Contents.** Clearly outline and identify the material and responses by Section in sequential order for the major areas of the response, including enclosures. All pages must be consecutively numbered and correspond to the table of contents.

3.2.2 **Proposal Section 1 - Cover Letter.** Provide a brief formal letter regarding the company's understanding of requirements/scope of this RFP, and interest in and ability to perform the

requirements of this RFP.. The prospective Proposer hereby certifies, by submission and signature of this letter, complete and unconditional acceptance of the requirements, terms and conditions of this solicitation and all appendices and any Addendum released hereto unless specific exceptions are noted in the response package. Cover letter shall be signed by authorized principal party.

For each of the following provide a full list of names, titles, addresses, telephone numbers, and email addresses:

1. **Primary Contact:** Point of contact for solicitation process and contracting purposes.
2. **Principals and Authorized Signatures:** Person(s) or entities serving or intending to serve as principals, authorized to legally commit the Proposer's organization to perform the services.

3.2.3 Mandatory Certifications/Forms Packet. Responses must include all Mandatory Certifications/Forms (provided in RFP Attachment 1 – “Mandatory Certifications/Forms Packet”) listed below. All forms must be completed and signed (and notarized where applicable). No modifications shall be accepted. Note: The “Mandatory Certifications/Forms Packet” also contains an Appendix J, FLVS Master Service Agreement (MSA), Statement of Work (SOW) template, and Change Order template.

1. Response Checklist (Section 3.1)	2. Compliance Information Sheet (Section 3.1)
3. Certificate(s) of Insurance (Section 10 Master Service Agreement)	4. Contractor's Statement of Qualifications (Appendix A)
5. Acknowledgement of Business Type (Appendix B)	6. Statement of Affirmation and Intent (Appendix C)
7. Mutual Non-Disclosure Agreement (Appendix D)	8. Addenda Form / Dispute Resolution Clause (Appendix E)
9. Public Records Act / Chapter 119 Requirements (Appendix F)	10. Reference Release Form (Appendix G)
11. Mandatory Certifications (Contracts Supported by Federal Funds) (Appendix H) including:	
• Regulatory Compliance • Certifications Regarding Non-Discrimination • Certifications Regarding Lobbying • Debarment, Suspension & Other Responsibility Matters • Drug-Free Workplace • Non-Collusion Affidavit	
12. Vendor Application, E-Verify Certification, Foreign Country of Concern, Student Information Form, and W-9 Form (Appendix I)	13. Master Service Agreement, Statement of Work, Change Order & Forced Labor Affidavit (Appendix J)

3.2.4 Cybersecurity Compliance. Describe in detail your organization's cybersecurity compliance policies. Respondents must demonstrate policies in place to prevent a variety of common cybersecurity attacks. This includes, but is not limited to:

- Demonstrate use of current, supported and patched applications and libraries to minimize vulnerabilities in applications code as applicable.
- Demonstrate use of a proper error handling code to ensure that system information is not revealed.
 - Disclose any plugins, add-ons, third party tools or similar that will be included in your proposed solution.

General Requirements for self-hosted solution include:

Virtualization Requirements: Supports virtual machines running on currently supported version of virtualization software.

Operating System Requirements: Must use current operating systems for servers, desktops, tablets, phones. We will not accept bids without further security analysis using EOL operating systems.

Web Requirements: Must use current web hosting technologies with cybersecurity safeguards to include secure web application headers, TLS/SSL configurations and certificates, and port security.

Database Requirements: Must use currently supported database models and languages. We will not accept bids without further security analysis using EOL database models or languages.

Maintenance and Support Requirements: 24x7x365 access to technical support with a maximum of 4-hour response time. Maintenance updates to ensure FLVS is on the latest version and patched for known vulnerabilities.

General Requirements for Contractor-hosted solution include:

Contractor Compliance: Contractor has, and continues to maintain, an active SOC2 report that is available to FLVS upon request.

Availability: Dependent upon the business criticality that has been defined:

- Mission Critical Products – Minimum of 99.95% availability SLA (preferred 99.99%)
- Business Critical Products – Minimum of 99.9% availability SLA (preferred 99.5%)
- Important Business Products – Minimum of 99.5% availability SLA (preferred 99.9%)

Data Retention Requirements (All):

Search Retrieval of Records: Allows FLVS to schedule and download backups of our data to fulfill retention requirements or:

- Allows FLVS to configure record retention lengths

- Allows FLVS to search records
- Allows FLVS to produce records including ones deleted by users that are within the retention period configured

Access Controls:

- Integrates with Microsoft Single Sign-on/Identify and Access Management tools. We will not accept bids from companies that do not work with Microsoft SSO without further security analysis.

Audit and Accountability:

- Provides an ability to audit and download the following types of events:
 - Access to PII or other sensitive data
 - Actions taken by user with administrative access
 - Failed access attempts
 - When identification and authorization mechanisms are used
 - Creation and deletion of privileged or system-level objects
- Audit Logs Contain:
 - User ID
 - Type of Event
 - Date and Time
 - Success or Failure Status
 - Origin of Event
 - Identify of the affected data, component, or resource

Configuration Management. Provides an ability to test and validate changes before deployment to the production environment.

Contingency Planning. Provides ability to:

- Reroute traffic and data to an alternate site in the event of an area-wide disruption or disaster
- Backup and retain copies of FLVS configurations and data

Maintenance: Contractor-hosted solution notifications are sent a minimum of seven (7) days prior to scheduled maintenance and will minimally include:

- Date, time, and duration of maintenance
- Description of maintenance

3.2.5 Financial Stability. Financial stability means, at a minimum, having adequate income and capital and the capacity to efficiently allocate resources, assess, and manage financial risks, and maintain financial soundness through the term of the Agreement. Bidder/Proposer shall demonstrate financial stability in accordance with this definition by providing one of the following:

1. For bidder/proposer with annual revenues below \$1 billion:
 - Audited financial statements that demonstrate their satisfaction of financial stability criteria or;
 - Documentation of an investment grade rating from a credit reporting agency designated as a nationally recognized statistical rating organization by the Securities and Exchange Commission.
2. In addition to the above two options, bidders/proposers with annual revenues exceeding \$1 billion can provide a letter containing a written declaration, pursuant to s.92.525, F.S., issued by the chief financial officer or controller attesting that the supplier is financially stable and meets the definition of financial stability.

3.2.6 Accessibility Requirements. Respondent deliverables shall adhere with Americans with Disabilities Act (ADA) in accordance with federal, state and local disability rights legislation in accordance with WCAG 2.1 and 508 Accessibility Standards. Respondents shall also be able to provide an accessibility conformance report using the Voluntary Product Accessibility Template (VPAT) VPAT 2.5 WCAG which can be found at <https://www.itic.org/policy/accessibility/vpat>.

3.3 Proposal Section 2 – Qualifications, Background and References Instructions. Summarize the qualifications of the Proposer's project team. Where the project team includes sub-contractors or sub-consultants, qualifications of the proposed sub-contractors or sub-consultants shall also be provided.

3.3.1 Background (Qualifications). Complete the Compliance Information Sheet within the forms packet Attachment 1.

3.3.2 Experience. Describe your company's experience with the services specified herein. Include any strategic advantages offered, and/or professional/industry awards won over the past three years (URLs acceptable).

3.3.3 References. FLVS reserves the right to contact all references and to obtain, without limitation, information on the Proposer's performance on the listed efforts.

- a. Provide **three (3) written letters of reference** from the last thirty-six (36) months. Letters of reference should be on company letterhead from the referee and include signature and contact information.
- b. Proposers are required to sign the Authorization for (Appendix G) to contact and check previous performance on projects.

3.3.4 Case Studies and Supplier Qualifications. Proposer shall include a minimum of three (3) Case Studies demonstrating prior experience and proven success delivering similar services to other clients. **Proposers shall focus on highlighting the supplier qualifications listed in the table below.**

- a. Describe the client requirements, challenges, budget, goals, and objectives.
- b. Strategies developed to achieve goals and objectives.
- c. Explain in detail what the outcome was and what value your services realized for the client against chosen metrics.

Vendor Qualifications Table

Below is a table of FLVS' highly desired supplier qualifications. These qualities should be highlighted through the selected case studies.

Project Management	Business Analysis and Requirements Gathering
• Demonstrated experience managing software development projects from initiation to delivery • Responsible for coordinating resources, timelines, risks, and communication • Ability to provide a dedicated Project Manager for oversight and reporting	• Skilled in stakeholder engagement and elicitation of business and technical requirements • Ability to document processes, model workflows, and translate needs into actionable development tasks
Full-Stack Web Development	API Design and Development
• Proficiency in front-end frameworks such as React, Angular, or Vue.js • Experience with back-end technologies, including Python, Node.js, or equivalent • Strong knowledge of both relational databases (e.g., MySQL, SQL Server) and non-relational databases (e.g., MongoDB)	• Proven experience designing and implementing RESTful and/or GraphQL APIs • Ability to optimize data storage and retrieval across diverse database technologies
Container Development	Cloud-Native Development
• Experience building and deploying applications in containerized environments • Proficiency with tools such as Docker, Kubernetes, and OpenShift • Understanding of container lifecycle, orchestration, and secure configuration	• Hands-on experience with AWS, Azure, or Google Cloud Platform • Familiarity with containerization tools such as Docker, Kubernetes, or OpenShift • Understanding of cloud orchestration and deployment pipelines
Data Engineering and Integration	Testing and Quality Assurance
• Ability to build and maintain data pipelines and perform system integrations • Experience working with heterogeneous data sources, including both relational and NoSQL databases	• Expertise in unit, integration, and end-to-end testing • Experience with performance and security testing • Focus on data integrity and application stability across environments
Mobile Application Development	Security
• Experience developing for iOS and/or Android platforms (native, hybrid, or cross-platform) • Knowledge of data persistence strategies relevant to mobile environments	• Commitment to ensuring the security and integrity of FLVS data • Adherence to FLVS security policies and industry best practices • Secure handling of data within containerized environments
Logging and Auditing	
• Implementation of robust logging, monitoring, and auditing mechanisms • Coverage of both application logic and database interactions • Support for ongoing maintenance, diagnostics, and compliance	

4. INSTRUCTIONS TO PROPOSER

- 4.1 **No Contact Period.** To ensure proper and fair evaluation, FLVS has established a **Cone of Silence** applicable to all Competitive Solicitations. The Cone of Silence is designed to protect the integrity of the procurement process by shielding it from undue influences. The Cone of Silence will be imposed upon all Competitive Solicitations (including the RFP) beginning with the advertisement for the same and ending with the approval for award.

Upon the issuance of this RFP, all contact with FLVS must be made through the procurement representative named on the first page. The Proposer must limit communication with the designated contact to the means specified in this document. Other employees and representatives of FLVS and the participating agencies are instructed not to answer questions regarding the RFP or otherwise discuss the contents of the RFP with the Proposer or its representatives. Any contact made with other employees and representatives of FLVS will be reported and forwarded to Procurement. Proposer shall not, under the penalty of law, offer any gratuities, favors or anything of monetary value to any officer or employee of FLVS in connection with this competitive procurement.

- 4.2 Proposers or persons acting on their behalf are specifically instructed not to contact Board of Trustees, members, staff, or Committee Members during the course of the Response and Selection process. All procedural matters shall be directed to Procurement. Evaluation Committee members or other School employees shall not be contacted or approached by representatives of any potential Proposer to this RFP. Contact or communication initiated by any responding firm may result in rejection of the Response.
- 4.3 **Public Records.** Upon award recommendation or thirty (30) days after opening, whichever is earlier, any material submitted in response to this RFP will become a public record and shall be subject to public disclosure consistent with Chapter 119, Florida Statutes (Public Records Law). Proposers must claim the applicable exemptions to disclosure provided by law, in their response to the RFP, by identifying materials to be protected and must state the reasons why such exclusion from public disclosure is necessary and legal. FLVS reserves the right to make any final determination of the applicability of the Public Records Law.
- 4.4 **Posting of Public Notices:** All public notices will be posted for review by interested parties on <https://flvs.bonfirehub.com> and <https://www.flvs.net/about/procurement>. Notices will remain posted for a period of 72 hours. Failure to file a Notice of Intent to Protest within the time prescribed in Section 120.57(3) b, Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.
- 4.5 **Bid Protests:** Any person who believes they are adversely affected by any specification in this Bid or RFP or any decision or intended decision concerning this Bid or RFP and who wishes to protest such specification, decision, or intended decision shall file a Notice of Intent to Protest in accordance with Section 120.57(3), Florida Statutes. Notice must be sent to procurement@flvs.net. Following Notice, a formal written protest must be accompanied by a bond payable to FLVS in an amount equal to one percent (1%) of the total value of the proposed contract. Security shall be in the form of a bond, a cashier's check, or money order. Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, or failure to post the bond or other security within the time frame set forth in Section 287.042(2)(c), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.
- 4.6 **Written Clarifications:** Any Proposer in doubt as to the true meaning of any part of this RFP or related documents must submit a written request for clarification through Bonfire no later than the date and time specified on the cover sheet. Any interpretation to a Proposer shall be made only

by amendment duly issued. All Amendments will be posted and disseminated on the following websites:

- Bonfire (<https://flvs.bonfirehub.com/opportunities>)
- Florida Virtual School Procurement Opportunities (<https://www.flvs.net/about/procurement>)

4.6.1 Prior to submitting the response, it shall be the sole responsibility of each Proposer to determine if addenda were issued and, if so, to download such addenda from Bonfire or FLVS.net for attachment to the response (**Appendix E**).

NOTE: If the RFP is downloaded from Bonfire, notifications shall be provided by Bonfire (via email) of postings during the life of this solicitation. **You will not be notified if you downloaded a copy of this response from FLVS.net.**

Any corrections or amendments will be posted as addenda issued prior to the response due date. Proposers should not rely on any statements other than those made in this RFP or written response to questions and/or addendum to this RFP. Where there appears to be a conflict between the RFP and any addenda issued, the last addendum issued will prevail.

4.6 **Purchase Order:** The award of the response shall not constitute an order. Before services are rendered, Proposer must receive a purchase order from FLVS.

4.7 **Conflict of Interest:** (FLVS Procurement Policy po6320)
<https://go.boarddocs.com/fla/flvs/Board.nsf/Public#>

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5. SCOPE OF WORK

Scope of Services: Florida Virtual School (FLVS) is seeking proposals from qualified vendors to deliver full-service software development for enhancements to existing applications and new applications. The selected vendor will be responsible for the complete software development lifecycle (SDLC), including project management, business analysis, development, quality assurance, deployment, documentation, and post-launch support. Respondents must be able to fully manage and deliver secure, scalable, and user-friendly applications that meet FLVS's business and technical requirements, align with industry's best practices, and support future enhancements. FLVS is not seeking a supplier to provide resources to supplement internal development efforts.

Sample and not all-inclusive list of minimum Delivery requirements for all potential projects.

- Requirements documentation and user stories
- Technical architecture and design artifacts
- Fully developed and tested application
- Production deployment and environment setup
- End-user and technical documentation
- Training sessions and knowledge transfer
- Warranty support and optional maintenance plan

All awarded proposers will have to meet the above minimum delivery requirements for all projects as well as any individual project delivery requirements.

The Respondent is responsible for providing appropriate work environment including high speed internet connectivity to appointed staff for the duration of this project. Reimbursement for travel is not contemplated for this RFP. However, in the rare event that FLVS directly requests and agrees to reimburse any travel related costs they must be authorized and pre-approved by FLVS in writing and will be reimbursed in accordance with applicable Florida Statute and FLVS Policy.

Awarded Contracts. FLVS will issue Requests for Quote(s) (RFQs) to contractors awarded under this RFP for IT to deliver full-service software development Project Services. RFQs, which may result in the issuance of an SOW detailing the specific services or projects to be performed by the selected Contractor, shall also be set forth in the contract or purchase order. Pursuant to section 287.056(2), F.S., RFQs performed within the scope of this RFP are not independent competitive solicitations and are not subject to the notice or challenge provisions of section 120.57(3), F.S.

FLVS shall obtain quotes from all qualified awarded Contractors and, at its sole discretion;

- a) award to the lowest-priced quote
- b) award based upon evaluation of criteria specified to the highest-ranked response to the

RFQ

FLVS at its sole discretion may choose to compete any requirement regardless of value at its sole discretion as in its best interest. Projects may be quoted and awarded at our discretion using time and materials or on a fixed fee basis. FLVS reserves the right to make award(s) by individual item, group of items, all or none or a combination thereof; to reject any and/or all bids/proposals or to waive any minor irregularity or technicality. Responders are cautioned to make no assumptions unless their proposal has been evaluated as being responsive. Cash discounts for prompt payment shall not be considered in determining the lowest net cost for bid/proposal evaluation purposes.

Proposer Open-Ended Responses: Proposers must provide a complete, detailed response to each open-ended statement listed below. Additional space may be used as needed.

Proposer Open-Ended Responses	
No.	Description
1	What is your detailed methodology for providing all services as described herein? Provide a sample project plan that identifies workflows, timelines/milestones, and project completion dates. Include any dependencies and/or assumptions that apply. Include a detailed response.
	Response:
2	Provide a complete description of progress reports and project updates that will be shared, along with samples (i.e., screenshots or sample reports).
	Response:
3	How do you ensure a successful project handoff and knowledge transfer to the client?
	Response:
4	How do your project managers ensure alignment with client goals, timelines, and communication expectations?
	Response:
5	Describe a project where you used containerization to improve scalability or deployment efficiency. As an alternative, if you do not have a project where you used containerization, please describe your understanding of containerization development.
	Response:
6	How do you approach building data pipelines and integrating with third-party systems or legacy platforms? Share an example.
	Response:
7	What is your testing strategy across the SDLC? How do you ensure unit, integration, performance, and security testing coverage?
	Response:
8	What logging and monitoring tools do you incorporate to support auditing and long-term maintenance for a delivered application?
	Response:
9	What post-launch support options do you offer, and how do you handle warranty periods or bug fixes?
	Response:
10	In detail, describe your use of on-shore vs off-shore resources. In addition, if applicable, explain ability of off-shore resources to work with our team during normal FLVS hours of operation on a daily basis.
	Response:

Functional Specifications and Minimum Requirements/Specifications -

Functional Requirements. A response of “Yes” guarantees the respondent shall meet or exceed the specified requirement, which is included in the proposed pricing (Section 6). For each “No” response, proposers shall provide written details as an Exception and/or Alternative as described below. The selected vendor will provide a fully staffed project team and manage all aspects of delivery. Responsibilities include, but are not limited to.

The proposed solution includes:

No.	Project Management	Included YES or NO
1	Assign a dedicated Project Manager to lead the engagement, manage timelines, risks, and communication.	☐ Yes ☐ No
2	Develop and maintain a detailed project plan with milestones and deliverables.	☐ Yes ☐ No
3	Facilitate regular status updates and stakeholder meetings.	☐ Yes ☐ No
	Business Analysis	
4	Provide Business Analysts to conduct stakeholder interviews and workshops.	☐ Yes ☐ No
5	Document functional and non-functional requirements.	☐ Yes ☐ No
6	Create user stories, acceptance criteria, and traceability matrices.	☐ Yes ☐ No
	Solution Design	
7	Design system architecture, data models, and integration points.	☐ Yes ☐ No
8	Develop wireframes, mockups, and UI/UX prototypes.	☐ Yes ☐ No
9	Ensure alignment with FLVS’s technologies and best practices, security, accessibility, and scalability standards.	☐ Yes ☐ No
	Application Development	
10	Build the application using modern, maintainable technologies.	☐ Yes ☐ No
11	Follow FLVS coding practices and performance optimization techniques. (Attachment 1 - FLVS Code Best Practices)	☐ Yes ☐ No
12	Ensure compliance with accessibility standards (e.g., WCAG 2.1).	☐ Yes ☐ No
	Quality Assurance	
13	Provide QA resources to conduct unit, integration, system, and user acceptance testing (UAT).	☐ Yes ☐ No
14	Implement automated testing frameworks and manual test plans.	☐ Yes ☐ No
15	Track and resolve defects prior to deployment.	☐ Yes ☐ No
	Deployment & Transition	
16	Configure hosting environments and manage deployment to production.	☐ Yes ☐ No
17	Conduct go-live readiness assessments and rollback planning.	☐ Yes ☐ No
18	Provide technical documentation, user guides, and training materials.	☐ Yes ☐ No

	Knowledge Transfer & Support	
19	Deliver structured knowledge transfer sessions to FLVS staff.	☐ Yes ☐ No
20	Provide warranty support for a defined post-launch period	☐ Yes ☐ No
21	Offer optional ongoing maintenance and enhancement services	☐ Yes ☐ No
	General Requirement	
22	Intellectual Property/Data Ownership. All delivered content shall be construed as a work product and shall be the exclusive property of FLVS in perpetuity, free of copyright licensing without restriction from contractor and any subcontractor(s). Upon termination or completion of contract, all data shall be returned to FLVS within five business days in the format specified.	☐ Yes ☐ No
23	The selected vendor will provide a project team and manage all aspects of delivery	☐ Yes ☐ No

Supporting Documents (Exhibit)

- Exhibit C – Sample Job Descriptions*
- Attachment 1 - FLVS Code Best Practices

*Note: Sample Job Descriptions have been provided to provide the levels, experience, and skills FLVS typically associates with specific key roles frequently aligned with ongoing IT Project efforts.

FLVS Shall Provide:

- FLVS Code Best Proactive (Attachment #1 in Bonfire)

Assumptions and Constraints

- FLVS will provide timely access to subject matter experts and decision-makers.
- FLVS will provide the awarded contractor with the requirements for FLVS systems integration
- FLVS and Respondent will agree upon a detailed, event driven, implementation plan
- Contractor will ensure adequate staffing and skill sets throughout the project lifecycle
- The contractor shall provide **timely and effective responses** to all issues identified during any phase of the project.

Data and Content Ownership

- All data collected shall remain the sole property of FLVS. Upon termination of contract, all data shall be returned to FLVS within five business days in the format specified.
- Respondent may utilize 'blind data' for the purpose of assessing performance metrics
- Student Data Registration Information collected shall reside in the FLVS Student Information System
- All content shall remain sole property of FLVS in perpetuity free from any copyright restrictions or limitations for future use.
- FLVS shall retain sole rights to utilize and / or modify all deliverables at its discretion.
- Upon award, FLVS shall retain all intellectual property rights in all written materials, video, graphics, or other multimedia materials, computer programs (including all source and object code, documentation, manuals or specifications relating to same) and any other works or materials created for FLVS under the awarded contract

and subsequent statements of work as such rights are defined in any jurisdiction throughout the world (the “Work Product”). Contractor shall execute all documents that may be necessary to confirm FLVS’ ownership of the Work Product, acknowledges that FLVS may use the Work Product in whatever way and for whatever purpose it chooses, in its sole discretion, and represents and warrants that any third parties who are permitted to contribute to the Work Product under this agreement are bound by all the obligations herein.

5.2 Exceptions/Alternatives to the RFP: Proposers shall specify exceptions requested for consideration to any section of the Request for Proposal specified herein. FLVS at its sole discretion reserves the right to reject proposals with exceptions and / or alternatives to the requirements of this RFP and / or take the exceptions into consideration during the evaluation process as in its best interest.

Page #	Section # / Paragraph #	FLVS Original Language	Proposed Alternative/Revision for Consideration

5.3 Exceptions/Alternatives to FLVS Master Services Agreement Terms and Conditions: Proposers shall specify exceptions requested for consideration to the Sample Master Services Agreement provided (Appendix J of the Required Forms Packet). FLVS at its sole discretion reserves the right to reject proposals with exceptions and / or alternatives to the Master Services Agreement Terms and Conditions or take the exceptions into consideration during the evaluation process as in its best interest.

Page #	Section # / Paragraph #	FLVS Original Language	Proposed Alternative/Revision for Consideration

- 6. COST PROPOSAL FORMS:** Provide a schedule of values for fees associated with the various services to be provided. Rates quoted shall be the all -inclusive, not to exceed rates for the life of the Agreement. All respondents are required to complete this Section as shown. Pricing shall be inclusive of all Work Product and/or Services as defined within the Scope of Services. FLVS reserves the right to further negotiate the proposed fees. There is no minimum spend for this Contract

6.1 Complete the table below by providing hourly rates (unit costs) for each of the positions listed. Rates shall be all-inclusive and specific to the defined level of experience. Complete the extended cost column by multiplying the hourly rate by the number of hours (40). **This table will be used for evaluation purposes. The award is not limited to the specific positions listed in table 6.1.** The Proposer offering the lowest total cost shall receive the highest points, while the Proposer offering the highest total cost shall receive the lowest points in the evaluation process.

Item Description	Unit of Measure	Estimated QTY	Unit Cost	Extended Cost
Software Developer	Per hour	40	\$	\$
Senior Software Developer	Per hour	40	\$	\$
Software Architect	Per hour	40	\$	\$
User Experience/User Interface (Ux/UI) Designer	Per hour	40	\$	\$
Business Analyst	Per hour	40	\$	\$
Quality Assurance Engineer	Per hour	40	\$	\$
Project Manager	Per hour	40	\$	\$
Total Cost				\$

Example:

Item Description	Unit of Measure	Estimated QTY	Unit Cost	Extended Cost
Software Developer	Per hour	40	\$25.00	\$1,000.00
Senior Software Developer	Per hour	40	\$28.00	\$1,120.00
Software Architect	Per hour	40	\$30.00	\$1,200.00
Total Cost				\$3,320.00

6.2 Hourly Rates. Provide the not to exceed hourly rates for all available resources. Rates shall be all-inclusive and shall be used to support costs associated with Statements of Work for awarded projects. For all positions/roles supported, Include job title, hourly rate and level of experience (i.e. beginner {<3 years of experience}, intermediate {3-5 years of experience} or advanced {>5 years of experience} level resource). Respondents may include their full list of resources offered. If additional levels of experience above those stated are offered, include along with a definition. Respondents may use additional lines as needed.

Job Title	Experience Level	Unit Cost (Hourly rate)
		\$
		\$
		\$
		\$
		\$
		\$

Notes: Respondents may use additional lines/pages needed.

Example:

Job Title	Experience Level	Unit Cost (Hourly rate)
Project Manager	Intermediate	\$100.00
Systems Architect	Advanced+	\$125.00
IT Engineer	Advanced+	\$150.00

6.2 Cost Proposal Form Part B P-Card Acceptance

Respondent shall accept payment via P-Card (with no additional Fees)

☐ Yes ☐ No
(Check one)

6.4 Alternative Pricing: May be provided in Addition to Fixed Price (not as a replacement to the above)

Detailed Description	Total
	\$ _____

6.5 Additional Services (optional)

Respondents shall provide rates for additional related services not specified in the scope of services. For additional available services, provide a detailed description of service along with associated rates. FLVS shall at its discretion exercise the right to purchase any proposed additional services as needed. Additional services proposed shall not factor into the evaluation process. Respondent shall specify any additional services offered.

6.6 Cost Proposal General Notes:

- If any services, functions, or responsibilities not specifically described in this solicitation are necessary for the proper performance and provision of the Services, they shall be deemed to be implied by and included within the scope of the Services to the same extent and in the same manner as if specifically described in this solicitation.
- Unit price will be used to determine the correct extended price if calculation error is found.
- Extended price should be computed as Estimated Total Hours multiplied by the Proposed Unit Price
- All quantities are estimated and could be higher or lower at the discretion of FLVS in accordance with the Statement of Work. Estimated quantities provided for evaluation purposes and do not guarantee dollar value of award.
- FLVS Travel Policy (for any authorized, pre-approved travel related expenses if applicable)
In compliance with 112.061, Florida Statutes, FLVS will reimburse contractors following the same policy that is set in place for all FLVS staff for ordinary, necessary, and reasonable expenses incurred in the course of business-related travel in compliance with Florida State Law, based upon the rates established in sections 112.061(3),(6),(7), Florida Statutes. Travel expenses must be supported by receipts when submitting a Contractor Travel and Expense Reimbursement Form. Reimbursement Form. FLVS will only reimburse in accordance with FLVS travel policy po6550 (<https://go.boarddocs.com/fla/flvs/Board.nsf/Public#>).

7. GENERAL TERMS AND CONDITIONS

Master Service Agreement (Appendix J in the Required Forms Packet) is the FLVS standard terms and conditions. By submitting a response to this RFP, Proposers acknowledge and agree that they have reviewed this agreement and have no objection. Further, if selected by FLVS, Respondents acknowledge and agree that they will execute this agreement, subject to FLVS' right to make revisions and modifications thereto prior to execution, where FLVS has determined, in its sole discretion that such revisions or modifications are in FLVS' best interest. This RFP and the related responses of the selected Proposer(s) will constitute the basis of the formal contract between the Proposer(s) and FLVS. No modification of this RFP, except by addendum issued by FLVS, shall be binding on FLVS.

7.1 All expenses involved with the preparation and submission of responses to FLVS, or any work performed in connection therewith, shall be borne by the Proposer. No payment will be made for any responses received, any other effort required of or made, or expenses incurred by the Proposer.

7.2 It is understood and agreed between the parties hereto that FLVS shall be bound and obligated hereunder only to the extent that the funds shall have been appropriated and budgeted for the purpose of this RFP. In the event funds are not appropriated and budgeted in any fiscal year for payments due under this RFP, FLVS shall immediately notify awardee(s) of such occurrence and this RFP shall terminate on the last day of the fiscal year for which an appropriation(s) was (were) received without penalty or expense to FLVS of any kind whatsoever.

7.3 The awards made pursuant to this RFP are subject to the provisions of Chapter 112, Florida Statutes. All Proposers must disclose, with their response, the name of any officer, director, or agent who is also an employee of FLVS. Further, all Proposers must disclose the name of any FLVS employee who owns directly, or indirectly, an interest of five percent (5%) or more in the Proposer or any of its branches/subsidiaries.

7.4 Purchasing Agreements with Other Government Agencies. With the consent and agreement of the awardee(s), purchases may be made under this response by school boards and governmental agencies. Services are to be furnished in accordance with the contract of said product(s) and/or service(s) resulting from this response. Such purchases shall be governed by the same terms and conditions as stated herein. It is hereby made a part of this RFP that the submission of any response, in response to this advertised request, shall constitute a response made under the same conditions, for the same contract price, and for the same effective period as this response to all public entities if they so request. This agreement in no way restricts or interferes with the right of any governmental agency to re-solicit any or all items.

7.5 Should any Proposer fail to enter into a contract with FLVS, on the basis of the submitted response by said Proposer, the Proposer acknowledges that proposer shall be liable to FLVS for any lost revenue.

7.6 Legal Requirements: It shall be the responsibility of the awardee(s) to be knowledgeable of all federal, state, county and local laws, ordinances, rules and regulations that in any manner affect the items covered herein which may apply. Lack of knowledge by the Awardee(s) will in no way be a cause for relief from responsibility. Awardee(s) doing business with FLVS are prohibited from discriminating against any employee, applicant, or client because of race, creed, color, national origin, sex or age with regard to but not limited to the following: employment practices, rates of pay or other compensation methods, and training selection.

7.7 Patents and Royalties. The Proposer, without exception shall indemnify and hold harmless FLVS and its employees from liability of any nature or kind including cost and expenses for or on account of any copyrighted, patented, or unpatented invention, process, or article manufactured or used in the performance of the contract, including its use by Florida Virtual School. If the Proposer uses any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood without

exception that the proposed prices shall include all royalties or costs arising from the use of such design, device, or materials in any way involved in the work. In addition, FLVS shall maintain all rights to the written documentation, electronic media and other materials provided by the Proposer in response to this solicitation.

7.8 All information submitted in response to this request shall be submitted in compliance with Florida Statutes Chapter 119 Public Records and 812.081 Trade Secrets. All information submitted as "Trade Secret" shall be submitted electronically and labeled as "Confidential" with a second copy submitted and labeled as "Redacted Copy" retracting the Trade Secret information.

7.9 Financial Terms and Conditions.

7.9.1 Conditions to Payment

Payment to Contractor of the amounts due shall be conditioned strictly upon satisfaction of the conditions for such payment set forth in the Pricing Schedule under the agreement and specifically upon the successful and timely completion of the acceptance tests specified for the particular deliverable. FLVS reserves the right to determine the acceptance process which may include the approval and release of funds.

7.9.2 Liquidated Damages applied to Implementation and or customizations

Liquidated damages may apply if the Contractor fails to meet the project implementation schedule as specified within the Statement of Work. FLVS may, at its discretion, elect to assess liquidated damages in varying amounts set at the SOW level of each project, calendar day, until the earlier of the date that:

- a. the Contractor completes the task
- b. FLVS secures the deliverable elsewhere
- c. FLVS needs otherwise cease

7.10 All awardees shall comply with Chapter 442, Florida Statutes to any product or item delivered or used when providing goods or services under this contract by providing Material Safety Data Sheets (MSDS) when applicable.

7.11 Public Entity Crimes. A person or affiliate who has been placed on the convicted contractor list following a conviction for a public entity crime may not submit a bid/proposal on a contract to provide any goods or services to a public entity, may not submit a bid/proposal on a contract with a public entity for the construction or repair of a public building or public work, may not submit bid/proposal(s) 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, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted contractor list.

7.12 The Awardee(s) certifies by submission of this RFP, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

7.13 Identical Qualifying Bid/Proposals: (*FLVS Procurement Policy po6320*)
<https://go.boarddocs.com/fla/flvs/Board.nsf/Public#>

7.14 In accordance with F.S. 1010.04 FLVS

- a. has reviewed the purchasing agreements and state term contracts available under F.S. [287.056](#).
- b. shall not request documentation of or consider a proposer's social, political, or ideological interests.

c. shall not give preference to a proposer based upon their social, political, or ideological interests.

7.15 The following two Florida State statutes apply to this solicitation and may have contractual requirements.

- a. F.S. 787.06(13)
- b. F.S. 287.1346

7.16 All resources used for projects will be background screened in accordance with MSA 16. Background Screening of the MSA document.

8. DEFINITIONS

The following words shall be defined as set forth below:

"Change Order (CO)" Contractual Document to request to modify a SOW.

"Contractor" means the provider of the Goods or Services under the Agreement.

"Cost Proposal Form" or **"Cost Proposal"** means the portion of the response that describes the proposed pricing.

"Intent to Award" (IAW) means a formal notice posted on FLVS.net notifying the public that FLVS has completed its evaluation process and intends to award a contract to the highest-ranking Respondent

"FLVS Master Service Agreement" or "Agreement" or "Contract" means the agreement between FLVS and the Contractor as defined by the terms of this FLVS Master Service Agreement and its incorporated documents.

"PEC" means the Proposal Evaluation Committee or Evaluation Committee

"Purchase Order" means the form or format used to make a purchase under the Agreement (e.g., a formal written purchase order, electronic purchase order, procurement card, or other authorized means).

"Proposer" or "Respondent" means the company, organization or contractor submitting a proposal in response to a published solicitation.

"Proposal" or "Response" or "Submission" means the submission provided in response to the ITN. May be used interchangeably throughout the document.

"Request for Proposal" or "RFP" is a solicitation used in negotiated acquisition to communicate government requirements to the prospective contractors and to solicit proposals.

"Services" means the services and deliverables as provided in the Master Service Agreement and as further described by the Statement of Work as required.

"Statement of Work (SOW)" means the Contractor's Responsibilities as described in detail in the sample SOW Attached within the Required Forms Packet.

"Subject Matter Expert" (SME) means individual(s) who are considered authorities in a particular field or area of the business.

"Technical Response" or "Technical Proposal" means the response to the ITN excluding the Cost or Pricing Proposal Form. May be used interchangeably throughout the document.