



## FLORIDA DEPARTMENT *of* STATE

### **ADDENDUM NO. 1 November 7, 2017**

DOC COTS Business Registry Solution  
Advertisement Number: DOS ITN 10/17-12

**This Addendum now becomes a part of the original Invitation to Negotiate.**

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 required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes (F.S.).

This Addendum includes the following:

1. Revised Invitation to Negotiate (ITN)

Changes to the original ITN are indicated by underline, deletions are indicated by a ~~strikethrough~~.

2. Responses to Vendor Written Questions (Attached)
3. PowerPoint from Pre-Proposal Conference
4. Model Delivery Schedule

1. Written Responses to Written Questions

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
1	(1) ITN <i>Page Number 8</i> - <b>Section 1 - Introductory Materials</b> o <b>Subsection 1.4 - Solicitation Timeline</b>	<p>There is a short window between <i>Deadline for Receipt of Vendor Reply</i> and <i>Vendor Demonstrations</i> (just under 10 business days).</p> <p>Would DOS be providing a script to be followed for the demonstrations sessions? If so, is this something DOS could be provide in advance of the Submission Deadline?</p>
A-1	<p><b>Will DOS be providing a script to be followed for the demonstration sessions in advance to the submission timeline?</b></p> <p>During the Technical Presentation, each vendor will have up to five (5) hours to highlight the features of the proposed solution. The demonstration should expand on five (5) aspects of the project.</p> <ol style="list-style-type: none"> <li>1) How the proposed solution addresses each of the eight (8) Service Areas [Core Business Registry; Judgment and Federal Tax Liens; Authentications (Apostilles and Notarial Certifications); Notaries Public; Cable Franchises; Trademarks and Service Marks; Service of Process and Subpoenas; and Public Records Request and Records Exemption Requests].</li> <li>2) How the proposed solution addresses the four (4) functional areas (financial services, imaging, certification, and correspondence).</li> <li>3) How the proposed solution addresses the technical aspects of the project (security, system architecture, database, disaster recovery, licensing, hosting and maintenance).</li> <li>4) The proposed migration (data conversion, unification, synchronization, and reconciliation).</li> <li>5) The proposed project schedule and project management plan.</li> </ol>	

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
2	(1) ITN Page Number 11 - <b><u>Section 2 - Special Instructions to Respondents</u></b> oSubsection 2.6 - Vendor Generated Term and Conditions AND (2) ITN Page Number 31 - <b><u>Section 3, Tab 10: Deviation and Exceptions Section</u></b> AND (3) Section 7 – Attachments Page Number 61 - <b><u>Attachment K: Response to Model Contract Exception(s)</u></b>	<p><b>Section 2.6</b> states that “<i>Vendors shall not submit additions, objections or modifications with their Reply submission. Vendor additions, objections and modifications will be considered with Vendor(s) selected for negotiations.</i>”</p> <p>However <b>Section 3, Tab 10</b>, states that “...<i>the Respondent shall submit an exceptions document...</i>” etc...</p> <p><b>Section 7 – Attachments, Attachment K</b> provides the <i>Response to Model Contract Exception(s)</i>.</p> <p>Please clarify when the Attachment K document is to be submitted? With the Response or upon being considered for negotiations?</p>
A-2	<p><b>Please clarify when Attachment K is to be submitted - with the response or upon being considered for negotiations?</b></p> <p>Attachment K - Response to Model Contract Exception(s) is to be submitted as part of the complete submission due Wednesday, November 28, at 3:00 PM.</p> <p>It should be noted the evaluation committee will <u>not</u> view any of the contents of VOLUME ONE: ADMINISTRATIVE QUALIFICATION DOCUMENTS until after the evaluations are complete. The viewing of those forms and certifications is restricted to the Florida Department of State’s procurement and legal teams.</p>	

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
3	<p>(1) ITN <i>Page Number 17</i>  - <b><u>Section 3 – Reply Submission Instructions</u></b>  o <b>Subsection 3.2 – Submission Format</b>  <input type="checkbox"/> <b>Volume One: Administrative Qualification Documents</b>  <input type="checkbox"/> Tab 4: Attachment G – Reference Questionnaire  AND  <input type="checkbox"/> Tab 10: Attachment M – Vendor References (aka: “References Form”)  AND (2) ITN <i>Page Number 22</i>  - <b><u>Section 3 – Reply Submission Instructions</u></b>  o Tab 4: Respondent Qualifications and Experience  <input type="checkbox"/> T4.2</p>	<p>The ITN requires <i>Attachment G – Reference Questionnaire</i> and <i>Attachment M – Vendor References</i> be included as part of vendor submission.</p> <p><i>Attachment M – Vendor References</i> states “<i>The Respondent must list a minimum of three (3) separate and verifiable clients, other than the Department, for which services of a similar size and parameters of those requested in this solicitation. The same client may not be listed as more than one (1) reference. Confidential clients shall not be included. The Department reserves the right to obtain and utilize references not provided by the Respondent.</i>”</p> <p>We assume...</p> <ol style="list-style-type: none"> <li>1) <i>Attachment G – Reference Questionnaire</i> is to be completed by the two (2) vendor clients that meet the criteria put forth in T4.2.  AND</li> <li>2) <i>Attachment M – Vendor References</i> shall include any vendor clients... <ol style="list-style-type: none"> <li>a. Beyond the two (2) included with <i>Attachment G – Reference Questionnaire</i></li> <li>b. That meet the requirements listed within <i>Attachment M</i></li> </ol> </li> </ol> <p>Please confirm or correct our assumptions.</p>
A-3	<p><b>Please clarify the use of Attachment G and Attachment M. May the Secretary of State officials used to verify successful implementation of the COTS solution (Attachment G) also be used as references in Attachment K or are these three (3) separate references?</b></p> <p>The Respondent is required to have five (5) separate references, but may submit more.</p> <p>Attachment G – Reference Questionnaire is to be completed by a state official involved in the project, in which two (2) of the Services Areas requested by this ITN were: 1.) implemented as part of that Secretary of State’s Business Registry Solution; and 2.) utilized for the past calendar year or more.</p> <p>Attachment M – Reference form is to be completed by any client, other than those Secretary of State offices submitted Attachment G, familiar with the solution being proposed to the Florida Department of State and/or the Vendor submitting the proposal.</p>	

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
4	(1) ITN <i>Page Number 20</i> - <b><u>Section 3 – Reply Submission Instructions</u></b> oTab 3: Respondent Identification Information <input type="checkbox"/> T3.10: AND (2) ITN <i>Page Number 40</i> - <b><u>Section 5 - Negotiation Process</u></b> oSubsection 5.4 - Financial Review	Section 3, T3.10 requires Respondent to provide audited financials.  Section 5, Subsection 5.4 states Respondents should not submit financial information with their Replies. DOS may request this upon Negotiations.  Please clarify what, if any, financial information is required and when during the process?
A-4	<p><b>What, if any financial information is required and when, during the process is it required?</b></p> <p>Financial information is to be submitted as part of the complete submission of the Technical Reply (VOLUME 2), due Wednesday, November 28, at 3:00 PM, as part of the response to Tab 3: Respondent Identification Information.</p> <p>It should be noted the evaluation committee will <u>not</u> view any of the responses submitted as part of Tab 3: Respondent Identification Information within VOLUME TWO: TECHNICAL REPLIES until after the evaluations are complete. Tab 3 will be pulled from the volume notebook for review by the Florida Department of State’s procurement and legal sections.</p> <p>Attachment M – Reference form is to be completed by any client, other than those Secretary of State offices submitted Attachment G, familiar with the solution being proposed to the Florida Department of State and/or the Vendor submitting the proposal.</p>	

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
5	<p>(1) ITN Page Number 22  - <b><u>Section 3 – Reply Submission Instructions</u></b>  oTab 4: Respondent Qualifications and Experience  <input type="checkbox"/> T4.2</p> <p style="text-align: center;">AND</p> <p>(2) ITN Page Number 19  - <b><u>Section 3 – Reply Submission Instructions</u></b>  oTab 2: Executive Summary  <input type="checkbox"/> T2.3</p> <p style="text-align: center;">AND</p> <p>(3) ITN Page Number 18  - <b><u>Section 3 – Reply Submission Instructions</u></b>  oTab 1: Transmittal Letter  <input type="checkbox"/> T1.3</p>	<p>T4.2 states “Each Respondent is to provide details on two (2) Commercial Off-the-Shelf business registry projects it successfully deployed in any of the two (2) of the eight (8) service areas requested by the State of Florida for two (2) Secretary of State Offices (or their equivalent) in the United States or its territories listed in Tab 2 (T2.3) and include:” etc.</p> <p>T2.3 requests information regarding “Overall project approach” as part of the required <i>Executive Summary</i>.</p> <p>T1.3 requests “A statement that the Respondent meets the following basic qualification criteria:”...”(Note: The response must cross- reference the Respondent’s experience as set forth in “Tab 4 – Respondent Qualifications and Experience,” which supports the Respondent’s basic qualification criteria.)”</p> <p>Please clarify the T4.2 request for referencing T2.3 and the same for T1.3 to Tab 4. Is DOS requesting a “copy/paste” of the same information in all sections?</p>
<p><b>A-5 Tab sections 1.3, 2.3, and 4.2 appear to be asking for the same information. Is DOS requesting a "copy/paste" of the same information in all sections?</b></p> <p>As noted on page 17 of the ITN: “Requests for certain items or information may be repeated. The Respondent must provide a complete response for each request. Because individual tabs may be evaluated by different teams, do not use the phrases such as “see above” and/or referencing a different section or tab in your response. Any such response will be considered a ‘non-response’ and may not be scored.”</p>		

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
6	<p>(1) ITN Page Number 24  - Volume 2  oTab 6: Architecture, System, and Security  <input type="checkbox"/> T6.2</p>	<p>T6.2 states: “Architecture. For each environment (test stage and development), describe the hardware and what differs between each environment. Include hardware requirements. Providing the manufacturer name, make, or model is discouraged”</p> <p>(1) Is the vendor be expected to provide an environment for migration? If so, is the expectation that the environment be hosted by DOS or the vendor?  AND</p> <p>(2) Can DOS confirm that if the vendor proposes a solution to be hosted by DOS, that DOS will host the following environments  - Production, including DR  - Staging  - Test  - Development  AND</p> <p>(3) Can DOS confirm that...  - the selected vendor will be responsible for providing their own environments to support the implementation project and to provide ongoing support and maintenance  - and that the costs for these are to be included in the vendor’s pricing?  AND</p> <p>(4) Can DOS provide the current size of the following?  - Database size (in bytes)  - Total/average size of entities (in bytes)  - Total/average size of documents and images (in bytes)  - Total number of documents and images  AND</p> <p>(5) Can DOS provide the expected average and maximum number of concurrent...  - internal users  - external users</p>

**A-6.1 Is the vendor be expected to provide an environment for migration?**

Yes.

**A-6.2 If the vendor is expected to provide the environment for migration, is the expectation that the environment is to be hosted by the DOS or the vendor?**

The Department of State prefers all hardware to be hosted by the Florida Agency for State Technology (AST), at its Southwood Data Center. However, the Respondent is to submit the proposal that will result in the greatest success for this project through June 30, 2029, with the understanding that the award issued through this ITN is inclusive and any hardware purchased by the vendor with these funds remains the property of the State of Florida.

**A-6.3 Please confirm that the vendor proposes a solution to be hosted by DOS, that DOS will host the following environments: Production, including Disaster Recovery, Staging, Test, and Development.**

The Department of State prefers all hardware to be hosted by the State of Florida's Agency for State Technology (AST), at its Southwood Data Center in Tallahassee. However, the Respondent is to submit a proposal that will result in the project's upmost success through June 30, 2029. The most successful option may require the environments to be distributed throughout multiple sites. The award issued through this ITN is inclusive. Any hardware purchased by the vendor with these funds will remain the property of the State of Florida. DOS understands that in many instances the Development environment is best housed on the contractor's home site and distributed across each programmer's individual workstation.

**A-6.4 Can the DOS confirm that the selected vendor will be responsible for providing their own environments to support the implementation project and to provide ongoing support and maintenance?**

The selected vendor must establish all environments from Development through Production and Disaster Recovery. All hardware needed for this project, beginning with the execution of the contract for this ITN (anticipated date - April 1, 2018) through the end of the Development project (anticipated date - June 30, 2019), must be purchased using the funds from the award. Funds for additional hardware may be requested through the annual Support and Maintenance contracts.

**A-6.5 Are the costs for the Vendor's environments to be included in the vendor's pricing?**

Yes.

**A-6.6 Can DOS provide the current size of the following?**

- **Database size (in bytes):** 97 GB
- **Total Records:** 398 Million
- **Total/average size of documents and images (in bytes):** 32.7 million images at approximately 70kb per image; another 8.5 million images must be created from BLOB storage and reconciled with the legacy data base.
- **Total number of document images:** 32.7 million

**A-6.7 Can DOS provide the expected average and maximum number of concurrent...**

- **internal users:** 75
- **external users:** Approximately 1,000,000 transactions per day with no estimate of the number of concurrent sessions



Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
7	Additional References	<p>At the Pre-Bid conference held at DOS, Division of Corporations 10.25.17 9am, DOS indicated it welcomes additional vendor client references, both domestic and international, beyond those required by the ITN.</p> <p>Where within our response does DOS request these additional references be included?</p> <p><i>Note: We understand DOS' response to vendor Question 3 may partially or wholly answer this question.</i></p>
<p><b>A-7 At the Pre-Bid conference, DOS indicated it welcomes additional vendor client references, both domestic and international, beyond those required by the ITN. Where within our response does DOS request these additional references be included?</b></p> <p>VOLUME ONE: Administrative Qualification Documents, Tab 10.</p> <p>In addition to Attachment M – Vendor References, Letters of Reference may be included.</p>		

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
8	Pre-Bid Conference Q&A Request	<p>At the Pre-Bid conference held at DOS, Division of Corporations 10.25.17 9am, there were several questions posed by potential vendors.</p> <p>Will these questions and DOS responses be issued as part of the Department Response to Vendor Written Questions or at any other time?</p>
<p><b>A-8 At the Pre-Bid conference held at DOS, there were several questions posed by potential vendors. Will these questions and DOS responses be issued as part of the Department Response to Vendor Written Questions or at any other time?</b></p> <p>Pursuant to the Pre-Response conference, the Department has provided the PowerPoint presentation from the meeting and Appendix 2 was emailed as requested.</p> <p>During the meeting an overview of the DOS system was provided and general questions related to the DOS process and systems were addressed. Participants were instructed to submit all questions requiring an official response from the Department in writing to the procurement officer.</p>		

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
9	(1) Appendix 2: Requirements <i>Page Number 2</i> - <b>Requirement 2.022</b>	Requirement states, <i>“The system will allow for bulk filing submissions (e.g. file transfer etc.)”</i>  Can DOS provide a list of the types of bulk filing submissions in that are expected?
<p><b>A-9 Can DOS provide a list of the types of bulk filing submissions referenced in Requirement 2.002?</b></p> <p>Currently, the DOS system only processes bulk registered agent/registered office changes.</p>		

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
10	(1) Appendix 2: Requirements <i>Page Number 5</i> - <b>Requirement 3.006</b>	Requirement states, <i>“The system will provide the ability to print the validation information (batch ID, etc.) on the back of a check and display the check image in the system”</i>  Is it acceptable for information to be printed on the check outside of the DOS system, if the ID is provided? Is there specific hardware the selected system is expected to interface with?
<p><b>A-10.1 3.006 The system will provide the ability to print the validation (batch ID, etc.) on the back of a check and display the check image in the system. Is it acceptable for information to be printed on the check outside of the DOS system, if the ID is provided?</b></p> <p>As long as the Department can easily access, view, verify and/or determine if and when a check has been entered, processed, deposited, and/or associated with a specific DOS filing, request, or service deliverable and the proposed outside solution is fully Integrated with the proposed business registry solution, the information printed on the check may be printed outside the DOS system.</p> <p><b>A-10.2 3.006 The system will provide the ability to print the validation (batch ID, etc.) on the back of a check and display the check image in the system. Is there specific hardware the selected system is expected to interface with?</b></p> <p>No. The award issued through this ITN is inclusive and any hardware purchased by the vendor with these funds remains the property of the State of Florida.</p>		

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
11	(1) Appendix 2: Requirements <i>Page Number 6</i> - <b>Requirement 3.033</b>	<p>Requirement states, <i>“The system will provide the ability to import reports received from other financial institutions into the DOS system.”</i></p> <p>What other financial institutions are expected? Additionally, what business impact will the reports have on existing data in the DOS system, or are they informational only?</p>
<p><b>A-11.1 3.033 The system will provide the ability to import reports from other financial institutions into the DOS system. What other financial institutions are expected?</b></p> <p>DOS currently receives ACH transfers from other state agencies, its third-party credit card vendor, its third-party UCC processor, the FBI, and IRS.</p> <p><b>A-11.2 3.033 The system will provide the ability to import reports from other financial institutions into the DOS system. What business impact will the reports have on existing data in the DOS system, or are they informational only?</b></p> <p>These reports are required for fiscal auditing and reconciliation purposes.</p>		

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
12	(1) Appendix 2: Requirements <i>Page Number 9</i> - <b>Requirement 6.03</b>	Requirement states, <i>“The system will create and run specific reports for pertinent staff and functional areas (e.g. fiscal reports, administrative reports etc.)”</i>  Can DOS provide a list or set of specific reports that are expected?
<p><b>A-12 Can DOS provide a list or set of specific reports that are expected? (see A.37)</b></p> <p>The following is a sampling of the necessary reports:</p> <ul style="list-style-type: none"> <li>- Financial and Transaction Summaries/Reports <ul style="list-style-type: none"> <li>o Daily bank deposits, cash summaries, and deposit reports <ul style="list-style-type: none"> <li>o Daily activity reports, revenue distribution summaries; and unmatched treasury deposit reports</li> </ul> </li> <li>o FLAIR/Corporations Fiscal Reconciliations</li> <li>o Notary/Apostille Funds summaries</li> <li>o P-Card Transaction Reports</li> <li>o By Payment Type</li> <li>o Payments by fee categories</li> <li>o Legislative reports</li> <li>o General and specific statistical filing and data reports</li> <li>o Payment distribution reports/summaries</li> <li>o Unconnected fiscal reports</li> <li>o Sunbiz accounts balances, itemizations, and statements</li> <li>o Refund summaries</li> <li>o Batch processing summaries</li> <li>o Error reports</li> </ul> </li> <li>- Statistical and Processing Summaries/Reports <ul style="list-style-type: none"> <li>o Statistical <ul style="list-style-type: none"> <li>▪ By Entity, Transactional, Event or Payment Type</li> <li>▪ By Specified Timeframe (Fiscal Year, Calendar Year, Month, Quarterly, etc.</li> <li>▪ Team and/or individual Filing Statistics</li> <li>▪ Method of submission</li> </ul> </li> <li>o Outstanding, delinquent or pending reports and summaries</li> <li>o Mailing, notice, expiration and dissolution summaries</li> <li>o Error reports</li> </ul> </li> </ul>		

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
13	(1) Appendix 2: Requirements (2) Page Number 13 - <b>Requirement 10.002</b>	Requirement states, <i>“The portal for accessing the Florida Department of State, Division of Corporations Business Registry System will be <a href="http://dos.myflorida.com/sunbiz/">http://dos.myflorida.com/sunbiz/</a>”</i>  What is the expectation to present or embed the screens from the vendor's solution into the DOS portal?
<p><b>A-13 In regards to requirement 10.002, what is the expectation to present or embed the screens from the vendor's solution into the DOS portal?</b></p> <p>At this time, the only stipulation related to requirement 10.002 is that the Universal Resource Locator (URL) for the solution be dos.myflorida.com/sunbiz/. Any other requirements for the screens will be determined during the Joint Application Development (JAD) sessions held during the project’s discovery phase.</p>		

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
14	(1) Appendix 2: Requirements Page Number 14 - <b>Requirement 10.013</b> AND (2) Section 7 - Attachments Page Number 21 - <b>Attachment C – Statement of Work/Specifications and Requirements</b> oSummary Business Process Requirements	Requirement 10.013 states, <i>“The vendor shall ensure that the system will have limited downtime for patches or for failover (99% uptime)”</i>  Summary Business Process Requirements states, <i>“Reduce the risk of significant failure with 99.982% uptime (1.6 hours per year interruption [except for scheduled and maintenance and promotions])”</i>  We understand that DOS stated at the Pre-Bid Conference an expectation of 99.99% uptime (max downtime of 1.6hrs per year).  Please clarify the uptime expectation or if there is a distinction between these requirements.
<p><b>A-14 Requirement 10.013 states, “The vendor shall ensure that the system will have limited downtime for patches or for failover (99% uptime)” Summary Business Process Requirements states, “Reduce the risk of significant failure with 99.982% uptime (1.6 hours per year interruption [except for scheduled and maintenance and promotions])” We understand that DOS stated at the Pre-Bid Conference an expectation of 99.99% uptime (max downtime of 1.6hrs per year). Please clarify the uptime expectation or if there is a distinction between these requirements.</b></p> <p>The requirement is for the solution to meet the minimum requirements of a Tier 3 Data Center. Tier 3 Data Center specifications feature a 99.982% uptime (no more than 1.6 hours of downtime per year). For additional information, refer to the documentation provided by the Florida Agency for State Technology (AST), <i>Uptime Institute®</i>, and <i>Colocation of America®</i>.</p>		

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
15		Whether companies from Outside USA can apply for this? (like,from India or Canada)
<p><b>A-15 Can companies from outside of the USA apply for this?</b></p> <p>Yes, this solicitation is open to any company that: 1.) has successfully deployed and currently maintains and has maintained for one (1) year a business registry system for at least two (2) of the 50 states or its territories at the level of the Department of State or its equivalent; and 2.) can configure their COTS system to meet the laws, rules, regulations, administrative codes, and processing requirements of the State of Florida.</p> <p>All employees, however, must meet the requirements specified by this ITN. Refer to section 2.15 (page 13) and State of Florida Executive Order No. 11-116.</p> <p>Preference will be given to: 1.) companies with offices which are headquartered in the state of Florida or based in the United States of America (USA) and have offices in the USA; and 2.) companies which have previously developed, configured and successfully launched business registrations in two (2) or more of the eight (8) Service Areas requested by the Department.</p>		
16		Whether we need to come over there for meetings?
<p><b>A-16 Do we need to come over there for meetings?</b></p> <p>Yes.</p>		
17		Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
<p><b>A-17 Can we perform the tasks (related to RFP) outside USA?</b></p> <p>Yes, some tasks related to this ITN may be performed outside of the USA. However, no data or imaged documents related to a filing may be transmitted outside of the United States or its territories.</p>		
18		Can we submit the proposals via email?
<p><b>A-18 Can we submit the proposals via email?</b></p> <p>No, responses to this ITN are to be submitted in accordance with the requirements specified in subsection 3.3 Submittal Requirements of Section 3 – Reply Submission Instructions (page 32).</p>		

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
19	Page 41 Hosting and Maintenance	<p>“It is the intent for the solution to be hosted onsite (AST’s data center at Southwood in Tallahassee, FL). The proposed architecture, software, operating systems, and bandwidth will be the same if the solution is hosted at the Southwood Center or by the Vendor. <u>If hosted at the Southwood site, the cost for hosting the DOC Business Registry will have the same discounts for all Vendor proposed solutions.</u> For these and other reasons, the hosting and maintenance solutions are to assume that the Vendor is providing all of the hardware, software, operating systems, bandwidth, and licensing, as well as managed server fees. This descriptions and costs are to assume all environments, following the schedule listed in this document, with the growth rate described, and for an additional five (5) years.”</p> <p><i>It appears the State is implying that we should include costs for hosting at the state’s AST site; will the vendor be responsible for paying the cost for hosting at the AST site?</i></p>
<p><b>A-19 It appears the State is implying that we should include costs for hosting at the state’s AST site; will the vendor be responsible for paying the cost for hosting at the AST site?</b></p> <p>Yes. Vendor responses are to include all aspects of a successful solution, including the costs for development, hosting and maintenance for the period beginning with the execution of the contract through June 30, 2019, and the specified costs for each for the following five (5) years.</p>		

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
20	Page 39 of F23121 Teams and Management	Do each of the service areas' "Junior Project Managers" need to be PMP as certified by PMI? Or does this only apply to the "Lead Project Manager"?
<p><b>A-20 Do each of the service areas' "Junior Project Managers" need to be PMP as certified by PMI? Or does this only apply to the "Lead Project Manager"?</b></p> <p>A project of this size, scope, complexity, and timeline requires more than one certified project manager as defined by the Project Management Institute (PMI). The vendor must include how the project is to be managed; and indicate if the Project Team will utilize a Single/Senior PM as the project's coordinator/administrator, Assistant Project Managers, and/or Junior Project Managers in their proposed Project Management Plan. The key element is Span of Management.</p> <p>Not all managers within the project are required to be a Project Management Professional®. A "Lead Developer" may be responsible for the management of a service area work group, provided it does not include more than four (4) additional persons. A PMP® is required to manage two (2) or more work groups or one large work group.</p> <p>Each Project Plan will be evaluated based on its own merits. The Staffing Plan and the Resumes submitted with the Response must align.</p>		
Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
21	Page 6 of F23121 15. Insurance Requirements	There does not appear to be a requirement for having Cyber Security Insurance coverage. Is and /or would the State be considering COI for each incident? If so, how much insurance would be required?
<p><b>A-21 There does not appear to be a requirement for having Cyber Security Insurance coverage. Is and /or would the State be considering COI for each incident? If so, how much insurance would be required?</b></p> <p>No.</p>		



Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
22	F29964_ITNCOTSSections16Final101617.pdf 2.6 (Vendor Generated Terms and Conditions) Pg 11	<p>Section 2.6 states that Vendors shall submit Vendor licensing and software agreement terms and conditions as instructed in Section 3.2, but Section 3.2 contains no instructions regarding submission of Vendor licensing and software agreement terms and conditions.</p> <ul style="list-style-type: none"> <li>• Please explain the procedure for submitting Vendor licensing and software agreement terms and conditions?</li> </ul>
<p><b>A-22 Section 2.6 states that Vendors shall submit Vendor licensing and software agreement terms and conditions as instructed in Section 3.2, but Section 3.2 contains no instructions regarding submission of Vendor licensing and software agreement terms and conditions. Please explain the procedure for submitting Vendor licensing and software agreement terms and conditions.</b></p> <p>The referenced statement on page 11 refers to Section 3.2 – Submission format, Tab 6. In general, the reference is to all of Tab 6, but specifically to T6.6 and T6.7 (page 25).</p> <p>“T6.6 Third-party applications. List and describe all third-party applications utilized in the solution. Include versions and annual licensing costs</p> <p>T6.7 Licensing. For the proposed solution, describe the licensing required and licensing options, including advantages of the various options, and any escrow agreements, as applicable. The Respondent is to specifically outline the associated licensing and maintenance fees in the cost proposal. . . .”</p>		
23	F29964_ITNCOTSSections16Final101617.pdf Section 3.2 (Submission Format) Pg 11	<p>Section 3.2 describes 3 required Volumes of the submission, but only provides instructions for Volume Two (pages 18-31) and Volume Three (pages 31-32). Please provide instructions for Volume One?</p>
<p><b>A-23 Section 3.2 describes 3 required Volumes of the submission, but only provides instructions for Volume Two (pages 18-31) and Volume Three (pages 31-32). Please provide instructions for Volume One.</b></p> <p>Volume one is to be sealed separately and labeled “VOLUME ONE: Administrative Qualification Documents.” The volume is to contain 10 Tabs. Submit the completed “Solicitation Acknowledgement Form,” which is the cover of the ITN, entitled “DOC COTS Business Registry Solution” and numbered “DOS ITN 10/17-12,” under “Tab 1: Solicitation Acknowledgement Form.”</p> <p>The templates for Tabs 2 through 10 are found in the ITN as Attachments E through M.</p> <p>If a tabbed item is not applicable, include the tab and indicate “Not Applicable.”</p> <p>If more than one copy of the form is needed (i.e., Attachment G – Reference Questionnaire x 2 and Attachment M – Vendor References x 3), Respondent may make copies as needed. The templates may be expanded or recreated as needed. If recreated, the content or format of the template cannot be changed.</p>		

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
24	F29964_ITNCOTSSections16Final101617.pdf General	<ul style="list-style-type: none"> <li>Please confirm that the mandatory qualifications must be met by the prime contractor and not by a subcontractor.</li> </ul>
<p><b>A-24 Please confirm that the mandatory qualifications must be met by the prime contractor and not by a subcontractor.</b></p> <p>A subcontractor is defined “as any person other than an employee of Respondent who performs any services listed in this ITN for compensation.” “Any proposed subcontractor whose percentage of work to be performed (measured as percentage of the total contract price) equals or exceeds twenty (20) percent shall submit the required information, as well.” (ITN page 21)</p> <p>In summary, any subcontractor completing 20% of the work must meet the mandatory qualifications.</p>		
25	F23121_ITNCOTSSection7AttachmentsFinal101617 Attachment C - Statement of Work, Attachment D Cost Reply Sheet	<ul style="list-style-type: none"> <li>Do vendors have the ability to add additional deliverables to the Attachment C - SOW and Attachment D - Cost Reply Sheet?</li> </ul>
<p><b>A-25 Do vendors have the ability to add additional deliverables to the Attachment C - SOW and Attachment D - Cost Reply Sheet?</b></p> <p>Yes. As per the instructions for Tab 1: Attachment D - Cost Reply Sheet, “The following costs, at a minimum, shall be included: software configuration, testing, installation, and maintenance, hardware acquisition, installation, and maintenance, software acquisition, license and maintenance, and escrow account.</p> <p>Any proposed system component, hardware, service, or identified scope of work in the Respondent’s proposal that is not specifically priced or identified in the Respondent’s worksheets, or that is identified after award of the contract, will be assumed to be included by the Respondent at no additional cost.”</p> <p>DOS encourages the Respondent to be as detailed as possible and to include all deliverables and their costs. Because the Department may benefit from other deliverables, which may or may not have been considered by the Department, the Respondent should include deliverables not listed within the ITN.</p>		

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
26	F23121_ITNCOTSSection7AttachmentsFinal101617 Attachment D Cost Reply Sheet	<ul style="list-style-type: none"> <li>In Attachment D - Cost Reply Sheet, Yearly Maintenance Cost, we realize there is no increase for the initial years 1 through 5, however, are vendors allowed to provide a one time cost increase starting in year 6 that would remain flat through years 6 - 10?</li> </ul>
<p><b>A-26 In Attachment D - Cost Reply Sheet, Yearly Maintenance Cost, we realize there is no increase for the initial years 1 through 5, however, are vendors allowed to provide a one-time cost increase starting in year 6 that would remain flat through years 6 - 10?</b></p> <p>There is no requirement for the Respondent's yearly maintenance costs to remain the same for any of the years one (1) through ten (10). DOS expects the Respondent to consider higher maintenance costs until the system is fully stabilized; and then consider possible increases for licensing, storage, replacement of hardware, expansion, and other costs.</p>		
27	F347_ITNCOTSAAppendix2Final101617 Requirement 13.005, Pg 15	<p>The requirement specifies that the "system's website must utilize a Secure Socket Layer (SSL) with at least 128 bit encryption". SSL is a deprecated standard and has been replaced by Transport Layer Security (TLS) with the modern version being 1.2.</p> <ul style="list-style-type: none"> <li>Is it acceptable for the vendor to propose this instead in the State's best interest?</li> </ul>
<p><b>A-27 The requirement specifies that the "system's website must utilize a Secure Socket Layer (SSL) with at least 128 bit encryption". SSL is a deprecated standard and has been replaced by Transport Layer Security (TLS) with the modern version being 1.2. Is it acceptable for the vendor to propose this instead in the State's best interest?</b></p> <p>Yes. Requirement 13.005 should read "At a minimum, the system's website must utilize a Secure Socket Layer (SSL) with at least 128 bit encryption."</p>		

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
28	F347_ITNCOTSAppendix2Final101617 Requirement 9.011, Pg 12	<p>The requirement states “The vendor will provide the converting of the images in BLOB storage to compressed .tif images”. Another requirement, Requirement 4.004 states “The system must store Images as compressed .tif or .pdf files”, thereby allowing the vendor to specify a format.</p> <ul style="list-style-type: none"> <li>• Is it a correct assumption that this can also extend to Requirement 9.011 and that the vendor can propose a conversion into a PDF format instead of TIF?</li> </ul>
<p><b>A-28 The requirement states “The vendor will provide the converting of the images in BLOB storage to compressed .tif images”. Another requirement, Requirement 4.004 states “The system must store Images as compressed .tif or .pdf files”, thereby allowing the vendor to specify a format. Is it a correct assumption that this can also extend to Requirement 9.011 and that the vendor can propose a conversion into a PDF format instead of TIF?</b></p> <p>Either format is acceptable, provided the format is editable and redactable, with PDF files being the preferred format for export to users.</p>		
29	F347_ITNCOTSAppendix2Final101617 Requirement 9.002, Pg 11	<p>The requirement states “The system must have the ability to import data from other data sources (e.g. FTP; code tables etc.)”.</p> <ul style="list-style-type: none"> <li>• Can the State define the other data sources and the business purpose of the data being imported?</li> </ul>
<p><b>A-29 For Requirement 9.002, can the State define the other data sources and the business purpose of the data being imported?</b></p> <p>Data sources requiring migration outside of the Oracle and SQL databases identified include, but are not limited to: excel spreadsheets; standalone code tables; and ancillary SQL databases. The total list of data sources will be provided during the discovery phase.</p>		

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
30	F347_ITNCOTSAAppendix2Final101617 Databases - General	<ul style="list-style-type: none"> <li>• Please describe the three in-scope databases that currently exist in terms of:               <ol style="list-style-type: none"> <li>a. Technology vendor</li> <li>b. Data category (from the 8 modules)</li> <li>c. Total number of records</li> </ol> </li> </ul>
<p><b>A-30 Please describe the three in-scope databases that currently exist in terms of:</b></p> <ol style="list-style-type: none"> <li>a. <b>Technology vendor:</b> In-house development</li> <li>b. <b>Data category (from the 8 modules):</b> Includes, but is not limited to, social data and fiscal data</li> <li>c. <b>Total number of records:</b> 398 million records</li> </ol>		
31	F23121_ITNCOTSSection7AttachmentsFinal101617 Attachment C - Statement of Work/Specifications and Requirements Training, Pg 26	<ul style="list-style-type: none"> <li>• Of the 150 users how many are system administrators?</li> <li>• Can we assume that all users will be trained at one location?</li> </ul>
<p><b>A-31.1 Of the 150 users how many are system administrators?</b></p> <p>At this time, there are five (5) administrative users.</p> <p><b>A-31.2 Can we assume that all users will be trained at one location?</b></p> <p>Yes. Unless mutually agreed upon by the Vendor and the Department's Project Manager, all training related to Attachment C - Statement of Work/Specifications and Requirements Training (page 26), all training will take place in the Division of Corporations' training room (room 305 in the Clifton Bldg.), which is located at 2661 Executive Center Circle West, Tallahassee, FL 32301. Training may include up to 150 Division employees. The Division currently has 107 FTE. Because the room will accommodate up to 40 persons for training purposes, multiple training sessions will be required.</p>		
32	F347_ITNCOTSAAppendix2Final101617 Requirement 3.003, Pg 2	<ul style="list-style-type: none"> <li>• Pertaining to requirement 3.003, please describe where the current SunBiz E-File accounts are stored.</li> </ul>
<p><b>A-32 Pertaining to requirement 3.003, please describe where the current SunBiz E-File accounts are stored.</b></p> <p>Sunbiz E-File accounts are stores in the legacy (Oracle Rdb) database.</p>		

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
33	F347_ITNCOTSAAppendix2Final101617 Requirement 3.005, Pg 2	<p>The requirement asks that the system “provide the ability to validate credit cards, cash receipts and check payments”.</p> <ul style="list-style-type: none"> <li>• What is meant by “validate” in this context? Can the State provide an example of what is performed during a validation and what is produced?</li> </ul>

**A-33.1 3.005 The system will provide the ability to print to validate credit cards, cash receipts and check payments. What is meant by “validate” in this context?**

In this context, DOS uses the term “validate” to identify the process by which a payment record is indexed and subsequently associated with the specific DOS filing, request, or service deliverable. Checks and cash receipts are “validated” as part of the DOS deposit process. Credit card payments are also “validated” in a similar process.

**A-33.2 3.005 The system will provide the ability to print to validate credit cards, cash receipts and check payments. Can the State provide an example of what is performed during a validation and what is produced?**

In the current process, DOS utilizes an Add Deposit Payment application.

The application:

- Creates and opens a batch (which is opened with the current date) with a batch date and sequence number (each check represents a sequence within the batch);
- Records the amount of the check as the deposit amount; and
- Assigns a 12 digit tracking number for each filing.

Each batch is usually limited to 25 checks for reconciliation purposes.

For example, a document is received by DOS on November 1, 2017. It is accompanied by a \$70.00 check. The process would be as follows:

- The check is validated on November 1, 2017.
- Because it is the first check received by DOS on November 1, 2017, It will be assigned the day’s first batch number; and it is the first check in the batch.
- The new batch is created.
- The check amount of \$70.00 is entered as the deposit amount; and a 12 digit tracking number is assigned.
- A validation could be printed on the document’s assigned fiscal cover sheet. It would include the 12 digit tracking on the first line; followed by the date, batch number, sequence number, and the amount as follows “11/01/17 01001 001 70.00”
- The back of the check would be “validated” or endorsed as well, and would include DOS’s account number on the first line, “DOS only” on the second; and “70.00, 11/01/17 01001 001” on the third.

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
34	F347_ITNCOTSAAppendix2Final101617 Requirement 3.006, Pg 2	<p>This requirement describes the ability to print information on the back of a check.</p> <ul style="list-style-type: none"> <li>Does the State have specialized check printing equipment currently? If not, does the State plan to purchase such devices?</li> </ul>
<p><b>A-34 3.006 The system will provide the ability to print the validation (batch ID, etc.) on the back of a check and display the check image in the system. Does the State have specialized check printing equipment currently? If not, does the State plan to purchase such devices?</b></p> <p>DOS currently uses slip printers which are outdated and <b>not</b> compatible with newer computer software or hardware. The proposed solution will require new hardware. The award issued through this ITN is inclusive and any hardware purchased by the vendor with these funds remains the property of the State of Florida.</p>		
35	F23121_ITNCOTSSection7AttachmentsFinal101617 Attachment C - Statement of Work/Specifications and Requirements Deliverables, Pgs 30-37	<p>The 17 Deliverable tables included in Attachment C do not include any Deliverables for any Ancillary Functionality.</p> <ul style="list-style-type: none"> <li>Can you clarify expected Deliverables and dates for the Ancillary Functionality?</li> </ul>
<p><b>A-35 Can you clarify expected Deliverables and dates for the Ancillary Functionality?</b></p> <p>The Deliverables for both the Ancillary Functions and the Core Service Area are the same. The Ancillary Functions consist of the following seven (7) Service Areas: Judgment and Federal Tax Liens; Authentications (Apostilles and Notarial Certifications); Notaries Public; Cable Franchises; Trademarks and Service Marks; Service of Process and Subpoenas; and Public Records Request and Records Exemption Requests. The Project Milestones and the tables describing the Deliverables/Task, Performance Measures, and Financial Consequences shall serve as the framework. The final charter will be determined during the Negotiations. A third frame is attached to these responses.</p>		

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
36	F23121_ITNCOTSSection7AttachmentsFinal101617 Attachment C - Statement of Work/Specifications and Requirements Project Milestones, Pg 28	The Project Milestones listed in Attachment C require "Go Live" of Core Functionality in December 2018. <ul style="list-style-type: none"> <li>Assuming that the contract is executed on Monday, April 2, 2018, the "Working System" Deliverable No. 12 is not due until 200 business days of contract execution, which will be January 18, 2019. Is this correct?</li> </ul>
<p><b>A-36 Assuming that the contract is executed on Monday, April 2, 2018, the "Working System" Deliverable No. 12 is not due until 200 business days of contract execution, which will be January 18, 2019. Is this correct?</b></p> <p>It is the Department's goal to have a significant, public facing deliverable in Production by December 31, 2018. The deliverable and the delivery date will be negotiated, and determined by what is feasible and is in the best interest of the Department.</p>		
37	F23121_ITNCOTSSection7AttachmentsFinal101617 Attachment C - Statement of Work/Specifications and Requirements Deliverables, Pg 39	The ITN mandates that a one-year warranty is required. The Project Schedule provision of the ITN mandates that the Core System be implemented by December 31, 2018, while the Ancillary Service Area functionality be implemented by June 30, 2019. <ul style="list-style-type: none"> <li>Please confirm that the warranty is expected to run from the implementation of the Core System, from December 31, 2018, through December 31, 2019, for all Service Areas, including Ancillary.</li> </ul>
<p><b>A-37 Please confirm that the warranty is expected to run from the implementation of the Core System, from December 31, 2018, through December 31, 2019, for all Service Areas, including Ancillary.</b></p> <p>The one-year warranty for the entire system is intended to have a start date of July 1, 2019, and end June 30, 2020.</p>		



Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
38	F347_ITNCOTSAAppendix2Final101617 Requirement 3.018, Pg 5	<p>This requirement asks that the solution "...provide the ability to accept and process transactions received from external financial agencies".</p> <ul style="list-style-type: none"> <li>• Can you please provide examples of these transactions and how they are recorded?</li> </ul>
<p><b>A-38 3.018 The system will provide the ability to accept and process transactions received from external financial agencies. This requirement asks that the solution "...provide the ability to accept and process transactions received from external financial agencies." Can you please provide examples of these transactions and how they are recorded?</b></p> <p>DOS currently receives ACH transfers from other state agencies, its third-party credit card vendor, its third-party UCC processor, the FBI, and IRS. Upon receipt of a payment, DOS creates a payment record through its fiscal validation application. The validation records are noted on the transaction records for accounting and reconciliation purposes.</p>		
39	F347_ITNCOTSAAppendix2Final101617 Requirement 3.025, Pg 5	<p>For this requirement, does the State currently have check scanning devices? If not, does the State plan to purchase these separately or should the vendor price this in to the solution?</p>
<p><b>A-39 3.025 The system will provide the ability to scan checks and money orders for electronic deposits. For this requirement, does the State currently have check scanning devices? If not, does the State plan to purchase these separately or should the vendor price this into the solution?</b></p> <p>DOS does not own any check scanning devices. Due to a high fail rate, DOS does not utilize the electronic remote deposit equipment provided by the State of Florida's current vendor. The award issued through this ITN is inclusive and any hardware purchased by the vendor with these funds remains the property of the State of Florida.</p>		

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
40	F347_ITNCOTSAppendix2Final101617 Requirement 3.035, Pg 6	<p>For this requirement, the State requests "...the ability to import and reconcile fiscal information received for UCC transactions from a third party vendor".</p> <ul style="list-style-type: none"> <li>• Since the transactional/filing records for UCC will not be in the proposed solution, please describe the "reconciliation" that the State expects the proposed solution to perform for the imported data.</li> </ul>
<p><b>A-40 In respect to Requirement 3.035, since the transactional/filing records for UCC will not be in the proposed solution, please describe the "reconciliation" that the State expects the proposed solution to perform for the imported data.</b></p> <p>The system must provide DOS with the ability to import financial data it receives from Bank of America via its CashPro application; allow users to parse/distribution the financial data allocated to both DOS and the vendor; and allow DOS to transfer its remaining funds to its Wells Fargo Account. Records must be identified by received date, timestamp and by the user (or processor). Once receipt of the financial data is verified by the internal user, DOS must be able to compare and verify the data in its system against reports received from both Bank of America and Wells Fargo for reconciliation purposes.</p>		
41	F347_ITNCOTSAppendix2Final101617 Requirement 3.054, Pg 7	<p>For this requirement, the State asks for the system to "...provide the ability to account for funds from other agencies through "JT Transfer" and the SAMIS code".</p> <ul style="list-style-type: none"> <li>• Please describe the JT Transfer process.</li> <li>• Does the system need to do anything with the SAMIS code other than store it?</li> </ul>
<p><b>A-41.1 3.054 The system will provide the ability to account for funds from other agencies through "JT Transfer" and the SAMIS Code. Please describe the JT Transfer process.</b></p> <p>A Journal Transfer (JT) is used by various Florida governmental agencies to transfer funds or make payments from one agency to another. The agency transfers the payment through SAMIS using the applicable SAMIS code(s).</p> <p><b>A-41.2 3.054 The system will provide the ability to account for funds from other agencies through "JT Transfer" and the SAMIS Code. Does the system need to do anything with SAMIS code other than store it?</b></p> <p>The SAMIS code identifies both the agency receiving and transferring the payment or funds and identifies the funds as either "General Revenue" or "Trust" funds. This information is required for audit and reconciliation purposes.</p>		

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
42	F347_ITNCOTSAAppendix2Final101617 Requirement 4.007, Pg 7	<p>This requirement specifies that “The system must store all documents as a single file linked to the entity and filing”.</p> <ul style="list-style-type: none"> <li>• Please confirm that by a “single file”, it is per document and not for all filings for a given entity. In other words, Company A’s articles of incorporation should be a single file, but all of Company A’s history of filings should not be one big file. If this understanding is incorrect, please provide a clarification on this requirement.</li> </ul>
<p><b>A-42 Requirement 4.007. Please confirm that by a “single file”, it is per document and not for all filings for a given entity. In other words, Company A’s articles of incorporation should be a single file, but all of Company A’s history of filings should not be one big file. If this understanding is incorrect, please provide a clarification on this requirement.</b></p> <p>Confirmed. “Single file” refers to all of the pages (i.e., cover sheet, payment receipt, correspondence, filing form or document, and attachment(s), if any) included or submitted to accomplish a single filing event or transaction. Single files are to be stored as a one single image; each page does not represent a separate file. For example, Company A has filed Articles of Incorporation, an Annual Report, and Articles of Amendment. All three documents represent three single files and are to be imaged separately. The three images are then indexed and accessed under the record for Company A.</p>		

Vendor Question Number	ITN Page Number, Section Number, Subsection Reference	Vendor Question
43	F23121_ITNCOTSSection7AttachmentsFinal101617 Attachment C - Statement of Work, Hosting and Maintenance, Pg 41	<p>The ITN specifies in part that “the hosting and maintenance solutions are to assume that the Vendor is providing all of the hardware, software, operating systems, bandwidth, and licensing, as well as managed server fees”.</p> <ul style="list-style-type: none"> <li>• Does the vendor need to provide any costing for these aforementioned items if we are proposing hosting to take place at the AST?</li> <li>• If the vendor proposes hosting at the AST, does the vendor need to provide costing or just resource/capacity units?</li> <li>• If the State needs vendors to submit costing from the AST, how can this be obtained by the vendor?</li> </ul>
<p><b>A-43.1 The ITN specifies in part that “the hosting and maintenance solutions are to assume that the Vendor is providing all of the hardware, software, operating systems, bandwidth, and licensing, as well as managed server fees”. Does the vendor need to provide any costing for these aforementioned items if we are proposing hosting to take place at the AST?</b></p> <p>Yes.</p> <p><b>A-43.2 If the vendor proposes hosting at the AST, does the vendor need to provide costing or just resource/capacity units?</b></p> <p>Yes. The proposal should include costs in addition to resource/capacity units.</p> <p><b>A-43.3 If the State needs vendors to submit costing from the AST, how can this be obtained by the vendor?</b></p> <p>All State of Florida agencies are currently in a blackout period for all Vendors related to this ITN. Therefore, the Agency for State Technology (AST) may not respond to a Vendor’s request for pricing information.</p> <p>AST recommends that each Vendor provide all information regarding their proposed solution based on the assumption hosting will occur outside the State’s datacenter. During the Negotiation phase of the ITN process, the Department will: 1.) provide AST with the Vendor’s proposed solution <u>without</u> pricing; and 2.) instruct AST to develop an implementation cost plan (based on the Vendor’s proposed solution) for each Vendor selected for the negotiation phase.</p>		

**A-43.4 List any and all available metrics related to data that must be converted, including but not limited to number of sources, tables, rows, number of images, size per image, etc.**

<b>table_name</b>	<b>row_count</b>
[dbo].[AnnualReportFees]	9
[dbo].[AnnualReportSubmissionReadModels]	11379819
[dbo].[CertificateOfStatus]	1554561
[dbo].[ContactReadModels]	7643592
[dbo].[CorrespondenceLetters]	0
[dbo].[CorrespondenceParagraphs]	0
[dbo].[CorrespondenceReadModel]	0
[dbo].[DeleteEntityLogs]	5812
[dbo].[DrawdownAccountReadModels]	1648
[dbo].[EmailLog]	540
[dbo].[EmailLogDetail]	1072003
[dbo].[EmailTemplate]	2
[dbo].[InquiryCableFranchises]	35
[dbo].[InquiryNames]	8177432
[dbo].[InquiryPrincipals]	20801475
[dbo].[MassEmailBatch]	621640
[dbo].[NewFilingSubmissionReadModels]	0
[dbo].[ShortNameItems]	88
[dbo].[ShortNames]	50
[dbo].[VerificationDocumentIdNumbers]	74656

Every entity has at least one (1) image. Most entities have at least one (1) image per year. An entity could potentially have hundreds of images per year. A low estimate of five (5) images per entity equals 38,265,755 images.

The size of every image is different. For example:

<http://search.sunbiz.org/Inquiry/CorporationSearch/ConvertTiffToPDF?storagePath=COR%5C2016%5C0210%5C80983098.tif&documentNumber=L16000027915>

<http://search.sunbiz.org/Inquiry/CorporationSearch/GetDocument?aggregateId=domp-p12000044237-8e5a2142-9c98-446c-8fd9-8b2a17fc22db&transactionId=p12000044237-fdda9876-b460-4071-a53b-73ee0815d8fd&formatType=PDF>

<http://search.sunbiz.org/Inquiry/CorporationSearch/ConvertTiffToPDF?storagePath=COR%5C2010%5C0810%5C00175904.Tif&documentNumber=132442>

<http://search.sunbiz.org/Inquiry/CorporationSearch/ConvertTiffToPDF?storagePath=COR%5C2006%5C1220%5CH0294291.Tif&documentNumber=132442>

**A-43.5 Are any services provided to the public on a subscription basis? If so, what information is provided and what fee structures are used?**

There are no subscriptions; however, we do provide several scheduled reports to the public.

**A-43.6 What interfaces will be included? Such as: Accounting, Payment, and Single Sign On/State Authentication.**

Credit card payments are processed by a third party. Entities may also establish and submit payments through a Prepaid Sunbiz E-File account. Checks are also processed using an in-house application. Alternative solutions will be considered.

**A-43.7 It appears all data is electronic, coming from the OpenVMS and Azure systems. Are these the only two locations, and are all data and images needed for the new system available electronically?**

With the exception of older microfiche images (which have not been converted to an electronic format and uploaded to Sunbiz.org), all data and images are available electronically. The Division proposed a separate microfiche conversion project for FY 2017-18. The Department will not consider the conversion of its microfiche records as part of this project.

Most electronic images are stored as .tif; however, all Azure images are currently data stored in BLOB. ReportViewer is used to render BLOB images as PDF for the public.

There are other databases on which data is stored. These are all Department of State databases on DOS hardware hosted by AST. The data bases are in SQL.

**A-43.8 What is the full volume, and size, of the data being migrated?**

For SQL Server 2012:

database_name	log_size_mb	row_size_mb	total_size_mb
Corporations_cor	25631.75	86811.06	112442.81

**A-43.9 What are the number of transactions of each type in a year and are there cyclical functions?**

The annual pageviews for Sunbiz.org are as follows:

For the time period July 1, 2016 – June 30, 2017  
Total: 294,306,729

For the time period July 1, 2015 – June 30, 2016  
Total: 281,808,897

For the time period July 1, 2014 – June 30, 2015  
Total: 268,780,928

For the time period July 1, 2013 – June 30, 2014  
Total: 258,674,003

For the time period July 1, 2012 – June 30, 2013  
Total: 123,206,520

There are two cyclical functions. Annual Reports are due every year between January 1 and May 1. Late fees apply to certain business entities after May 1. Administrative dissolution and revocation events are

performed for those entities which fail to file their reports. By law, administrative dissolution and revocation events must occur the fourth Friday in September. Once administratively dissolved or revoked, an entity cannot file an Annual Report.

Amended Annual Reports and Reinstatements may be filed at any time during the year.

**A-43.10 What are examples of the number and types of databases?**

The bifurcated system includes: two (2) Oracle Rdb 7.2 databases, which include compressed .tif image files; one (1) 2012 SQL Server database; and data and images stored as Binary Large Objects (BLOB) in the Azure Cloud.

**A-43.11 What is a normal daily transaction volume for both filing and searching?**

This depends greatly on the time of year. DOS has several peak workload periods throughout the year. For instance, on August 22, 2017: Services had 15,337 pageviews; while Search had 690,648 pageviews.

**A-43.12 What are the number of active and inactive entities?**

Inactive: 5,325,007      Active: 2,328,144

**A-43.13 What is the type of the current database and application development language?**

SQL Server 2012, 2 Oracle RDB 7.2, and Azure BLOB. The Azure applications utilize MVC4, c#. The older applications are written in COBOL and VB6.

**A-43.14 Do you have access to current source code (or documentation for current services and business rules)?**

No.

**A-43.15 What is the number of images?**

The actual total number of images would take approximately one week to calculate. Every entity has at least one (1) image. Most entities have at least one (1) image per year. An entity could potentially have hundreds of images per year. A low estimate of five (5) images per entity equals 38,265,755 images.

**A-43.16 Are the images stored in the database or physical files? Are they TIFF or PDF?**

Some images are stored on a file share as .tif images. Any image created by an application written after 2012 is stored as a blob and turned into a PDF for public consumption via ReportViewer.

**A-43.17 What ancillary services are required - such as B2B filing, B2B searching, bulk data exports?**

Daily, Monthly, Quarterly, and Yearly bulk data exports. See <http://dos.myflorida.com/sunbiz/other-services/data-downloads/>

#### **A-43.18 What is the required retention of records within the database?**

Per the Department of State's Records Retention Schedules:

##### **Applications: Fictitious Name Registrations Item #344**

Records must be retained five (5) fiscal years after expiration or cancellation of registration.

This record series consists of applications for fictitious name registrations as required by Section 855.09, Florida Statutes, Fictitious name registration, which provides that a person may not engage in business under a fictitious name unless the person first registers the name with the Division of Corporations. The series may include, but is not limited to, fictitious names registration applications, cancellations, cancellations and re-registrations, renewals, correspondence affecting the status of the registration, and any supporting documentation.

##### **Apostille Register/Index Item #261**

All records must be retained permanently.

This record series consists of a register or index providing the number and date of the Apostille certificate, the name of the person signing the public document and the capacity in which he has acted, or in the case of unsigned documents, the name of the authority which has affixed the seal or stamp. An apostille is a simplified certification, which is attached to public documents that are to be used in any country that has signed the 1961 Hague Convention. With the apostille, the document is entitled to recognition in the country of intended use, and no further authentication or legalization by the embassy or consulate of the foreign country where the document is to be used is required. Section 118.12, F.S., Certification of civil-law notary's authority; apostilles; Section 15.16, F.S., Reproduction of records; admissibility in evidence; electronic receipt and transmission of records; certification; acknowledgment; and Chapter 117, F.S., Notaries Public. Retention is permanent due to the ongoing need to reference these records to verify the legality of the documents to which the apostille relates.

##### **Apostille and Certificate of Notarial Authority Request Records Item #342**

Records must be retained for five (5) fiscal years.

This record series consists of requests for the issuance of Apostilles and Certificates of Notarial Authority. An apostille is a simplified certification, which is attached to public documents that are to be used in any country that has signed The Hague Convention and recognizes requirements of Convention 12 Acts of 1961. With the apostille, the document is entitled to recognition in the country of intended use, and no further authentication or legalization by the embassy or consulate of the foreign country where the document is to be used is required. Certificates of Notarial Authority are issued for those countries that have not signed The Hague Convention. This certificate authenticates the notary's signature, seal and authority to act as a notary on the date that the notarial act was performed. The series may include, but is not limited to, the request, copies of the documents being certified, and any other supporting documentation. Section 118.12, Florida Statutes, Certification of civil-law notary's authority; apostilles; Section 15.16, Florida Statutes, Reproduction of records;



admissibility in evidence; Electronic receipt and transmission of records; certification; acknowledgment; and Chapter 117, Florida Statutes, Notaries Public.

**Federal Lien Registration Records Item #345**

Records must be retained for five (5) fiscal years after the federal lien lapses.

The record series consists of federal tax liens and other liens filed against a business entity in this state in order to secure any unpaid federal taxes or amounts pursuant to Section 713.901, Florida Statutes, Florida Uniform Federal Lien Registration Act. The series may include, but is not limited to, notices of federal tax liens, releases, discharges, refilled notices, amendments, and withdrawals processed by the Division of Corporations.

**Application Records: State-Issued Certificate of Franchise Authority for Cable or Video Services Item #346**

Records must be retained permanently.

This record series consists of applications for State-Issued Certificate of Franchise Authority for Cable or Video Services as provided by Chapter 610, Florida Statutes, Cable and Video Services. The Department is designated as the franchising authority for a state-issued franchise for the provision of cable or video services. The series may include, but is not limited to, applications; renewals; signed and notarized affidavits; certificates of authority; amendments; and general correspondence.

**Trademarks/Service Marks Item #321**

All records must be retained permanently.

This record consists of Trademark applications, active and expired, dating from the enactment of the Florida Trademark Law of 1902. The record consists of bound volumes, cancelled trademarks, trademark applications and master card file index.

**Notary Public Index Item #262**

All records must be retained permanently.

This record series consists of an index to notaries providing the name of the notary public, address, effective and expiration date of commission and the name of the bonding company. Chapter 117, F.S., Notaries Public; Chapter 118, F.S., International Notaries; and Rule 1C-18, F.A.C., Florida Civil Law Notary. Due to the requirements set forth by the aforementioned statutes and rule, records must be retained permanently to allow for ongoing reference to the original commission appointments.

**Certification Request Correspondence Item #347**

Records must be retained for five (5) fiscal years.

This record series consists of requests for certificates of status, certified copies, and photocopies regarding business entities, trademarks, notaries, liens, and cable franchises.

**Mailing Lists: Fictitious Name Renewal Notices Item #348**

Records must be retained permanently.

This record series consists of mailing lists of fictitious name renewal notices as required by Section 865.09, Florida Statutes, Fictitious name registration. The Division of Corporations is required to provide notice to all fictitious names registrations of the requirement for filing an application for renewal every five years that the business entity is doing business in the State of Florida. The Division sends the renewal notice to the most recent address supplied by the business.

**Taxpayer Records: Corporate (Foreign Non-qualified) #247**

All records must be retained permanently.

All records received and generated by the Div. pursuant to s. 213.053(14), F.S. The Div. and the Dept. of Revenue's corporate records are matched against each other with a list of those business entities which they are missing. The Dept. of Revenue discloses to the Div. the name, address, federal employer identification number and the duration of tax filings with this state of all corporate or partnership entities which have filed tax returns pursuant to F.S. Chapter 199 (Personal Property Intangible Tax) or Chapter 220 (Corporate Income Tax). The Div. uses such information only in the pursuit of its official duties relative to non-qualified foreign corporations in the recovery of fees and penalties due and owing the State pursuant to s. 607.1501, F.S. The Div. sends letters of inquiries to those business entities which had complied with FL revenue laws but were not registered to do business with the Div. All information exchanged between the Div. and the Department of Revenue is subject to the same requirements of confidentiality as the Dept. of Revenue.

**Filing Records: Corps, Limited Partnerships, and Limited Liability Companies Item #243**

All filings must be kept permanently.

Articles of incorporation, partnership agreements, mergers, registered agent assignments, amendments, annual reports, correspondence affecting the status of the business entity, dissolutions and any other records which are filed by the Division of Corporations' pursuant to Florida Statutes Chapters 605, 607, 608, 617 and 620.

**Judgment Lien Records Item #230** requires judgment lien to be retained for a period of one calendar year following their lapse.

This record series consists of, but is not limited to, judgment lien certificates, terminations, partial release, assignments and corrections. A judgment lien securing the unpaid amount of any judgment may be acquired on a judgment debtor's interest in personal property in the State of Florida. A judgment lien is acquired after the judgment has become final by filing a Judgment Lien Certificate with the Department of State, Division of Corporations. Chapter 55.204, F.S., Duration and continuation of judgment lien; destruction of records.

**Notary Public Commission Records Item #232**

Records must be retained permanently.

This record series consists of, but is not limited to, notary applications, civil law notary applications, amended commissions, notary renewals and civil law notary annual reports. A notary public must be 18 years of age

and a legal resident of Florida. A civil law notary must be a Florida attorney who is a member of the Florida Bar in good standing. Applications to become a notary public must be obtained from a state approved bonding agency or the Department of State and submitted through an approved agency. Chapter 117, F.S., Notaries Public; Chapter 118, F.S., International Notaries; and Rule 1C-18, F.A.C., Florida Civil Law Notary. Due to the requirements set forth by the aforementioned statutes and rule, records must be retained permanently to allow for ongoing reference to the original commission appointments.

**Service of Process Records Item #343**

These records must be retained for five (5) fiscal years.

This record series consists of service of process accepted by the Division of Corporations pursuant to Chapter 48, Florida Statutes, Process and Service of Process. The Division of Corporations merely accepts Substituted Service of Process and is not responsible for serving any designated individual except when designated by statute on withdrawn foreign corporations. The Division may accept service of process for domestic limited partnerships, foreign limited partnerships, nonresident motor vehicle owners, nonresidents engaging in business in the state, nonresidents operating aircraft or watercraft in the state, and any retailer, dealer or vendor who has failed to designate an agent for service of process. The series may include, but is not limited to, copies of court issued summons signed by the Clerk of the Circuit Courts, copies of the complaints, correspondence, and any other supporting documentation.

**Mailing Lists: Annual Reports First and Reminder Notices Item #351**

Records must be retained for three (3) calendar years.

This record series consists of mailing lists of annual report first and reminder notices mailed to profit corporations, limited liability companies, not for profit corporations, and limited partnerships pursuant to Sections 607.1622, 608.4511, 617.1622 and 620.1210, Florida Statutes. To facilitate the business entity's responsibility, the Division of Corporations provides notice to all business entities of the requirement for filing an annual report for every calendar year that the business entity is doing business in the state of Florida. The Division mails the notice to file to the most recent address supplied by the business entity.

**Mailing Lists: Annual Report Intent to Dissolve Notices Item #350**

Records must be retained permanently.

This record series consists of mailing lists of notices of intent to dissolve mailed to profit corporations, limited liability companies, not for profit corporations, and limited partnerships pursuant to Sections 607.1421, 607.1530, 608.4481, 608.513, 617.1421, 617.531, 620.1809, and 620.1906, Florida Statutes. The Division of Corporations is required by statute to provide notice to all business entities required to file an annual report of the anticipated administrative dissolution or revocation if the annual report is not filed within the time frame outlined in the business entity's specific statute.

**Mailing Lists: Annual Report Dissolution and Revocation #349**

Records must be retained permanently.

This record series consists of mailing lists of administrative dissolution and revocation certifications mailed to profit corporations, limited liability companies, not for profit corporations, and limited partnerships pursuant to Sections 607.1421, 607.1530, 608.4481, 608.513, 617.1421, 617.531, 620.1809, and 620.1906, Florida Statutes. The Division of Corporations is required by statute to provide certification of administrative dissolution or revocation to all business entities that have failed to file an annual report for the filing year. The certification is mailed to the most recent address supplied by the entity.

**Corporate Filings: Closed or Rejected Item #400**

Records must be retained for five (5) fiscal years after closed or rejected.

This record series consists of filings that have been closed or rejected due to individuals or businesses failing to provide required information needed to complete the filing. Types of filings may include, but is not limited to, business entity filings, trade and service mark registrations, federal lien recordings, judgment lien filings, uniform commercial code financing statements, fictitious name registrations, notary commissions, and cable and video service franchises. The series may include, but is not limited to, applications, trademark specimens, amendments, documentation of financial transaction, and other applicable and supporting documentation. See Florida Statutes Chapter 55, Judgments; Chapter 117, Notaries Public; Chapter 118, International Notaries; Chapter 495, Registration and Protection of Trademarks; Chapter 605, Florida Revised Limited Liability Company Act; Chapter 607, Florida Business Corporation Act; Chapter 608, Limited Liability Companies (2010); Chapter 617, Corporations Not For Profit; Chapter 520, Retail Installment Sales; Chapter 720, Homeowners' Associations; Chapter 713, Liens, Generally; and Chapter 865, Violations of Certain Commercial Restrictions.

**Corporation Correspondence Item #315**

Records must be retained for one (1) anniversary year after last date.

This record series consists of routine requests for information generally concerning corporation names, addresses, registered agents, letters of receipt, and information on name availability. It also includes copies of responses from the Division of Corporations.

**Public Inquiry Correspondence Item #352**

Records must be retained for one (1) calendar year.

This record series consists of inquiries from the public for information regarding the services provided by the Division. The series may include, but is not limited to, compliments and complaints regarding fees, processes, or the level of service receive. The series may also include the Divisions' responses to the inquiries. The Division's filings are managed on a calendar year basis and inquiries are related to the current calendar year cycle.

Per the State of Florida's GS1-SL for state and local government agencies:

**RECEIPT/REVENUE RECORDS Item #365**

Records must be retained for a period of five (5) fiscal years.

This series consists of records documenting specific receipts/revenues collected by an agency through cash, checks, electronic fund transfers (EFT), credit and debit cards, or other methods. The series may include, but is not limited to, records such as cash collection records and reports, cash receipt books, cash register tapes, deposit/transfer slips, EFT notices, credit and debit card records, receipt ledgers, receipt journal transactions and vouchers, refund records, bad check records, and other accounts receivable and related documentation. Retention is based on Section 95.11(2), Florida Statutes, Statute of Limitations on contracts, obligations, or liabilities.

**RECEIPT/REVENUE RECORDS Item #366**

Records must be retained for a period of ten (10) fiscal years.

This series consists of records providing summary or aggregate documentation of receipts/revenues collected by an agency. The series may include, but is not limited to, records such as trial balance reports, bank statements, credit and debit card reports, revenue reconciliations, collection balance sheets, and other accounts receivable summary and related documentation.

**A-43.19 What types of entities are handled by the Division?**

- Domestic and Foreign, Professional and Non-Professional, Profit and Non-Profit Corporation documents, including annual reports and registered agent/registered office designations, filed pursuant to Chapters 607, 617, and 621 F.S.
- Domestic and Foreign, Professional and Non-Professional, Limited Liability Company documents, including annual reports, filed pursuant to Chapters 605 and 621, F.S.
- Domestic and Foreign General Partnership, Limited Liability Partnership, Limited Partnership, and Limited Liability Limited Partnership documents, including annual reports, filed pursuant to Chapter 620, F.S.
- Fictitious Name Registration documents, filed in accordance with s. 865.09, F.S.
- Judgment and IRS/Federal Tax Liens, filed pursuant to Chapters 55 and 713, F.S., respectively
- Cable Franchise documents, filed pursuant to Chapter 610, F.S.
- Trademark and service mark registrations, filed pursuant to Chapter 495, F.S.
- Declarations of Trust, filed pursuant to Chapter 609, F.S.
- Notaries Public and Civil Law Notaries, filed pursuant to Chapters 117 and 118, F.S., respectively
- Miscellaneous filings, pursuant to sections 83.49, 376.14, 420.101, 604.11, Chapters 83, 425, 506, 616, 618, 619, 622, and 623, F.S.

**A-43.20 Do any system interfaces (e.g. other government agencies or systems both internal and external to the Department)?**

Other agencies and the public download and utilize our bulk data exports.

**A-43.21 What is the list of necessary reports?**

The following is a sampling of the necessary reports:

- Financial and transaction summaries/reports
  - Daily bank deposits, cash summaries and deposit reports
  - Daily activity reports, revenue distributions summaries; and unmatched treasury deposit reports
  - FLAIR/Corporations fiscal reconciliations
  - Notary/Apostille funds summaries
  - P-Card transaction reports
    - By payment type
    - Payments by fee categories
    - Legislative reports
    - General and specific statistical filing and data reports
    - Payment distribution reports/summaries
    - Unconnected fiscal reports
    - Sunbiz E-File account balances, itemizations, and statements
    - Refund summaries

- Batch processing summaries
- Error reports
- Statistical and Processing Summaries/Reports
  - Statistical
    - By entity, transactional, event or payment type
    - By specified timeframe (fiscal year, calendar year, month, quarterly, etc.)
    - Team and/or individual filing statistics
    - Method of submission
  - Outstanding, delinquent or pending reports and summaries
  - Mailing, notice, expiration and dissolution summaries
  - Error reports

**A-43.22 What orders/services are to be provided online? (certified copy requests, Certificate of Fact, etc.)**

All filing, public inquiries, certification and service order requests related to:

- Domestic and Foreign, Professional and Non-Professional, Profit and Non-Profit Corporation documents, including annual reports and registered agent/registered office designations, filed pursuant to Chapters 607, 617, and 621 F.S.
- Domestic and Foreign, Professional and Non-Professional, Limited Liability Company documents, including annual reports, filed pursuant to Chapters 605 and 621, F.S.
- Domestic and Foreign General Partnership, Limited Liability Partnership, Limited Partnership, and Limited Liability Limited Partnership documents, including annual reports, filed pursuant to Chapter 620, F.S.
- Fictitious Name Registration documents, filed in accordance with s. 865.09, F.S.
- Judgment and IRS/Federal Tax Liens, filed pursuant to Chapters 55 and 713, F.S., respectively
- Cable Franchise documents, filed pursuant to Chapter 610, F.S.
- Trademark and service mark registrations, filed pursuant to Chapter 495, F.S.
- Declarations of Trust, filed pursuant to Chapter 609, F.S.
- Notaries Public and Civil Law Notaries, filed pursuant to Chapters 117 and 118, F.S., respectively
- Apostilles and Notarial Certificates, pursuant to section 15.16(7), F.S., to the fullest extent possible
- Substitute Service of Process, pursuant to Chapter 48, F.S., to the fullest extent possible
- Public Records Request and Records Exemption Requests

Please refer to Sunbiz.org for forms and links to pertinent Florida Statutes.

**A-43.23 What are the statutory dates that may affect any part of the SDLC, including but not limited to filing peaks, staff constraints, statutory go-live dates, etc?**

- Annual Report filings are due May 1<sup>st</sup> every year.
- Annual Report reminder notices are emailed every January, February, March and April. Approximately 1.9M annual report notices were emailed in January of 2017.
- The Annual Report “go-live date” must be prior to January 1 or after fourth Friday in September.
- Intent to administratively dissolve or revoke notices must be mailed in June. Therefore, Annual Report filings must be fully operational for at least four weeks after mailing.
- Business entities which fail to file their annual reports by the third Friday in September are administratively dissolved or revoked on the fourth Friday in September.
- The Reinstatement “go-live date” must be prior to the fourth Friday in September.
- Fictitious Name Registrations must be renewed on or before December 31<sup>st</sup>.

- Fictitious Name Renewal email reminders must be sent prior to September 1<sup>st</sup>.
- Apostille requests are extremely heavy during the months of June, July and August.
- Apostilles “go-live date” must be before June or after August.
- The State of Florida’s fiscal year ends on June 30<sup>th</sup>. Reconciliations occur during July and August.
- All major fiscal upgrades or “go-live dates” must be after the month of August and before January.
- DOC consists of 102 FTE and approximately 19 part-time OPS positions year round.

**A-43.24 Are there any unique processing requirements to register and maintain Cable Franchises?**

No.

**A-43.25 What processing steps are required for reinstatements to ensure the entity is compliant, and has fulfilled all statutory requirements to return to an active status?**

Reinstatement filings have the same statutory filing requirements as Annual Report filings, with the exception of: fees; the required Registered Agent’s signature; and required name availability determination if entity has been administratively dissolved or revoked more than one (1) calendar year. If name is unavailable, entity must file name change amendment and reinstatement application simultaneously and pay applicable filing fees for both.

**A-43.26 Do any filing scenarios exist that require the Division of Corporations to receive or deliver documentation from other agencies or jointly process applications with other agencies?**

Yes - Judgment liens, Notaries Public, and Apostilles.