

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

Vendor Question #	Vendor	ITN Section Number	ITN Page Number	Question / Comment	Department Response
1	IBM Corporation	ITN, Section 2.8	10	Due to the complex nature of the requirements contain in the ITN, we respectfully request an extension of the due date, up to September 14, 2012.	Please see Addendum 1 posted to the Florida Vendor Bid System (VBS) which includes an update to <i>Section 2.5 Schedule of Events and Deadlines</i> .
2	Northrop Grumman Systems Corporation, Civil Systems Division	n/a	n/a	Does the state have any restrictions regarding off-shore resource utilization?	Please see <i>Appendix I, Attachment I, Section 8.7 Staffing Requirements</i> and <i>Appendix I, Attachment II, Section 2.4.1 Service Delivery Location</i> for information related to service delivery location. Additionally, the Department intends to require that any remote data storage, data processing and system support services be provided from within the Continental United States. Other issues relating to "off-shore resource utilization" may be addressed during the negotiation process as part of the Department's pursuit of best value.
3	Northrop Grumman Systems Corporation, Civil Systems Division	ITN, Section 2.5	9	Given the size and complexity of the ACCESS Florida System Replacement project, will the State consider granting a eight-week extension to the proposal due date to allow vendors sufficient time to develop innovative responses that fully satisfy the State's goals and objectives?	Please see the Department's response to Question #1.
4	Northrop Grumman Systems Corporation, Civil Systems Division	ITN, Section 1.2 and 1.3	4	RFP Section 1.3, Term of the Agreement, states "The contract term is expected to be three (3) years, with an anticipated start date of January 2, 2013....", which would result in a contract end date of January 1, 2016. RFP Section 1.2, Statement of Purpose, states "Replies to this ITN must describe the vendor's approach to implement the new system for the programs described above by May 31, 2016." Question: It appears that there is a date disconnect between Sections 1.2 and 1.3. Section 1.2 says that the programs must be implemented by May 31, 2016, but Section 1.3 indicates that the contract without option periods only goes to January 1, 2016. We are requesting the State to please clarify.	Please see Addendum 2 which includes an update to <i>Section 1.3 Term of the Agreement</i> .
5	Northrop Grumman Systems Corporation, Civil Systems Division	ITN, Section 5.3	31	As part of the negotiation process with vendors, please describe the specific activities that the State expects to occur. For example, does the State anticipate conducting oral presentations with vendors and performing site visits of vendor references?	Please see <i>Section 5.3 Negotiation Phase Process for Final Selection</i> for a description of the Negotiation Phase of the ITN process. The Department may require vendor oral presentations and may conduct site visits of vendor past performance references during the Negotiation Phase of the ITN process.
6	Northrop Grumman Systems Corporation, Civil Systems Division	Appendix I, Attachment I, Section 9.17	76	Please provide details regarding the Northwood Shared Resource Center (NSRC), which will be used to host the ACCESS Florida System Replacement, including a description of existing firewall and network infrastructure and connectivity to all locations from which users will be accessing the new system.	Please see the ACCESS Florida System Technical Architecture Document which contains information on the NSRC. The document can be found at <a href="http://www.dcf.state.fl.us/admin/contracts/floridareplacement/">www.dcf.state.fl.us/admin/contracts/floridareplacement/</a> . A detailed description of the NSRC infrastructure has not been disclosed due to security concerns.
7	Northrop Grumman Systems Corporation, Civil Systems Division	Appendix I, Attachment I, Section 9.17	76	Please clarify the State's expectations concerning the location of all project environments (e.g., Development, Testing, Training, Conversion, Production) Does the State expect all required project environments to be hosted at NSRC, or can certain environments be hosted at the vendor's project site?	The Department is open to proposed solutions for development, testing, and training environments that meet the requirements of Sections 282.201, 282.203, and 282.205 of the Florida Statutes. The production environment will be hosted at the NSRC.

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

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8	Northrop Grumman Systems Corporation, Civil Systems Division	Appendix I, Attachment II	98	In order to provide a cost effective solution beneficial to the State of Florida, will the State please share the number of existing M&O vendor staff, their job titles, and corresponding hourly rates, and annual yearly spend for the entire duration of the M&O contract?	Please see <i>Section 1.3 ACCESS Florida IT Organization and Activity Overview</i> of the ACCESS Florida System Technical Architecture Document for staffing information. The document can be found at <a href="http://www.dcf.state.fl.us/admin/contracts/floridareplacement/">www.dcf.state.fl.us/admin/contracts/floridareplacement/</a> . Corresponding hourly rates and annual spend for the current M&O contract are not material to vendor replies.
9	Northrop Grumman Systems Corporation, Civil Systems Division	Appendix I, Attachment II, Section 2.1.2	101	RFP Appendix I, Attachment II, Section 2.1.2 indicates there will be a period of transition-in-period from the incumbent Operations & Maintenance vendor and the new vendor. Please define the State's expected duration for this transition-in-period, along with the anticipated effective date of Operations & Maintenance transfer to the new vendor.	Please see <i>Appendix I, Attachment II, Section 2.1.2 Transition Responsibilities from Incumbent Provider</i> . The Department expects that a transition period of no less than 3 months will be required.
10	Accenture LLP	Requirements Definition Document, Section 3.5.2 and Section 3.5.6	140, 147	Section 3.5.2 Financial Management - Recovery and Recoupment and includes FM RR 1000 through FM RR 1500. Section 3.5.6 Financial Management - Recovery and Recoupment and includes FM RR 1000 through FM RR 1820. Are both these sections titled correctly?	Please see Addendum 2 posted to the Florida Vendor Bid System (VBS) which includes an update to these requirements in the Requirements Definition Document and Requirements Response Matrix. These documents can be found at <a href="http://www.dcf.state.fl.us/admin/contracts/floridareplacement/">www.dcf.state.fl.us/admin/contracts/floridareplacement/</a> .
11	Accenture LLP	Appendix I, Attachment I, Exhibit C, Section 4	90	What is the term for the rates provided in the Cost Reply - Part 5 - Rate Card?	The term for the rates provided in Part 5 - Rate Card of <i>Appendix XI: Cost Reply Forms</i> is the same as that of the contract.
12	Accenture LLP	Appendix IX	Infrastructure Tab	NF DM 1060 specifies to store images in industry standard formats. What format are the documents currently stored in ADI (Polyserve)?	Images are currently stored in PDF.
13	Accenture LLP	Appendix IX	Infrastructure Tab	NF DM 1360 specifies the system shall allow for linking to all documents imaged prior to implementation. Does the State expect to convert existing meta data to the new document management system? Does the State expect to convert the format of document images imaged prior to implementation? Does the State intend to retain the Polyserve architecture that stores document images?	The Department does not want to dictate the architecture and conversion approach of the new system and seeks creative and innovative solutions to meet this requirement.
14	Accenture LLP	Appendix IX	Document Management Tab	NF DM 1510 specifies the system shall store document images in their original format. Does the State expect user browsers will natively support viewing all document images in original format or do documents need to be converted to common browser supported formats?	Please see Addendum 2 posted to the Florida Vendor Bid System (VBS) which includes an update to this requirement in the Requirements Definition Document and Requirements Response Matrix. These documents can be found at <a href="http://www.dcf.state.fl.us/admin/contracts/floridareplacement/">www.dcf.state.fl.us/admin/contracts/floridareplacement/</a> . The requirement does not stipulate that the storage of an image and the display of that image be in the same format.
15	Accenture LLP	Appendix IX	Infrastructure Tab	INF RM 1280 requests ability to create a transcription based on recorded audio. Is the state requesting a pure technology translation that reflects the limitations of speech recognition or a translation service that uses human transcribers?	The Department seeks a technology solution to meet this requirement.

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

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16	Accenture LLP	Appendix IX	Infrastructure Tab	INF SEC 1080 requests the ability for management level users to remotely view user activity in real time. Is this requirement expecting a web or desktop based co-browse capability (e.g. PC Anywhere)? Does co-browse need to be done anonymously or based on user request or approval?	The Department does not want to dictate the architecture and technical approach of the new system and seeks creative and innovative solutions to meet this requirement.
17	Accenture LLP	Appendix IX	Infrastructure Tab	INF SEC 1180 requests ability to support a single log-in. Is this use of single logon id for all applications or single sign-on (e.g. users one logon per day for any applications that they use)?	Please see Requirement NF SEC SEC 1140 in <i>Section 4.13.4 Security-Security</i> of the Requirements Definition Document which can be found at <a href="http://www.dcf.state.fl.us/admin/contracts/floridareplacement/">www.dcf.state.fl.us/admin/contracts/floridareplacement/</a> .
18	Accenture LLP	Appendix IX	Infrastructure Tab	INF DM 1020 requests providing the ability for workers to work offline in the event of downtime and upload data when the system goes back online. We are likely misreading this requirement and are seeking clarity so that all vendors deliver a consistent solution in line this item. The web based solution we envision provides high availability which can be increased or decreased with the introduction of redundancy to system components. However, this requirement aligns more to a thick client solution that may meet this requirement while also providing significant drawbacks to meeting the Departments objectives. Please clarify expectations how the Department envisions a provider to meet this requirement.	Please see Addendum 2 posted to the Florida Vendor Bid System (VBS) which includes an update to this requirement in the Requirements Definition Document and Requirements Response Matrix. These documents can be found at <a href="http://www.dcf.state.fl.us/admin/contracts/floridareplacement/">www.dcf.state.fl.us/admin/contracts/floridareplacement/</a> .
19	Accenture LLP	Appendix IX	Infrastructure Tab	INF DM 1440 and other requirements request providing the ability to interface with Department systems [...]. Please confirm that owners of these systems will be responsible for performing development / maintenance to receive or provide the interface data.	The owners of these systems will be responsible for performing development / maintenance of their portion of the interface. The vendor will be expected to take an active role in defining the interface and coordinating the project schedule with these organizations.
20	Accenture LLP	Appendix IX	Infrastructure Tab	INF DM 1700, 1720, 1740 requirements. Are these requirements limited to perform interfaces with the EBT card system to provide the requested transaction / information?	These requirements pertain to providing benefit information to the EBT system in order for the EBT system to issue the correct SNAP or TCA benefit on the correct date.
21	Accenture LLP	Appendix IX	Infrastructure Tab	INF GEN 1040 requires providing the ability for mobile applications. Does this requirement mean providing ability for mobile applications to access system data as opposed to a requirement for the system to provide specific mobile application functionality? The solution we envision is capable of publishing data to trusted sources. However, if this requirement implies the need for mobile devices being used to process system transactions, please provide the information required to estimate this effort such as: device type, form factor, mobile specific transactions desired, location awareness, camera integration, etc. so the vendors can provide consistent responses to this item.	Please see <i>Section 1.2 Statement of Purpose</i> which states that the new system must "...enable internal and external users to maximize the use of mobile technologies while improving the Department's ability to provide timely and quality client service, increasing staff productivity, reducing benefit errors and fraud, and advancing the Department's vision of universal eligibility." Vendors should propose creative and innovative ways to use mobile technologies. The Department currently does not use mobile devices as part of the ACCESS business or customer model.
22	Accenture LLP	Appendix IX	Operations Tab	NF OPR SA 1000 and 1010 seem to request conflicting periods of system availability. Please clarify the desired system availability.	It is the Department's preference that the system provide 24/7 availability.

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

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23	Accenture LLP	ACCESS Florida System Technical Architecture Document, Section 1.3	6	What roles on the organization chart are being retained by the state?	The State's FTE staffing levels and roles are based on the current requirements of the maintenance and operations environment. Vendors should propose staffing levels necessary to effectively support the services outlined in the <i>Appendix I, Attachment II</i> without regard to Department staffing levels. If a vendor's reply is dependent on certain State staffing levels and/or roles, those dependencies should be clearly stated in the reply.
24	Accenture LLP	ACCESS Florida System Technical Architecture Document, Section 2.0	8	What are the non-production environments that are required to be supported by the provider for ACCESS Florida?	The provider must support all application environments. The provider will not be responsible for NSRC tasks but is expected to coordinate and work in conjunction with the NSRC when needed.
25	Accenture LLP	ACCESS Florida System Technical Architecture Document, Section 4.0	52	What is the monthly ticket volume for ACCESS Florida?	Client calls to the ACCESS call centers are not currently tracked in a ticketing system.
26	Accenture LLP	ACCESS Florida System Technical Architecture Document, Section 4.0	52	What tool does the ACCESS Florida Service Desk use?	Please see the Department's response to Question #25.
27	Accenture LLP	Requirements Definition Document, Section 4.6.1	210	The requirement states that the IVR should have able to handle 2000 concurrent IVR calls and 500 reps with ability to increase it by further 50% without any modifications to the software. The system is expected to handle approximately 2750 concurrent calls. Please confirm these figures so vendors are consistent.	The system should support up to 3,000 concurrent IVR calls and 750 representatives.
28	Accenture LLP	Requirements Definition Document, Section 4.6.1	210	What is the expected busy hour call activity (BHCA) for customer service center and helpdesk (customer and internal helpdesk calls)? What is the expected average call handle time (AHT) in the IVR and by an agent? What is the average after call work?	Call centers receive 15,000-20,000 calls per day. The average call handle time is 1:50 for the IVR and 7:08 for an agent.
29	Accenture LLP	Requirements Definition Document, Section 4.2.1	190	CC 1050. Is each agent required to have a his/her own voicemail or a single voicemail system for the entire call center?	Personal voicemail accounts are not required for call center agents. However, personal voicemail accounts are required for approximately 50 supervisors and managers.
30	Accenture LLP	Requirements Definition Document, Section 4.2.1	191	CC 1210. What call center platform is used by the existing agency call centers? Please provide vendor, product, and version information? How many agents are supported by the existing agency call centers?	The call centers currently use a hosted platform through PATLive called SunCom Hosted Calling. As of 7/1/2012, there are approximately 500 call center agents.
31	Accenture LLP	Requirements Definition Document, Section 4.2.1	192	Are agents expected to handle calls and emails simultaneously? If yes, what percentage of the total agents? If no, (agents will be dedicated voice or email agent) what percentage of the total agents will handle emails only?	No agents are completely dedicated to handling emails. All agents must use email as a part of executing their daily job functions due to the need to communicate with other centers within ACCESS.

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

Vendor Question #	Vendor	ITN Section Number	ITN Page Number	Question / Comment	Department Response
32	Accenture LLP	Requirements Definition Document, Section 4.2.1	192	CC 1300 - 1340. What percentage of the calls will be recorded? What is the expected retention period for the recorded calls and screens?	All calls must be recorded with an expected retention period of 15 days.
33	Accenture LLP	Requirements Definition Document, Section 4.2.1	193	CC 1410. What is the expected volume for the inbound emails?	Vendors should use the caseload data provided by the Department and their experience to project the expected volume of inbound emails that must be supported by their proposed solutions.
34	Accenture LLP	Requirements Definition Document, Section 4.2.1	193	CC 1480. What type of phone infrastructure is used by the staff and agent at these sites? Please provide phone system - vendor, product, version?	The phone system is a proprietary SIP phone system provided by PATLive.
35	Accenture LLP	Requirements Definition Document, Section 4.2.2	194	IVR 1030. Is the IVR system required to assign unique ID to the call or the caller (if it is not already assigned)?	Vendors should use their expertise and experience in proposing a solution to meet this requirement.
36	Accenture LLP	ITN, Section 4.2.3.2	16	The ITN requires bidders to submit with their response a signed statement indicating acceptance of "the terms and conditions governing the provision of services as specified in the ITN and contained in the resulting contract." Question: Will DCF negotiate the Department of Children and Families Standard Contract to enable DCF and the Service Provider to reach appropriate and mutually agreed terms and conditions to govern the provision of services?	The Department may consider reasonable changes to terms during the Negotiation Phase of the ITN, as part of the Department's pursuit of best value.
37	Accenture LLP	ITN, Section 5.2.2	30	How is 'Vendor Price' calculated through the use of the Vendor Cost worksheets? For example, how are the rates provided on Cost Reply Part 5 impacting the Vendor Price? Are the weights of rates magnified based upon expected use?	The rates provided in Part 5 - Rate Card of <i>Appendix XI: Cost Reply Forms</i> will not be used in the calculation of Vendor Price. These rates will be used in the change control process, if needed, and may be subject to negotiation during the Negotiation Phase of the ITN process.
38	Accenture LLP	Appendix I, Attachment I, Section 8.7	58	Does the state require 'Provider Project activities' be performed in the United States?	Please see the Department's response to Question #2.
39	Accenture LLP	Appendix I, Attachment I, Section 9.8	65	The ACCESS Florida System currently produces 475 reports [...]. Our experience of system modernization has been that with a modernized system which includes dashboards and real time access there is often a reduced need for reports. Should vendors' estimates include configuration and customization to produce the same number of reports that is currently in production?	The future number of reports should be based upon the proposed architecture, and vendors should use their expertise and experience in proposing a solution to meet this requirement. The system should provide the reports necessary to meet Departmental, State, Federal, audit, regulatory, operational, etc. requirements.
40	Accenture LLP	Appendix I, Attachment I, Section 9.14 and Appendix I, Attachment II, Section 2.1.6.7 (3)	70, 106	How many external spreadsheets and other sources are there? What data do they contain? How many records are there? What format are they in?	Please see <i>Appendix I, Attachment I, Section 9.14.3 Data Conversion Assumptions</i> . For <i>Appendix I, Attachment II</i> , data conversion requirements will be determined as projects are identified and requested by the Department.

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

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41	Accenture LLP	Cost Reply and Work Plan		Please provide the number of hours per month per resource we should use to allow a consistent view by provider for items associated with work plans and rates.	Please see the Department's response to Question #37.
42	Accenture LLP	ITN, Section 4.2.6 and Section 4.2.8	17, 21	The State has asked for a fully defined resource loaded project schedule with all the tasks and associated effort to deliver the proposed solution. Are these pages to be counted against the 50 page limit for these two sections?	The project schedules will not be included in the page counts of TAB 4 and TAB 6 of vendor replies.
43	Unisys Corporation	ITN, Section 2.5	9	Would the State consider a 3 week extension to the submission date, and also notify the vendor community as soon as possible?	Please see the Department's response to Question #1.
44	Unisys Corporation	Appendix I, Attachment I, Section 9.14.3	72	For each table, please provide the number of columns, and estimated volume in number of records for either each table or for the database as a whole.	The Department feels that the information provided in <i>Appendix I, Attachment I, Section 9.14.3 Data Conversion Assumptions</i> is sufficient for the purposes intended.
45	Unisys Corporation	Appendix I, Attachment I, Section 9.14	70	Has comprehensive data quality analysis been performed on the legacy databases and if so, can it be made available to the vendor?	A comprehensive data quality analysis has not been performed.
46	Unisys Corporation	Appendix I, Attachment I, Section 9.14	70	What standards and tools does the state currently have licensed for performing data quality analysis, master data management, and/or ETL (extract, transform, and load)?	The Department currently uses custom COBOL and SyncSort for extracts and SQL for loads.
47	Unisys Corporation	Appendix I, Attachment I, Section 9.14	70	Does the state of a current data dictionary of the legacy databases that can be shared with proposers?	Please see Addendum 2 posted to the Florida Vendor Bid System (VBS) which includes an update to <i>Section 1.5 Supporting Documentation</i> . The Department has posted two data dictionaries as supporting documentation for ITN #03F12GC1. These documents can be found at <a href="http://www.dcf.state.fl.us/admin/contracts/floridareplacement/">www.dcf.state.fl.us/admin/contracts/floridareplacement/</a> . Please note that the FLORIDA Information Management System data dictionary is dated 1/31/2001, and the FLORIDA Operational Data Store data dictionary is current.
48	Unisys Corporation	Appendix I, Attachment I, Section 9.14	70	Will the state allow proposers to conduct an independent data quality analysis of the legacy databases during the RFP process?	No.
49	CAI	ITN, Section 4.2.13.2	26	Section 4.2.13.2 has an appendix and a sample form that summarizes the counts and is presented in a table. This is part of Appendix X. The instruction accompanying 4.2.13.1 is not mentioned here. So, is it safe to assume that we can represent the tabulated results directly under this section.	<i>Appendix X: System Requirements Response Summary Form</i> should be completed using the instructions provided in <i>Section 4.2.13.2 System Requirements Response Summary</i> and included in TAB 11 of vendor replies.
50	CAI	ITN, Section 2.5	9	May we have a time extension for the response of this ITN?	Please see the Department's response to Question #1.
51	CAI	ITN, Section 4.1.8	14	In Section 4.1.8, you state that all replies must be typed in single space and at a 11 point font. May graphic figures contain a smaller font size?	Please see the Department's response to Question #57.
52	CAI	ITN, Section 4.2	15	In Section 4.2, you request a specific limit of pages for our response. Do the requirements copied into the response to facilitate your review also be included in this page limit?	If a vendor chooses to copy the ITN reply instructions into their reply, the reply instructions will be included in the page count of vendor replies.

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

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53	Xerox State & Local Solutions, Inc.	ITN, Section 2.5	9	Due to the complexity of this procurement, Xerox would like to request a 4 week extension to the response deadline. We believe this would result in more bidders, and higher quality responses to the Department. If a decision on this matter could be made public prior to the anticipated date for response, currently July 13, this would be extremely helpful to the vendor community.	Please see the Department's response to Question #1.
54	Xerox State & Local Solutions, Inc.	General Question	n/a	Would the State provide the current hardware/software configuration, including software versions, for the system and what the remaining useful life of the hardware is, including hardware refresh plans?	Please see <i>Section 8 Application Hardware and Software</i> of the ACCESS Florida System Technical Architecture Document, which can be found at <a href="http://www.dcf.state.fl.us/admin/contracts/floridareplacement/">www.dcf.state.fl.us/admin/contracts/floridareplacement/</a> . Hardware is owned by the NSRC, and the Department does not control the refresh plan.
55	Xerox State & Local Solutions, Inc.	ITN, Section 1.3 and Appendix XI	4 and 142 (reference Appendix XI)	ITN Section 1.3 states "The contract term is expected to be three (3) years, with an anticipated start date of January 2, 2013". Appendix XI Instruction 2 states "Assume a January 01, 2013 start date for the project. Also assume a contract end date of May 31, 2017". The pricing schedules assume a contract length of four years and five months. Should we assume this is the base period (4 years and 5 months) and that the renewals can extend the contract up to 4 years and 5 months after the base term? What will be the pricing basis for the optional renewal periods?	Please see Addendum 2 which includes updates to <i>Section 1.3 Term of the Agreement</i> and <i>Appendix XI: Cost Reply Forms</i> .
56	Xerox State & Local Solutions, Inc.	ITN, Section 3.4	12	Would the State incorporate by reference the Q&A into the Contract and into the order of precedence?	The contract terms applicable to this procurement are provided in the contract documents included in ITN #03F12GC1. Vendors should refer to <i>Appendix IV.a., Acceptance of Contract Terms and Conditions</i> . The Department will not address alternative contract terms prior to the Negotiation Phase of the ITN, during which reasonable changes to terms may be considered as part of the Department's pursuit of best value.
57	Xerox State & Local Solutions, Inc.	ITN, Section 4.1.8	14	This requirement states: "Replies must be typed single-spaced in a font size of at least 11 points and printed double-sided on 8-1/2" x 11" paper." Is it acceptable to use a smaller font for tables, graphics, the MPP project plan, and other preprinted materials as long as they are still legible?	Vendors may use a smaller font size for tables, graphics and project schedules included in the reply. All other reply content must be typed in at least 11 point font size.
58	Xerox State & Local Solutions, Inc.	ITN, Section 4.1.8	14	This requirement states, "Replies must be typed single-spaced in a font size of at least 11 points and printed double-sided on 8-1/2" x 11" paper." Is it acceptable to use 11x17 paper, folded to fit within 8.5x11, for large tables, graphics, or the MPP project plan for readability?	Vendor replies must be typed on 8-1/2" x 11" paper. For clarification, the Department does not expect Gantt charts to be included with the project schedules provided by vendors.

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

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59	Xerox State & Local Solutions, Inc.	ITN, Section 4.1.10 and 4.1.12	15	This requirement states that we should submit two copies of an electronic version of the reply, each containing both parts of the reply (programmatic and cost)... ITN Section 4.1.12 then states that all the documentation required in Section 4.3 should be in a separate Cost Reply. Because it is suggested that the Programmatic information and the Cost information is kept separate, does the State prefer two electronic versions containing both the Programmatic and Cost Replies on one CD? Or should we submit two electronic versions of the Programmatic Reply and two electronic versions of the Cost Reply?	As described in <i>Section 4.1.10 Number of Copies Required</i> , two copies of an electronic version of the reply must be submitted. A copy of both the Programmatic Reply and Cost Reply should be included on each CD-ROM.
60	Xerox State & Local Solutions, Inc.	ITN, Section 4.1.11	15	This requirement describes how to package the Programmatic Reply and the Cost Reply. Once all the items are packaged individually, can they all be placed in the same container/box or does the State prefer the Programmatic Reply and the Cost Reply in different containers/boxes.	All individually sealed envelopes may be placed in the same mailing container.
61	Xerox State & Local Solutions, Inc.	ITN, Section 4.2.6.5 and 4.2.7.5	18, 21	To encourage vendors to present viable innovations for the State, can Sections 4.2.6.5 and 4.2.7.5 be excluded from the page limitations? If not, would the State allow 50 additional pages for each?	Please see <i>Section 4.2.6 Project Approach and Methodology</i> and <i>Section 4.2.7 Solution Description</i> for the page limits for these sections of vendor replies.
62	Xerox State & Local Solutions, Inc.	ITN, Section 4.2.7.3 (11)	20	The ITN is asking for the vendor to describe how our solution will scale to meet Florida's transaction levels. What are the current ACCESS system transaction counts?	Please see the Operations and Non-Functional Infrastructure sections of <i>Appendix IX: System Requirements Response Matrix</i> for future system performance requirements. Existing transaction counts are based on a legacy architecture. For general volume information, please see <i>Section 7.0 Key Statistics</i> of the ACCESS Florida System Technical Architecture Document which can be found at <a href="http://www.dcf.state.fl.us/admin/contracts/floridareplacement/">www.dcf.state.fl.us/admin/contracts/floridareplacement/</a> .
63	Xerox State & Local Solutions, Inc.	ITN, Section 4.2.10.1 and 4.2.10.2	23, 24	Both of these requirements states, "Specifically, the vendor and its subcontractor(s) must provide: 1. A project organization chart(s) including all team members' names and roles..." Since all members may not be named prior to the submission of our Programmatic Reply, can we assume the State meant to identify all key team members and their roles?	Please see Addendum 2 posted to the Florida Vendor Bid System (VBS) which provides an update to <i>Section 4.2.10.1 ACCESS Florida System Replacement Project Personnel</i> and <i>Section 4.2.10.2 ACCESS Florida System O&amp;M Personnel</i> .



ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

Vendor Question #	Vendor	ITN Section Number	ITN Page Number	Question / Comment	Department Response
64	Xerox State & Local Solutions, Inc.	ITN, Section 4.2.11.1 (1)	24	<p>Given that 15 years is an extremely long period for references and that there will be cases where the client agency may no longer exist, and cases where there could likely be no staff available that would be familiar with projects that occurred 10 to 15 years ago, would the State consider one of the following?</p> <p>a. Insert, "to the extent possible" after "References of projects..." ?</p> <p>b. Change "15 years" to "5 years"?</p> <p>c. Consider requiring the reference form appendix VI to be completed only for projects during the past 5 year?</p> <p>d. Given that some agencies may have policies against sending out signed references form and in other cases due to the length time for which the State is requesting references, agencies may have no one with the required knowledge to complete the reference questionnaire (appendix VII), would the State accept a vendors best effort to meet this requirement? If not, what other measures would be acceptable to the State?</p>	Please see Addendum 2 posted to the Florida Vendor Bid System (VBS) which provides an update to <i>Section 4.2.11.1 ACCESS Florida System Replacement Project References</i> . If an agency refuses to complete the Reference Questionnaire, the vendor must provide a letter from the agency stating why the agency will not complete the Reference Questionnaire.
65	Xerox State & Local Solutions, Inc.	ITN, Section 4.2.11.1 (3)	25	<p>Referencing ITN Section 4.2.11.1 (3): Some state agencies may not agree to complete the reference questionnaire due to agency policy or for other reasons beyond the vendor's control. Therefore we will complete Appendix VI for all current State of Florida contracts and will send out Appendix VII for all of these contracts as required by the ITN. In turn, we will include in the proposal Appendix VI forms from all projects and all Appendix VII forms we receive back, but cannot control the number that may be returned. Is this approach acceptable by the Department? If not, what approach should vendors take for agencies that may not agree to complete and return the questionnaire?</p>	Please see the Department's response to Question #64.
66	Xerox State & Local Solutions, Inc.	ITN, Section 4.4.3	28	<p>The ITN states, "If the vendor considers any portion of the documents, data or records submitted in its reply to be trade secret and exempt from public inspection or disclosure pursuant to Florida's Public Records Law, the vendor must submit all such information in a separately bound document (or in the case of electronic media, a separate CD, with the words "Trade Secret" included in the file name) clearly labeled "Attachment to Reply, ITN No. 03F12GC1- Trade Secret Material". How many hard copies and/or electronic versions of this material does the State wish to receive? To confirm, is it correct that this confidential information is extracted from the Programmatic and Cost Replies?</p>	The vendor must provide the same number of hard and electronic copies of Trade Secret Material as that required of the non-exempt materials as described in <i>Section 4.1.10 Number of Copies Required</i> . The confidential information should not appear in the Programmatic and Cost Replies, but should be in a separately bound document clearly labeled "Attachment to Reply, ITN No. 03F12GC1 – Trade Secret Material".
67	Xerox State & Local Solutions, Inc.	ITN, Section 4.4.5, Appendix I, Section 8, and PUR 1000, 19	28, 35, and PUR 1000, page 7	<p>Would the State consider limiting vendor indemnification liability to damages directly resulting from vendor's own negligent acts or omissions?</p>	Please see the Department's response to Question #56.

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

Vendor Question #	Vendor	ITN Section Number	ITN Page Number	Question / Comment	Department Response
68	Xerox State & Local Solutions, Inc.	Appendix I, Attachment I, Section 2	48	Phase 3 is identified as implementation of the Web Portal and new Eligibility Rules Engine for Medical Assistance Programs. Given the recent ACA ruling and what is now a State's option regarding Medicaid expansion, Would the State please clarify the following-- If Florida opts not to expand eligibility or operate a State Exchange as defined under ACA, can you confirm whether the State still intends for the solution to: <ul style="list-style-type: none"> <li>• Include the standardized CMS application/data elements for Medicaid and CHIP applicants</li> <li>• Adopt MAGI budgeting? (We ask this as the MAGI methodology does not consider assets nor are some of the income sources considered in the same manner, both changes potentially resulting in caseload expansions?)</li> </ul>	The standardized CMS application/data elements for Medicaid and CHIP applicants should be included in the solution. With regard to the adoption of MAGI budgeting, as stated in <i>Section 1.2 Statement of Purpose</i> , "The system... must meet industry and federal standards and guidelines". Further, as stated in <i>Section 1.1 Introduction to the Procurement</i> , the Department will amend the ITN as necessary to incorporate new information as it is received, and vendors will be expected to address those changes as more specifically described in future addenda.
69	Xerox State & Local Solutions, Inc.	Appendix I, Attachment I, Section 8.5	57	Who is responsible for the actual Disaster Recovery contract, the State or the Provider?	The provider will be responsible for disaster planning and recovery until final acceptance of the system by the Department.
70	Xerox State & Local Solutions, Inc.	Appendix I, Attachment I, Sections 9.1 and 9.10	58, 66	These two sections (9.1, Plan Phase and 9.10, Development Phase – Master Test Plan) from the Scope of Work are not referenced in the response sections of the RFP (Section 4.2.7.2). Can the State please clarify where responses should be included?	Please see <i>Section 4.2.6.4 Project Management Plan</i> for reply instructions pertaining to <i>Appendix I, Attachment I, Section 9.1 Plan Phase</i> . In the replies for <i>Sections 4.2.7.2(9), 4.2.7.2(10), 4.2.7.2(11), 4.2.7.2(12), 4.2.7.2(13)</i> vendors should address how the Master Test Plan will be used by the vendor to govern and direct the detailed testing activities that will be performed for the project.
71	Xerox State & Local Solutions, Inc.	Appendix I, Attachment I, Section 9.6	63	How many interfaces are there in the current legacy ACCESS system?	Please see <i>Section 6 ACCESS Florida System Interfaces</i> of the ACCESS Florida System Technical Architecture Document which can be found at <a href="http://www.dcf.state.fl.us/admin/contracts/floridareplacement/">www.dcf.state.fl.us/admin/contracts/floridareplacement/</a> .
72	Xerox State & Local Solutions, Inc.	Appendix I, Attachment I, Section 9.9	65	How many forms and correspondence are there in the current legacy ACCESS system?	The Department has 152 different types of notices in 3 languages totaling 457 notices. Additionally, there are several mass email routines. Please see <i>Section 7.0 Key Statistics</i> of the ACCESS Florida System Technical Architecture Document for general volume information. This document can be found at <a href="http://www.dcf.state.fl.us/admin/contracts/floridareplacement/">www.dcf.state.fl.us/admin/contracts/floridareplacement/</a> .
73	Xerox State & Local Solutions, Inc.	Appendix I, Attachment I, Section 9.15 (22), and 9.15.1	73 and 74	Would the State provide historic information on the number of new hires they onboard for each of the different training groups listed in 9.15.1?	The Department and its Partners do not track turnover rates by the specific training groups listed in <i>Appendix I, Attachment I, Section 9.15.1 Provider Training Responsibilities</i> ; however, the estimated average staff turnover rate for the Department and Partners is approximately 15-16%.
74	Xerox State & Local Solutions, Inc.	Appendix I, Attachment I, Section 9.15.2 (6)	75	Would the State provide a description and location for each training room provided (e.g., how many trainees does it seat? Are there networked workstations for the trainees? Where is the training site located?)?	Specific training locations have yet to be determined.

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

Vendor Question #	Vendor	ITN Section Number	ITN Page Number	Question / Comment	Department Response
75	Xerox State & Local Solutions, Inc.	Appendix I, Attachment I, Section 9.17.1 (5) and (7)	76	Will the provider be responsible for installing local office workstations and other technology (e.g., printers)?	The provider will be responsible for all installation and implementation responsibilities as stated in <i>Section 9.17.1 Provider Installation and Implementation Responsibilities</i> .
76	Xerox State & Local Solutions, Inc.	Appendix I, Attachment I, Section 9.17.1 (6)	76	What on-site support is required at each location? Are the locations local offices or at the data center?	The provider will be responsible for all installation and implementation responsibilities as stated in <i>Section 9.17.1 Provider Installation and Implementation Responsibilities</i> .
77	Xerox State & Local Solutions, Inc.	Appendix I, Attachment I, Section 11.1 (11)	78	Please clarify "provide on-site support (if required)". Are you referring to deskside support for all 10,000 users?	Without knowing the proposed solution, the Department is unable to classify what type of onsite support may be needed. If onsite support is needed, the provider will be responsible for providing such support.
78	Xerox State & Local Solutions, Inc.	Appendix I, Attachment I, Section 12.1	79	Would the State please confirm that in the matter of acceptance of deliverables: (a) the standard is the reasonable, industry-wide standard of material conformance to specifications; (b) the evidence will either be in writing; (c) that if not given within fifteen (15) days after Vendor's delivery of deliverable such acceptance will be deemed granted; and (d) such acceptance will be irrevocable?	Please see the Department's response to Question #56.
79	Xerox State & Local Solutions, Inc.	Appendix I, Attachment I, Section 12.1.2 and Exhibit D, Section 13	79, 97	Would the State agree to release Vendor from any liability for delays or other failures to perform caused by actions or omissions of the State?	Please see the Department's response to Question #56.
80	Xerox State & Local Solutions, Inc.	Appendix I, Attachment I, Exhibit D, Section 6	93	Would the State agree that the final decision in any dispute unresolved after appropriate escalation would be made by a neutral third party?	Please see the Department's response to Question #56.
81	Xerox State & Local Solutions, Inc.	Appendix I, Attachment I, Exhibit D, Section 8	94	Would the State agree to reasonable restrictions on attempts to hire vendor personnel following a contract termination?	Please see the Department's response to Question #56.
82	Xerox State & Local Solutions, Inc.	Appendix I, Attachment I, Exhibit D, Section 14	97	Would the State agree to simply a notification instead of a right to terminate in the event of a change of control?	Please see the Department's response to Question #56.

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

Vendor Question #	Vendor	ITN Section Number	ITN Page Number	Question / Comment	Department Response
83	Xerox State & Local Solutions, Inc.	Appendix I, Attachment II, Section 2.1.3	101	<p>Please provide the information listed below so we can better estimate the level of effort required to maintain the current legacy ACCESS system.</p> <ul style="list-style-type: none"> <li>• Number of LPARS to be managed</li> <li>• List of current MF services management tools</li> <li>• Number of batch processes to be performed</li> <li>• Number of abends in the current MF environment</li> <li>• Number of Incident, Problem and Change event associated to this environment.</li> <li>• Number of Print and Tape management events</li> <li>• Current staff to support this environment</li> <li>• MF operating and HW specifications</li> </ul>	<ul style="list-style-type: none"> <li>- 12 LPARS</li> <li>- There are on average 1 to 2 abends per day.</li> <li>- For tools, batch details, current staff, and hardware/software specifications, please see the ACCESS Florida System Technical Architecture Document which can be found at <a href="http://www.dcf.state.fl.us/admin/contracts/floridareplacement/">www.dcf.state.fl.us/admin/contracts/floridareplacement/</a>.</li> <li>- There are currently several hundred open help desk tickets, and the maintenance priority list averages 150 total items for all systems across the environment.</li> </ul>
84	Xerox State & Local Solutions, Inc.	Appendix I, Attachment II, Section 2.1.6.7 (5)	106	<p>This requirement states, "Make converted data available for unit tests, integration tests, system tests, performance tests, and acceptance tests. The data conversion software and procedures shall be designed to be used during the proposed implementation before any location or user group goes online with the integrated system." Can we assume this would only apply as part of the Data Conversion efforts and not base application development for Unit, Integration and System test as part of the development effort? If not, can the State please clarify?</p>	<p>The Department's intent is for responsive vendors to plan to use converted data, rather than test data created by the vendor, for as many of the test phases as possible in order to mitigate risks associated with data conversion outputs affecting the performance of the system. The Department believes that the data conversion effort is critical to the success of this project and would like data conversion to begin as early as possible in the SDLC.</p>
85	Xerox State & Local Solutions, Inc.	Appendix I, Attachment II, Section 2.5.2	110	<p>Have benchmarks been done with the current provider? Can the State make these available to vendors?</p>	<p>The current provider has not prepared benchmarks.</p>
86	Xerox State & Local Solutions, Inc.	Appendix I, Attachment II, Exhibit A	115	<p>Would the State confirm if the performance measures in this exhibit only list the current system performance metrics? If not, which measures are current and which ones are new?</p>	<p>The performance measures listed in <i>Appendix I, Attachment II, Exhibit A</i> are not currently tracked.</p>
87	Xerox State & Local Solutions, Inc.	Appendix I, Attachment II, Exhibit C, Section 7	119	<p>Would the State agree to compensate Vendor for any unrecoverable costs incurred by delay of the program due to acts or omissions of the State?</p>	<p>Please see the Department's response to Question #56.</p>
88	Xerox State & Local Solutions, Inc.	Appendix I, Section 3	34	<p>Would the State add to this provision that the not-to-exceed amount includes payment for any allowable expenses for which the Contractor may request reimbursement under this Contract?</p>	<p>Please see the Department's response to Question #56.</p>
89	Xerox State & Local Solutions, Inc.	Appendix I, Section 3	34	<p>Would the State add to this provision that with respect to fixed unit rate-based expenditures, the parties agree that in the event that funds become unavailable, Provider shall be under no obligation to continue to perform?</p>	<p>Please see the Department's response to Question #56.</p>
90	Xerox State & Local Solutions, Inc.	Appendix I, Section 13	36	<p>Does the State agree that all intellectual property developed prior to or independently of this project shall continue to be owned by vendor or any relevant third parties?</p>	<p>Please see the Department's response to Question #56.</p>
91	Xerox State & Local Solutions, Inc.	Appendix I, Section 13	36	<p>Would the State consider granting Provider a perpetual, non-exclusive license for any intellectual property developed under this contract?</p>	<p>Please see the Department's response to Question #56.</p>

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

Vendor Question #	Vendor	ITN Section Number	ITN Page Number	Question / Comment	Department Response
92	Xerox State & Local Solutions, Inc.	Appendix I, Section 23 and PUR 1000, 2	37 and PUR 1000, page 2	Are purchase orders going to be issued under this contract?	Please see the Department's response to Question #56.
93	Xerox State & Local Solutions, Inc.	Appendix I, Section 25e	38	Would the State agree to limit audit rights to the Provider's invoices?	Please see the Department's response to Question #56.
94	Xerox State & Local Solutions, Inc.	Appendix I, Section 30 a and b and PUR 1000, 22	39 and PUR 1000, page 8	Would the State consider equitable adjustment of pricing in the event of a termination in part by the State?	Please see the Department's response to Question #56.
95	Xerox State & Local Solutions, Inc.	Appendix I, Section 30 a and b and PUR 1000, 2	39 and PUR 1000, page 8	Would the State agree to compensate Vendor for any unamortized costs and reasonable wind-down costs in the event of an early termination?	Please see the Department's response to Question #56.
96	Xerox State & Local Solutions, Inc.	Appendix I, Section 30 c and d and PUR 1000, 23	39 and PUR 1000 page 8	Would the State agree to provide Vendor with a reasonable cure period prior to any termination for cause?	Please see <i>Appendix I, Department of Children and Families Standard Contract, Section 30.c.</i> and the Department's response to Question #56.
97	Xerox State & Local Solutions, Inc.	Appendix IX	Various	Many of the requirements listed indicate a program of Food Assistance, Cash Assistance, and Medicaid and a Phase of 3. Our understanding is that Phase 3 includes a Web Portal and the New Eligibility Rules Engine for Medical Assistance Programs only. Cash and Food Assistance is not implemented until Phase 4B. Please clarify.	Phase 3 includes the implementation of a new eligibility rules engine for medical assistance programs as well as the implementation of a web portal for medical, cash and food assistance programs. Phase 4B includes the implementation of a new eligibility rules engine for cash and food assistance programs as well as a new supporting architecture and infrastructure for cash and food assistance programs.
98	Xerox State & Local Solutions, Inc.	Appendix IX	Reports and Analytics Tab	RA PA 1460 - Does the State already have a CRM solution in its customer service centers? Is the expectation that the vendor replace the current tool?	The Department currently does not have a CRM solution and is open to creative and innovative solutions to meet this requirement.
99	Xerox State & Local Solutions, Inc.	Appendix IX	Program Management Tab	PM SM 1000 - 1060 - Please provide additional clarification on the evaluation data that needs to be collected.	Evaluation data that must be collected includes, but is not limited to, worker error rate, timeliness, etc., and will be based on the individual's specific performance expectations.
100	Xerox State & Local Solutions, Inc.	Appendix IX	Program Management Tab	PM SM 1120 - Please clarify what is meant by electronic file for each user?	This requirement refers to an electronic file which contains the user's performance expectations and records of their time statistics, error rate, timeliness and other measurement criteria.
101	Xerox State & Local Solutions, Inc.	Appendix IX	Program Management Tab	PM TRN 1060 - What is the State's LMS?	The Department has custom Learning Management System.
102	Xerox State & Local Solutions, Inc.	Appendix IX	CRM Tab	This tab indicates that the vendor will be providing the CRM and IVR software. How many call centers does the department currently have? How many call center representatives are there?	Please see <i>Section 4 ACCESS Customer Call Centers</i> of the ACCESS Florida System Technical Architecture Document and Requirement NF INF CAP 1020 in <i>Section 4.6.1 Infrastructure - Capacity</i> of the Requirements Definition Document for information about call centers and customer service representatives. Both documents can be found at <a href="http://www.dcf.state.fl.us/admin/contracts/floridareplacement/">www.dcf.state.fl.us/admin/contracts/floridareplacement/</a> .

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

Vendor Question #	Vendor	ITN Section Number	ITN Page Number	Question / Comment	Department Response
103	Xerox State & Local Solutions, Inc.	Appendix IX	CRM Tab	Is it acceptable for the vendor to provide hosted solution for a CRM in order to better support the requirements of the RFP?	The Department realizes that there are proximity limitations in call center technologies; therefore, the Department seeks creative and innovative solutions to meet this requirement.
104	Xerox State & Local Solutions, Inc.	Appendix IX	CRM Tab	NF CRM IVR 1060, 1070 - Please clarify what is meant by call record? Is this an actual call or is this the record of the call on the CRM?	A call record in this context refers to a sequence of events that occurs in the IVR such as menu selection. NF CRM IVR 1060 refers to information provided by the IVR to the caller. NF CRM IVR 1070 refers to information requested by the caller from the IVR.
105	Xerox State & Local Solutions, Inc.	Appendix IX and Appendix XI	Data Management Tab, 142	The requirements for Document Management appear to overlap with many of the Department's recent Document Management ITN, can you elaborate on the Department's vision for integrating the scope for the separate Document Management Contract and the requirements for many of those same requirements under this ACCESS FLORIDA System Replacement Project?	The Department recognizes that there are similar requirements in ITN #01F12GC1 and this ITN (ITN #03F12GC1) related to document management. At this time there is no plan to integrate the scope of the two ITNs. Any decision of integrating functionality and services will be reserved until the Department has a better understanding of the solution and approach selected for both ITNs. The Department instructs vendors to respond to the requirements of this ITN (ITN #03F12GC1) as stated with no assumptions related to ITN #01F12GC1.
106	Xerox State & Local Solutions, Inc.	Appendix IX	Document Management Tab	General - Would the State provide the document and page volumes expected from the case loads specified in the ITN section 1.2 page 2?	The current document and page volume is based upon the architecture of the current environment. The future document and page volume should be based upon the proposed architecture and changes to business processes.
107	Xerox State & Local Solutions, Inc.	Appendix IX	Document Management Tab	1300 - Would the State clarify what data and in what systems the images would be indexed to and give an example of its use.	The Department cannot provide specific data and systems information because the architecture of the future system is unknown. The Department seeks creative and innovative solutions to meet this requirement.
108	Xerox State & Local Solutions, Inc.	Appendix IX	Document Management Tab	1340 - Would the State clarify how the indexing and query mechanisms would be used for this purpose and give an example of its use.	Example: Multiple medical documents are submitted by a client separately and on different days. These documents should be indexed in a fashion to associate the documents together to facilitate document research and the retrieval of all related documents. The Department seeks creative and innovative solutions to meet this requirement.
109	Xerox State & Local Solutions, Inc.	Appendix IX	Document Management Tab	1340 - Does the State intend for the document management system to dynamically link to existing repositories or does it intend for the provider to convert and import that content into the new document management system?	The Department does not want to dictate the architecture and technology of the new system and seeks creative and innovative solutions to meet this requirement.

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

Vendor Question #	Vendor	ITN Section Number	ITN Page Number	Question / Comment	Department Response
110	Xerox State & Local Solutions, Inc.	Appendix XI	General	Would the State clarify or amend the template to include the total price calculation formula that will become the basis for the cost evaluation score worth 300 points? Are we correct to assume it would be the sum of the following: Tab Cell Part 1 I49 Part 2 I49 Part 3 I49 Part 4 C13	The Vendor Price will be calculated by summing the total cost reported in the following cells in <i>Appendix XI: Cost Reply Forms</i> : Part 1 - Cell I49, Part 2 - Cell I49, Part 3 - Cell I49, and Part 4 - Cell C13.
111	Xerox State & Local Solutions, Inc.	Appendix XI	Part 4	Is the total in cell C13 supposed to multiply the monthly maintenance and operations amounts in cells C5, C7, C9, and C11 by the number of months? Should the M&O for FY12-13 in cell C5 be multiplied by six months instead of the 12 months indicated in cell D5 due to the contract start date being 6 months into the FY?	In <i>Appendix XI: Cost Reply Forms</i> , the calculation in Part 4 - Cell C13 sums the costs reported by the vendor in Cells C4 through C12. The vendor should report costs for each time period based on the actual work that will be performed by the vendor during that time period.
112	Xerox State & Local Solutions, Inc.	PUR 1000, 4b	PUR 1000, page 3	Would the State consider deleting this provision?	Please see <i>Appendix I, Department of Children and Families Standard Contract, Section 4</i> .
113	Xerox State & Local Solutions, Inc.	General and PUR 1000	PUR 1000 pages 7-8	Would the State consider capping Bidder liability to an amount equal to the total amount that the customer has paid the Bidder in the 12 months prior to the incident in dispute?	Please see the Department's response to Question #56.
114	Deloitte Consulting LLP	ITN, Section 4.2.5	16	In the instructions for Tab 3, the ITN states that the executive overview should be organized by the purposes stated in Section 1.1; however, Section 1.1 is the Introduction to the Procurement section. Would the Department please confirm that this reference should be to Section 1.2 Statement of Purpose rather than to Section 1.1?	The reply instructions provided in <i>Section 4.2.5 TAB 3: Executive Overview</i> which reference <i>Section 1.1 Introduction to the Procurement</i> are correct.
115	Deloitte Consulting LLP	ITN, Section 4.2.6.3	17	Since a fully-defined project schedule can require many pages when printed, will the Department allow the Project Schedule to be excluded from the 50 page limit for the Tab 4 response?	Please see the Department's response to Question #42.
116	Deloitte Consulting LLP	ITN, Section 4.2.6.3	17	In the instructions for Project Schedule item #3 in Tab 4, the ITN states that the approach should consider the federal gate reviews and artifacts described in Appendix I, Attachment I, Section 8.3. In which section of the response should the approach to Appendix I, Attachment I, Section 8.2 Phase Gate Reviews be addressed?	The vendor's approach to System Development Life Cycle (SDLC) phase gate reviews as well as federal Enterprise Life Cycle (ELC) gate reviews should be described in TAB 4 of the vendor's reply.
117	Deloitte Consulting LLP	ITN, Section 4.2.7.2	18	In the instructions for System Development in Tab 5, the ITN indicates that each phase of the SDLC approach and methodology should be described; however, it appears that Appendix I, Attachment I, Section 9.10 Develop Phase – Master Test Plan was omitted from this list. Would the Department please confirm where the response to Section 9.10 should be addressed within the response?	Please see the Department's response to Question #70.

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

Vendor Question #	Vendor	ITN Section Number	ITN Page Number	Question / Comment	Department Response
118	Deloitte Consulting LLP	ITN, Section 4.2.7.3	20	Since a detailed list of hardware required for the proposed solution (item #12) and a detailed list of software required for the proposed solution (item #13) can each require many pages when printed, will the Department allow the lists of hardware and software to be excluded from the 150 page limit for the Tab 5 response?	The detailed lists of hardware and software required for the proposed solution as described in <i>Section 4.2.7.3 Technical Description</i> will not be included in the page count of TAB 5 of vendor replies.
119	Deloitte Consulting LLP	ITN, Section 4.2.7.4	20	For Warranty, Maintenance and Operations in Tab 5, would the Department please clarify further the information it is requesting in the response to item #1 versus the information it is requesting in the response to item #2? In addition, as item #1 and item #2 both refer to warranty, maintenance and operations, would the Department please clarify that both items should refer to Appendix I, Attachment I, Section 10 Warranty Performance Periods as well as Section Appendix I, Attachment I, Section 11 Operations and Maintenance Performance Period?	Please see Addendum 2 posted to the Florida Vendor Bid System (VBS) for an update to <i>Section 4.2.7.4 Warranty, Maintenance and Operations</i> .
120	Deloitte Consulting LLP	ITN, Section 4.2.8	21	As Section 4.2.7.4 in Tab 5 Solution Description and Tab 6 ACCESS Florida System O&M Approach and Methodology both request information on the vendor's approach to operations and maintenance, would the Department please clarify that O&M information in Tab 6 should apply to the legacy ACCESS Florida System while the O&M information in Tab 5 should apply to the ACCESS Florida System Replacement?	<i>Section 4.2.7.4 Warranty, Maintenance and Operations</i> pertains to <i>Appendix I, Attachment I - ACCESS Florida System Replacement Statement of Work</i> . <i>Section 4.2.8 TAB 6: ACCESS Florida System O&amp;M Approach and Methodology</i> pertains to <i>Appendix I, Attachment II - ACCESS Florida Operations and Maintenance Statement of Work</i> .
121	Deloitte Consulting LLP	ITN, Section 4.2.8.1	21	In the instructions for Approach in Tab 6, the ITN indicates that the approach for accomplishing tasks in Appendix I, Attachment II should be described. Would the Department please confirm that the tasks to be described are those listed under Section 2.1 Operations, Maintenance and Enhancement Tasks beginning on page 99 of the ITN?	TAB 6 of the vendor's reply should describe the vendor's approach to providing the services outlined in <i>Appendix I, Attachment II, Section 2 Services to be Provided</i> .
122	Deloitte Consulting LLP	ITN, Section 4.2.8.2	21	Since a fully-defined project schedule can require many pages when printed, will the Department allow the Project Schedule to be excluded from the 50 page limit for the Tab 6 response?	Please see the Department's response to Question #42.
123	Deloitte Consulting LLP	ITN, Section 4.2.9.2	22	Since copies of contracts or agreements with subcontractors can require many pages when printed, will the Department allow this information to be excluded from the 25 page limit for the Tab 7 response?	Copies of subcontractor contracts or agreements as requested in <i>Section 4.2.9.2 Company Profile</i> will not be included in the page count of TAB 7 of the vendor replies.



ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

Vendor Question #	Vendor	ITN Section Number	ITN Page Number	Question / Comment	Department Response
124	Deloitte Consulting LLP	ITN, Section 4.2.11.1	24	In the instructions for ACCESS Florida System Replacement Project References item #1 in Tab 9, the ITN requests that vendors provide references for all projects where they have served or are serving as a prime implementation vendor for a Medicaid, SNAP, or Cash Assistance eligibility system in the past fifteen (15) years. As some vendors will have broad experience in eligibility system projects, this request will require them to provide references from 10s of clients and will make their response voluminous. Given this, will the Department accept a minimum of three references from separate and verifiable clients from the most relevant projects, similar to the requirement in item #2?	Please see the Department's response to Question #64.
125	Deloitte Consulting LLP	ITN, Section 4.2.11.1	25	In the instructions for ACCESS Florida System Replacement Project References item #3 in Tab 9, the ITN requests that vendors provide references for all current State of Florida projects. As some vendors will have broad experience in State of Florida projects, this request will require them to provide references from many clients and will make their response voluminous. Given this, will the Department accept a minimum of three references from separate and verifiable clients for the most relevant projects, similar to the requirement in item #2?	Please see the Department's response to Question #64.
126	Deloitte Consulting LLP	ITN, Section 4.2.11.1	25	In the instructions for Tab 9, the ITN states that the Department should not be listed as a client reference while the instructions for ACCESS Florida System Replacement Project References item #3 in Tab 9, the ITN requests that vendors provide references for all current State of Florida projects. Would the Department please clarify the Department should be listed as a reference in item #3 if the vendor is currently performing work for DCF?	As stated in <i>Section 4.2.11 TAB 9: Past Performance References</i> , the Department of Children and Families should not be listed as a client reference.
127	Deloitte Consulting LLP	Appendix I, Attachment II, Section 1.2.1	99	Would the Department please clarify the period of operations and maintenance for the legacy ACCESS Florida System?	The provider will be responsible for supporting the operations and maintenance of the ACCESS Florida System until the new system has been implemented and the ACCESS Florida System data has been archived or converted.
128	Deloitte Consulting LLP	Requirements Definition Document, Section 3.1.1	15	Requirement IAA SCR 1040: Please define "clinical eligibility."	Clinical eligibility is the requirement that children served by Children's Medical Services meet medical guidelines in order to receive services through Children's Medical Services. Children's Medical Services' staff assess medical and behavioral needs of applicants during the application process for financial eligibility. Information on clinical eligibility resides within the Children's Medical Services' data system. The results of the clinical eligibility assessment (Y) or (N) will be shared and paired with financial eligibility for Medicaid/Healthy Kids.

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

Vendor Question #	Vendor	ITN Section Number	ITN Page Number	Question / Comment	Department Response
129	Deloitte Consulting LLP	Requirements Definition Document, Section 3.1.1	15	Requirement IAA SCR 1080: Please define "non-client demographic information."	Non-client demographic information is demographic information for a person, such as an Authorized Representative, who is completing an application on behalf of an applicant, but is not included in the applicant's household.
130	Deloitte Consulting LLP	Requirements Definition Document, Section 3.1.1	16	Requirement IAA SCR 1100: Please define "Children's Medical Services Network."	Please see the definitions for CHIP and DOH in <i>Section 1.4 Definitions</i> . Children's Medical Services is a division within the Florida Department of Health which provides medical care primarily to children enrolled in Title XIX and Title XXI and who have serious and chronic health care needs.
131	Deloitte Consulting LLP	Requirements Definition Document, Section 3.1.1	16	Requirement IAA SCR 1120: Please define "pre-screening" as well as "screening."	The pre-screening process includes a determination of which programs an applicant is interested in and if the applicant meets the highest level of eligibility criteria for those programs. The screening process includes a more detailed assessment of program eligibility criteria and the applicant's income and other factors to determine which programs apply and whether expedited processing time frames may be required.
132	Deloitte Consulting LLP	Requirements Definition Document, Section 3.1.1	16	Requirement IAA SCR 1240: Does ACCESS currently refer applications to SSA, VA, DOR, or any other organizations? If yes, for what programs?	The system currently refers applications only to Florida Healthy Kids Corporation for CHIP. The system does make referrals to social service agencies that may assist clients with unmet needs; however, no applications are sent to these agencies.
133	Deloitte Consulting LLP	Requirements Definition Document, Section 3.1.2	17	Requirement IAA REF 1020: Please provide further information on what is meant by "the system shall provide the ability for the client to request a referral via various methods."	The system shall provide the ability for the client to request a referral via telephone, web, email, IVR, etc., and the system will generate the appropriate referral based upon their request.
134	Deloitte Consulting LLP	Requirements Definition Document, Section 3.1.3	18	Requirement IAA APP 1020: Please confirm that the Department intends to move all processes currently within the responsibility of the Florida Healthy Kids Corporation into the ACCESS Florida System Replacement.	The new system will complete application and eligibility determination functions for CHIP. Florida Healthy Kids Corporation will continue to perform all other functions such as premium collection and plan selection.
135	Deloitte Consulting LLP	Requirements Definition Document, Section 3.1.3	18	Requirement IAA APP 1020: Will WIC applications be processed by ACCESS workers for eligibility and authorization or will these processes be performed by DOH staff?	All WIC applications will be processed by Department of Health staff using the Department of Health's WIC eligibility system.
136	Deloitte Consulting LLP	Requirements Definition Document, Section 3.1.3	19	Requirement IAA APP 1240: Please define "acceptable geo-coding."	"Acceptable" should be interpreted as "industry standard".
137	Deloitte Consulting LLP	Requirements Definition Document, Section 3.1.3	21	Requirement IAA APP 1700: Please provide further information on what is meant by "to confirm the individuals retrieved for registration."	The system must match application data to that of known individuals to establish if the applicant is the same (or a different) person in order to ensure there are no duplications.

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

Vendor Question #	Vendor	ITN Section Number	ITN Page Number	Question / Comment	Department Response
138	Deloitte Consulting LLP	Requirements Definition Document, Section 3.1.3	26	Requirement IAA APP 2480: Please provide further information on why a closed or denied case would be re-pended and what actions would be performed after re-pending.	Program rules allow a case to be reopened if appropriate documentation is provided within specified time frames following denial or closure. This action may result in reopening, approving or denying the case or application.
139	Deloitte Consulting LLP	Requirements Definition Document, Section 3.2.1	50	Requirement IVED IC 2740: Please confirm that the Department intends for interviews to be conducted by an automated process or system without any manual intervention by a worker or Department staff.	The intent of this requirement is for the system to record interviews between applicants and Department staff.
140	Deloitte Consulting LLP	Requirements Definition Document, Section 3.2.1	50	Requirement IVED IC 2760: Please confirm if biometric identification is for workers, customers, and/or other user groups.	Please see Addendum 2 posted to the Florida Vendor Bid System (VBS) which includes an update to this requirement in the Requirements Definition Document and Requirements Response Matrix. These documents can be found at <a href="http://www.dcf.state.fl.us/admin/contracts/floridareplacement/">www.dcf.state.fl.us/admin/contracts/floridareplacement/</a> .
141	Deloitte Consulting LLP	Requirements Definition Document, Section 3.2.1	50	Requirement IVED IC 2820: Please provide further information on what is meant by "ability to detect both accuracy and gaps in client information."	In terms of accuracy, the system should match known demographic and address data to applications to detect errors. In terms of gaps, the system should recognize unanswered mandatory questions based on program criteria.
142	Deloitte Consulting LLP	Requirements Definition Document, Section 3.2.2	54	Requirement IVED IV 1120: Please provide further information on what is meant by "if staff availability levels fall below specified thresholds as defined by the state."	Using information provided on available staff by date and location, the system should recognize when the volume of work for an area exceeds staffing and notify management who can then reassign work to other areas.
143	Deloitte Consulting LLP	Requirements Definition Document, Section 3.2.3	70	Requirement IVED ED 3000: Please provide further information on what is meant by "automatically determine if the premium amount is sufficient to grant monthly coverage."	If CHIP clients do not pay the monthly premium, benefits will be terminated. The system must be notified/recognize when this occurs in order to terminate coverage.
144	Deloitte Consulting LLP	Requirements Definition Document, Section 3.3.1	87	Requirement CMCW CM 1060: Please provide further information on what is meant by "ability for different programs on the same case to be assigned to different workers/functional units."	A case may involve multiple programs and benefits. The system must enable multiple staff members to work on different areas of the same case independent of one another.
145	Deloitte Consulting LLP	Requirements Definition Document, Section 3.3.1	90	Requirement CMCW CM 1460: Please define "work team" and "multiple work teams."	The system must enable users to access and perform multiple functions without requiring separate profiles or user IDs.
146	Deloitte Consulting LLP	Requirements Definition Document, Section 3.3.2	94	Requirement CMCW WM 1300: Please provide further information on what is meant by "ability to generate a notification of any over/underpayments from the period prior to a mass change."	After completing a mass change, the system should recognize cases that were in error prior to the mass change and provide a notification to the appropriate user indicating that further action is needed on the case to correct those benefits (supplement or recoupment).
147	Deloitte Consulting LLP	Requirements Definition Document, Section 3.3.2	98	Requirement CMCW WM 1860: Please define "case reading."	A case reading is a review of a case action, such as an application or redetermination, by designated staff to determine if the case action was completed correctly. If the action was not completed correctly, the worker who processed the action must correct it.

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

Vendor Question #	Vendor	ITN Section Number	ITN Page Number	Question / Comment	Department Response
148	Deloitte Consulting LLP	Requirements Definition Document, Section 3.3.2	106	Requirement CMCW WM 2800: Please provide further information on what is meant by "ability to track 15% exemptions (if applicable)."	If the State imposes the food assistance time limit on Able Bodied Adults Without Dependents (ABAWD), then the State can use a 15% exemption for months when the time limited month could not be imposed. This requires tracking the number of months an ABAWD can receive food assistance in a three year period.
149	Deloitte Consulting LLP	Requirements Definition Document, Section 3.3.2	110	Requirement CMCW WM 3260: Please provide further information on what is meant by "ability to automatically call a client."	When an application is submitted, it should include the dates and times that the customer is available for an interview. The system must call the customer at that date and time, and if the customer answers, the system should request that the customer hold in order to be connected to a staff member to conduct the interview.
150	Deloitte Consulting LLP	Requirements Definition Document, Section 3.3.5	114	Requirement CMCW SR 1320: Please provide further information on what is meant by "workers under 100% review."	"Workers under 100% review" refers to staff which require that 100% of their case work be reviewed by supervisory staff before actions can be authorized.
151	Deloitte Consulting LLP	Requirements Definition Document, Section 3.4.1	129	Requirement PBM PR 1100: Please provide further information on what is meant by "related profiles" and "master profile."	Business partners may have multiple sites in different parts of the State. The system should enable the user to request related information for any site under the master profile without having to enter it into the system multiple times. The Department does not want to dictate the security architecture of the new system and is open to ways to meet the intent of this requirement without dictating profile structures.
152	Deloitte Consulting LLP	Requirements Definition Document, Section 3.5.1	138	Requirement FM BI 1560: Please provide further information on what is meant by "ability to attach biometric identifiers to EBT cards."	Please see Addendum 2 posted to the Florida Vendor Bid System (VBS) which includes an update to this requirement in the Requirements Definition Document and Requirements Response Matrix. These documents can be found at <a href="http://www.dcf.state.fl.us/admin/contracts/floridareplacement/">www.dcf.state.fl.us/admin/contracts/floridareplacement/</a> .
153	Deloitte Consulting LLP	Requirements Definition Document, Section 3.5.1	139	Requirement FM BI 1620: Please provide further information on what is meant by "ability to divide benefit allotment between facility and recipient in the month the recipient leaves the facility."	Certain authorized residence facilities receive food assistance benefits on behalf of a client. In the month that a client leaves a facility which was receiving food assistance benefits on their behalf, the client would be entitled to a portion of those benefits. The system should have the ability to calculate the benefit allotment between the client and the facility in that month.
154	Deloitte Consulting LLP	Requirements Definition Document, Section 3.5.1	139	Requirement FM BI 1680: Please provide further information on what is meant by "Department of Financial Services' State employee match."	The system must match against the files of the Florida Department of Financial Services to determine if an applicant/recipient is an employee of the State of Florida.
155	Deloitte Consulting LLP	Requirements Definition Document, Section 3.5.1	139	Requirement FM BI 1700: Please provide further information on what is meant by "ability to support scheduled Medicaid Match functions with AHCA."	Once eligibility is determined, the system must send Medicaid eligibility information to the Agency for Health Care Administration's MMIS system which authorizes services to clients and payments to vendors.

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

Vendor Question #	Vendor	ITN Section Number	ITN Page Number	Question / Comment	Department Response
156	Deloitte Consulting LLP	Requirements Definition Document, Section 3.9.1	187	Requirement IAA WIC CC 1030: Please confirm that cases with WIC and other public assistance programs (Medicaid, SNAP, TANF) will be processed by the same DCF staff members.	Please see the Department's response to Question #135.
157	Deloitte Consulting LLP	Requirements Definition Document, Section 4.2.2	194	Requirement NF CRM IVR 1000: Please confirm that the IVR should support all public assistance programs including WIC.	The IVR will not support the WIC Program.
158	Deloitte Consulting LLP	Requirements Definition Document, Section 4.6.7	214	Requirement NF INF UI 1010: Please provide further information on what is meant by "enable the use of mobile technologies for internal and external facing interfaces."	Please see the Department's response to Question #21.
159	Deloitte Consulting LLP	Requirements Definition Document, Section 4.7	215	Requirement NF INT GEN 1100: Please provide further information on what is meant by "exchange of bulk data information to be printed and mailed."	NF INT GEN 1100 pertains to the exchange of bulk data information to be printed and mailed, which includes, but is not limited to, correspondence created by the system in the form of paper notices, emails and other communication protocols.
160	HP Enterprise Services	ITN, Section 1.2	2	Please confirm whether external Call Center (member customer service) is in scope. There is a reference to average monthly call volume, but no specific indication in the ITN of assuming call center responsibilities.	Call center technology is included within the scope of ITN #03F12GC1. Call center operations are not included within the scope of ITN #03F12GC1.
161	HP Enterprise Services	ITN, Section 1.3	4	Please confirm that the contract duration specified is accurate. A 3-yr term would not appear to cover your expected implementation date of 5/31/16 mentioned on pg 3.	Please see the Department's response to Question #4.
162	HP Enterprise Services	n/a	n/a	What, if any, impact to the ITN is expected by virtue of the recent positions voiced by Governor Scott in the media, with regard to not implementing ACA?	As stated in <i>Section 1.1 Introduction to the Procurement</i> , the Department will amend the ITN as necessary to incorporate new information as it is received, and vendors will be expected to address those changes as more specifically described in future addenda.
163	HP Enterprise Services	ITN, Section 2.5	9	Would the state consider extending the ITN Response date by 30 days to allow vendors to incorporate the state's answers into their response and pricing?	Please see the Department's response to Question #1.
164	HP Enterprise Services	Appendix I, Attachment I, Section 8.5	57	Please clarify whether the Disaster Recovery Plan scope includes the desire for an offsite DR Hosting quote.	The Department is not seeking an offsite DR hosting quote.
165	HP Enterprise Services	ITN, Section 1.1	1	States that the solicitation includes "...operations and maintenance services (O&M)..." The word "operations" implies that the vendor will perform system operations of the developed applications. This can be construed to be a business outsourcing procurement. Is that the intent of this procurement?	No.

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

Vendor Question #	Vendor	ITN Section Number	ITN Page Number	Question / Comment	Department Response
166	HP Enterprise Services	Requirements Definition Document, Section 4.6.1	210	How many workers / users will need access to document and correspondence completion (i.e. the ability to open a correspondence, enter free form text, make selections, etc. and release it to print)? This section lists several different classes of users: Customer Service Representatives, Economic Self Sufficiency workers, and Non-Economic Self Sufficiency workers. Will all these classes of workers need document completion functionality?	The current number of workers / users is based upon the architecture of the current environment. The future number of workers / users should be based upon the proposed architecture and changes to business processes.
167	HP Enterprise Services	ITN, Section 4.2.10.1 #1	23	Providing names of everyone involved in the DDI, Warranty, and O&M Performance Periods may limit the ability of vendors to respond. Would the state consider limiting this requirement to key personnel and roles for the remaining team?	Please see the Department's response to Question #63.
168	HP Enterprise Services	ITN, Section 4.2.10.1 #2	23	Would the state change this requirement to only apply to project key personnel?	Please see the Department's response to Question #63.
169	HP Enterprise Services	ITN, Section 4.2.10.1 #3	23	Would the state change this requirement to apply to project key personnel?	Please see the Department's response to Question #63.
170	HP Enterprise Services	ITN, Section 4.2.10.2 #1	23	Would the state consider changing the language to read, "An organization chart(s) including all team members' names or roles."?	Please see the Department's response to Question #63.
171	HP Enterprise Services	ITN, Section 4.2.10.2 #2	23	Would the state change this requirement to only apply to project key personnel?	Please see the Department's response to Question #63.
172	HP Enterprise Services	ITN, Section 4.2.10.2 #3	24	Would the state change this requirement to apply to project key personnel?	Please see the Department's response to Question #63.
173	MAXIMUS Health Services, Inc.	ITN, Section 1.1	1	What is the due date for the feasibility study report that will recommend remediation and enhancement of the State's legacy eligibility determination system or development of a new system?	Based on information available to the Department as of July 20, 2012, the ACCESS Florida System Feasibility Study being conducted by the Agency for Health Care Administration will be completed in September 2012. Please note that this date is subject to change.
174	MAXIMUS Health Services, Inc.	ITN, Section 1.2	2	Does the average number of Monthly Call Center Calls include calls to the Florida Healthy Kids Corporation (FHKC) toll-free number? Is it anticipated that FHKC will continue to be responsible for all incoming calls related to the CHIP program? What is the Department's estimate of additional calls that will be received related to Medicaid expansion under the Affordable Care Act?	The Average Monthly Call Center Calls provided in <i>Section 1.2 Statement of Purpose</i> does not include calls to FHKC. FHKC will continue to be responsible for incoming calls related to CHIP. Vendors should use the call center volume data provided by the Department and their experience to project the expected volume of additional calls received that must be supported by their proposed solutions.
175	MAXIMUS Health Services, Inc.	ITN, Section 1.2	3	Who currently operates and maintains the ACCESS Florida System?	Please see the Department's response to Question #184.
176	MAXIMUS Health Services, Inc.	Appendix I, Attachment I, Section 4	49	Does case management include premium collection for CHIP families? If so, does the State intend to manage that function?	Florida Healthy Kids Corporation will continue to manage premium collection for CHIP.

ITN #03F12GC1 - ACCESS Florida System Replacement  
Response to Inquiries

Vendor Question #	Vendor	ITN Section Number	ITN Page Number	Question / Comment	Department Response
177	MAXIMUS Health Services, Inc.	Appendix I, Attachment I, Section 9.15.1.2 a, b, c, d, and e	74, 75	Do the functional end-users, super users, limited users and technical support include staff that serve as customer service representatives or is the approximate number provided in subsection c. the total number of customer service representatives? Please provide the total number of customer services representatives anticipated by each program supported by the eligibility system.	External customer service representatives are included in the Functional End-User counts provided in 2.a of <i>Appendix I, Attachment I, Section 9.15.1 Provider Training Responsibilities</i> . The Customer Service / Help Desk / User Support Specialist count provided in 2.c includes technical support for internal users. Please see Requirement NF INF CAP 1020 in <i>Section 4.6.1 Infrastructure - Capacity</i> of the Requirements Definition Document which can be found at <a href="http://www.dcf.state.fl.us/admin/contracts/floridareplacement/">www.dcf.state.fl.us/admin/contracts/floridareplacement/</a> for additional information about customer service representatives. Customer service representatives support all programs; therefore, counts by program area cannot be determined.
178	MAXIMUS Health Services, Inc.	Appendix I, Attachment I, Section 11.3 (7)	78	Is the referenced Help Desk only to address technical issues or is it intended to support program questions from applicants and enrollees?	The reference to Help Desk in <i>Appendix I, Attachment I, Section 11.3 (7)</i> applies to technical issues.
179	MAXIMUS Health Services, Inc.	Appendix I, Attachment I, Section 13	84	Appendix IX: System Requirements Response Matrix and Associated Liquidated Damages Page is a blank page. Are respondents expected to suggest the liquidated damages to the State?	The System Requirements Response Matrix referenced in <i>Appendix IX: System Requirements Response Matrix</i> is an electronic file that can be accessed using the link provided in <i>Section 1.5 Supporting Documentation</i> . As stated in <i>Appendix I, Attachment I, Section 13 Service Levels and Liquidated Damages</i> , service level agreements and liquidated damages will be developed and finalized during <u>contract negotiations</u> .
180	ISF	n/a	n/a	Has the IV&V contract been awarded for this project? If not, when is that anticipated?	Independent Verification & Validation services are not included within the scope of ITN #03F12GC1.
181	ISF	n/a	n/a	Does the Department prefer any particular technology for this project?	The Department does not have a technology preference.
182	ISF	n/a	n/a	If a vendor is selected that is different from the existing vendor, how will knowledge transfer take place?	Please see <i>Appendix I, Attachment II, Section 2.1.2 Transition Responsibilities from Incumbent Provider</i> .
183	ISF	n/a	n/a	Will DCF make the sign-in sheets from the vendor's conference available or release a list of attendees?	The attendance sheets from the Solicitation Conference held on June 29, 2012, have been posted to the following site: <a href="http://www.dcf.state.fl.us/admin/contracts/floridareplacement/">www.dcf.state.fl.us/admin/contracts/floridareplacement/</a> .
184	ISF	n/a	n/a	What vendor is currently maintaining the ACCESS System? Will they be allowed to bid on the system replacement?	Deloitte Consulting currently provides operations and maintenance services for the ACCESS Florida System. Deloitte Consulting is not precluded from bidding on ITN #03F12GC1.