ATTACHMENT G
INDUSTRY EXPERIENCE AND ABILITY NARRATIVE

FOR

INFORMATION TECHNOLOGY OPERATIONS
AND MAINTENANCE SERVICES

ITN NO: DMS 17/18-039

THE STATE OF FLORIDA
DEPARTMENT OF MANAGEMENT SERVICES

Part I: Industry Experience and Ability

Provide a narrative:

- Demonstrating the Offeror's experience in performing contracts similar in size, duration, and scope to IRIS, FRS Online, CRM, and other system components as set forth in Table 1 in subsection 3.1.3 of the SOW (collectively referred to herein as "the System").

- Conveying the Offeror's ability, based on its experience, to deliver the services sought via the ITN.

- Demonstrating the Offeror's ability, based on its corporate stability and financial strength, to handle a contract of this scope and size.

Part II: Enhancement Experience and Ability

Provide a narrative demonstrating the Offeror's industry experience and ability to update and create efficiencies to systems similar in size and scope to the System. Provide examples where the Offeror has updated and created efficiencies to systems similar in size and scope to the System where those updates and efficiencies involved the following enhancement goals:

- Balancing functionality, stability, security, and cost considerations to provide solutions for updating technology components including hardware and software.

- Providing IT organization and services that enable rapid responses to changes in law and technology, including services that increase the capability and capacity for parallel support for major projects and improve the transparency and communication of progress.

- Adding flexibility and speed for making system changes.

- Reducing paper processes wherever possible.

- Reducing call volumes by increasing user engagement; by providing more online information; or by incorporating early engagement with users through social media channels or online (e.g., chat or other methods).

- Reducing manual staff intervention by removing barriers for process automation, whether internally or externally imposed, with a high degree of data management controls to guarantee data cleanliness.

- Providing greater user access and control in the system, such as increasing channel opportunities used to access online content or including access by phone or tablet via dedicated mobile applications or mobile-friendly websites.

- Adding workflow management tools and metrics to increase operational performance.

- Performing tasks related to data integration, which include opening additional channels for data integration, collecting enhanced reporting data, or performing data error correction.

- Improving data analytics and reporting through functionality and processes to enhance data completeness and accuracy.

- Improving cyber-attack detection and prevention.