

Pursuant to 60A-1.042, an agency may request information by issuing a written Request for Information. Agencies may use Requests for Information in circumstances including, but not limited to, determining whether or not to competitively procure a commodity or contractual services, determining what solicitation process to use for a particular need, or researching general, special, and/or technical specifications for a solicitation.

**State of Florida
Department of Health
Request for Information (RFI)
DOH20-002
Hosted Document Management System**

I. REQUEST FOR INFORMATION

The State of Florida, Department of Health (Department), Bureau of Personnel and Human Resource Management is requesting information regarding a hosted document management system which includes the management of all imaged personnel records, as well as the image and upload of all incoming paper and electronic documents.

II. BACKGROUND

The Department transitioned from paper documents to an electronic document management process in 2016. The Department is responsible for maintaining public records for up to 25 years after separation of employment.

III. GOALS

The Department would like to achieve the following goals with a hosted document management system:

- a. Develop and configure a database service, or equivalent function, that will use data from the People First system (e.g., employee SSN, Position Number) to catalog personnel records.
- b. Create underlying security structure to delineate six security groups for access to system.
- c. Create an indexing system for stored documents matching the Department's current structure with security tied to each document type.
- d. Transition approximately 350,000 personnel records provided by the Department's current vendor into database.
- e. Conduct onsite training for Department staff on how to access and use the database developed.
- f. Provide a tool for system administrator to maintain user access.
- g. Provide scheduled and unscheduled system maintenance.
- h. Provide product and system updates, enhancements, and modifications.
- i. Provide an automated process to resolve issues with end-users remotely during normal business hours (8:00 a.m. – 6:00 p.m., Eastern Time), Monday through Friday, excluding holidays.
- j. Create an automated process to integrate database to the Department's current Human Resource (HR) ticketing system, Cherwell.

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IV. OBJECTIVES

Complete project no later than July 1, 2020.

V. PROCESS

Responses to this RFI will be reviewed by the Department for informational purposes only and will not result in the award of a contract.

The Department will review the responses received from this RFI to determine the feasibility of issuing a competitive solicitation for these services.

Any request for cost information is for budgetary purposes only.

Vendors submitting answers to the Department's RFI are not prohibited from responding to any related subsequent solicitation.

VI. RESPONSE FORMAT

The Department's intent is to identify potential vendors that can fulfill the functional requirements listed in section IV. Potential vendors should address all of the needs listed above in a statement of work with at least the following sections at a minimum:

- a. Introduction
- b. Background and Experience
- c. Goals
- d. Technical Details and Specifications
- e. Deliverables associated with implementation and system performance
- f. Timeline for implementation
- g. Proposed Cost
- h. Vendor contact information (company name, personnel assigned, phone number, email address)

VII. RESPONSE DATE

Responses should address each RFI request/questions point by point. Please provide the requested information no later than 5:00 p.m., Eastern Time, April 3, 2020.

Response must be sent via e-mail to: Allegra.Small@flhealth.gov.

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VIII. QUESTIONS

Questions related to this RFI must be submitted in writing, via electronic email to the email address provided below, prior to response date stated in section VII.
E-mail address: Allegra.Small@flhealth.gov

IX. PROPRIETARY INFORMATION

Vendors must indicate which portions, if any of the information being provided are proprietary or confidential by marking each page upon which such information appears. Failure to do so will result in all information submitted being subject to public disclosure in accordance with Florida Statute Chapter 119, Public Records. The information requested may be used to develop specifications for a solicitation.

X. VENDOR COSTS

Vendors are responsible for all costs associated with the preparation, submission, and any potential meeting to discuss this Request for Information. The State of Florida, Department of Health will not be responsible for any vendor related costs associated with responding to this request.