

# Proctor's Solution, LLC

1968 Carp Lane  
Tallahassee, FL 32303

December 2, 2009

## Via Hand Delivery

Florida Clerks of Court Operations Corporation  
2560-102 Barrington Circle  
Tallahassee, FL 32308

Re: CCOC Request for Proposals (RFP) for Research and Data Analysis

Dear Mr. Dew,

Proctor's Solution is pleased to respond to the Request for Proposal (RFP) for the Florida Clerks of Court Operations Corporation need to secure qualified contractors to provide research and data analysis services. With the combination of our experience in local government with an emphasis on the clerks of court and years experience in budget and economic analysis in both the private and public sectors, we believe that we bring a myriad of skills to meet and exceed your service needs.

To discuss this response to the RFP or any other related matters, don't hesitate to contact me at (850) 673-1502 or email [melissa@proctorsolution.com](mailto:melissa@proctorsolution.com). Thank you for your consideration of this response to your RFP, and if there is any additional information we can provide to you or any other officials, please feel free to contact our office.

Sincerely,

*Melissa Proctor*

Melissa Proctor  
Managing Member

# Qualifications

## Melissa Proctor

Melissa Proctor started Proctor's Solution in late 2006 with over 20 years of accounting and management experience. Five of those years were in the public sector as the finance officer for a Florida County Clerk of Circuit Court.

Accomplishments in the private sector included development of "Train the Trainer", a training program/guide to accounting policies & procedures. This step-by-step guide was used to train personnel of new acquisitions. Oversight of accounting operations for over 15 years in the private sector, along with the 5 years of public sector accounting lead to the combining of the two – consulting for local government.

As a consultant, Ms Proctor assisted local government by recommending revenue solutions, made available per Florida Statutes. Also, researching and maintaining knowledge of changes in Florida law that affect local government with regards to revenues, reporting requirements and budget issues.

Recent Projects include providing research and data analysis in the area of performance measures for the Florida Clerk of Court Operations Corporation from October 2008 to December 2009 providing performance tracking and corrective action plan development, tracking and analysis.

Ms. Proctor received her Associates Degree in Network Administration from Keiser College and her Bachelors Degree in Accounting from Florida Atlantic University.

## Scope of Services

### Performance Measures Tracking System:

- Assist CCOC staff in collecting and compiling performance measure reports currently reported by 67 Clerks offices.
- Assist CCOC staff in developing a statewide summary performance measures report.

### Corrective Action Tracking System:

- Assist CCOC staff in collecting, compiling and analyzing corrective action plans.
- Assist CCOC staff in developing a statewide summary report.

Assist CCOC staff with other research and data analysis needed.

## Fees and Costs

For the services provided by Proctor's Solution, the hourly rate for the proposed scope of services will not exceed \$75.00 per hour, whether provided in or outside Leon County, Florida. However, travel costs will include the hourly rate as well as reasonable reimbursable travel expenses.