DEPARTMENT OF CHILDREN AND FAMILIES

REQUEST FOR INFORMATION
Contract Management System

This is a Request for Information pursuant to Rule 60A-1.042, F.A.C., for planning purposes only. This is not a solicitation for offers.

A. Introduction

This is a Request for Information (RFI) as defined in Section 287.012(22), Florida Statutes, for planning purposes. This RFI is issued by the State of Florida, Department of Children and Families (Department), to solicit information regarding available providers for the products and services described herein.

B. Schedule of Events

Listed below are the important actions, dates, and times by which the actions are expected to be taken or completed. Schedule may change at Department discretion. All listed times are **Eastern Time**.

DATE	TIME	ACTION
10/19/2018	5:00 p.m.	Release of RFI
10/29/2018	9:00 a.m.	Question Deadline – Last date and time written questions will be accepted for this RFI
11/2/2018	5:00 p.m.	Anticipated date that the answers to the written questions will be posted to the Vendor Bid System (VBS)
11/26/2018	5:00 p.m.	RFI Responses Due
January – February 2019	TBD	Optional Vendor Demonstrations may be scheduled at the discretion of the Department

C. Statement of Need

The Department manages hundreds of monetary contractual agreements and thousands of non-monetary contractual agreements. There are multiple methods used for managing and maintaining the various agreements. The Department currently does not have a single central repository to store, manage and retrieve all types of contractual documents and related information. Data retrieval, tracking process steps, and reporting on contractual agreements are all more difficult due to the reliance on disparate systems including older legacy systems with limited functionality and minimal interfaces between the various internal and external applications.

D. Purpose

The goal of the initiative is to procure and implement a browser-based contract management system (CMS) to serve as a central document repository for contractual agreements and to streamline the contract management process through the incorporation of automated workflow, templates, notifications and electronic signatures. Upon completion of the initiative, Department staff with appropriate access should be able to easily find and view critical contract data, research historical contract record data, produce individual and summary reports, and be more efficient in the full life cycle management of contractual agreements. It is anticipated that several existing

legacy systems will be replaced and that interfaces to remaining systems, both internal and external, will be implemented.

Any CMS to be considered shall include, but not be limited to, the ability to: process all elements of contract request, development, approval and tracking; maintain historical and current contractual agreements; define and modify workflows to send email notifications with a link for viewing, editing, and approval processing; define and modify user-defined fields; and include built-in and custom reporting capabilities. The CMS must provide document security and allow for version control of contracts and amendments.

The purpose of this RFI is to gather information related to vendor CMS solutions available in the current market, either on-premise commercial-off-the-shelf (COTS) solutions or cloud-based Software-as-a-Service (SaaS) solutions.

The Department prefers procuring a vendor solution that can be configured and customized as needed to meet business requirements while avoiding code customizations that would restrict or impact supportability and future upgrades.

See below for specific instructions on content and format of responses.

Upon receipt of RFI responses, vendor demonstrations may be scheduled at the discretion of the Department. Based upon responses and optional demonstrations, the Department will determine the next steps toward procurement of a replacement contract management system, which may include the development of a Legislative Budget Request to obtain funding for the initiative.

E. **Additional Information**
Below is additional information that may assist in preparation of appropriate and complete responses.

1. Description of User Population and number of Department users: 150-200 Contract Managers, Contract Administrators, Budget Administrators, Procurement Administrators, Contract Approvers and Signatories
2. Number of potential external users: up to 3000 providers and partners (final estimates will be determined based on functionality procured)
3. Estimated number of contracts and pages to be migrated or loaded during implementation: 1.4 million pages based on approximately 300 active monetary contracts with an estimated average of 4,000 pages each (1,200,000 est. pages) and approximately 3,000 active non-monetary agreements with an estimated average of 50 pages each (150,000 pages).
4. Anticipated data growth rate: 10% per year

F. **Functional Requirements**

General functional requirements for the CMS include:
1. Ability to securely develop, execute and manage contracts and related documents throughout the full life cycle
2. Be browser-based and user-friendly, requiring minimal user training, and accessible from a variety of standard client platforms
3. Be flexible and allow configuration and customization of additional user-defined fields, templates/forms, queries/reports, workflow processes and other business rules, while avoiding code customizations that would restrict or impact supportability and future upgrades

4. Allow for various methods of data import/export and application/data integration with other systems
5. Have robust search capabilities including full text search of all text-readable documents
6. Have a security design that allows decentralization of the administration of user accounts and access control

A detailed and prioritized list of **high level** Functional Requirements is provided separately in an Excel spreadsheet. Each requirement has been prioritized by the Department as follows:

- **Mandatory:** Required functionality of the proposed CMS
- **Preferred:** Functionality not required but likely to provide demonstrable improved efficiencies
- **Optional:** Functionality seen as "value-added"

Any RFI response must include an electronic submission of the separate Excel Functional Requirements spreadsheet, with the "Response" column updated to indicate whether and/or how the proposed solution could meet each of the listed requirements. (See "Instructions" tab within the Excel file for more information.)

Valid Response indicators are:

- **Y** = Solution meets the requirement "out of the box" at no cost beyond standard licensing and implementation costs included in the response estimates
- **$** = Solution meets the requirement with no base software code changes, but will require expanded functionality (e.g., add-ons, APIs, etc.) at additional cost for development or advanced technical services
- **C** = Code customizations, including base software code changes, would be required to meet the requirement (at additional cost)
- **I** = The requirement could be met through proven integration with one or more additional products (at additional cost)
- **N** = Requirement cannot be met
- **?** = Unknown/Undetermined
- **Other (explain in comments)** = None of the above indicators adequately describe the solution; explanation should be included in the "Comments" column

The Comments column may be used to provide any additional requirement-specific information that would be beneficial.

G. Non-functional Requirements

In addition to submitting the updated Functional Requirements spreadsheet, please include an electronic submission of a Word or PDF document with information in response to all non-functional requirements sections below.

1.   Contact Information

Include your company contact information for communications related to this RFI, including name, title, email, and phone number(s).

2.	Organizational Overview

Please provide an overview of your company's demonstrated experience in successfully implementing and supporting a Contract Management System for customers of similar size and need (preferably within government). If possible, provide examples of the three most recent implementations of the product being recommended. Additionally, please provide historical information related to your organization's technology trends, version upgrades, and overall demonstrated ability to stay abreast of current technology. Feel free to provide any pertinent company policy statements, e.g., security, privacy, data use, accessibility, and version backward-compatibility.

3.	Authorized Contract Vehicle(s)

Please indicate whether and how the Department of Children and Families can buy your proposed solution using one of the State authorized contracts (please see https://www.dms.myflorida.com/business_operations/state_purchasing/state_contracts_and_agreements for a list of available contracts).

4.	Product Demonstrations

After receipt and review of RFI responses, the Department may request vendor product demonstrations. Not all respondents will necessarily be invited to present a demonstration. Demonstrations are expected to be of a live, fully-functional system and may be required to include specific features or processes (to be determined). These demonstrations may be onsite at Department headquarters in Tallahassee, FL, but must also be presented via webinar for participation by remotely-located Department staff. Please indicate whether you would be willing to demonstrate your solution, and describe scheduling, format or content limitations, if any.

5.	Platform

Is the solution platform Software-as-a-Service (SaaS, cloud) and/or on-premise commercial-off-the-shelf (COTS)?

For SaaS, please provide the following information:

a.	Whether cloud is public, private or government and whether AWS cloud is an option
b.	Whether your cloud solution is: located in data centers within the Continental United States; and maintained in a fully redundant fashion at two or more geographically separated physical locations for disaster recovery/business continuity purposes
c.	Whether development and testing platforms are also provided, and if so, whether there is a direct deployment path from these platforms to the production environment
d.	Standard service levels including, but not limited to: system performance and availability, backup/recovery (RPO & RTO), technical support, upgrade support, security, user support, and escalation

For On-premise COTS, please provide the following information:

e.	Server specifications and all system requirements

f. Anticipated professional services needed for configuration, implementation, and ongoing technical support
g. Typical overhead required of the hosting agency for upgrade activities
h. Include, if possible, an example of implementation and/or upgrade instructions or deployment steps

If multiple options are available:

i. Please provide all requested information for all options being recommended for consideration
j. Please describe any difference in functionality between COTS and SaaS versions

6.   Mobility

Please describe general functionality that is available through mobile devices, including any differences in functionality between desktop/laptop and mobile devices, or between different mobile device operating systems.

7.   Compatibility

Please indicate what standards, protocols, and/or software product versions are supported for:

a. Web browsers
b. Mobile devices and operating systems (if applicable)
c. Client operating systems and recommended system specifications
d. Database management systems
e. Data integration, interface, import/export

8.   Technology

a. What levels of encryption are supported/used?
b. What authentication methods are supported/used?
c. What is the process for allowing secure electronic signature by external users (outside the Department network and security infrastructure)?

9.   Compliance

a. Does your solution meet all applicable security standards as defined by Florida Administrative Code 74-2, the National Institute of Standards and Technology (NIST), and/or other established security standards and best practices? Please explain.
b. Does your solution meet accessibility standards as defined by the Americans with Disabilities Act (ADA), Section 508 and/or World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) version 2.0? Please explain.

10.   Implementation and Ongoing Support

Related to both implementation and ongoing support, please provide the following:

a. An overview of vendor support that will not require procurement of additional professional services, including both onsite and secure remote support
b. A description of training and online resources available, both for implementation and ongoing use
c. A recommendation of additional professional services that the Department should consider procuring, based on the information provided in RFI
d. A Roles and Responsibilities matrix defining the breakdown of roles and responsibilities of the Agency, Vendor and any 3rd party service provider
e. Other tools and/or utilities available and/or recommended for data migration, bandwidth estimates, and/or upgrades

11.   Cost

Please provide the following information for the CMS solution itself and, if applicable, any additional modules or products that would provide optional capabilities:

a. Licensing, User, and/or Service Level Agreements
b. General description of the licensing model, including policy for additional licensing for non-production instances (e.g. development, test, user acceptance testing, disaster recovery)
c. Anticipated categories/types and number of licenses needed (including read/view-only access), based on information provided in RFI, with cost and functionality of each
d. Projection of future cost increases, e.g. annual increases in licensing/support costs
e. Estimated implementation timeframe and itemized costs, based on information provided in RFI, including but not limited to: professional services, recommended user and technical training (for all roles), bandwidth/telecommunications requirements, storage (for SaaS), etc.
f. 5-Year Total Cost of Ownership – best estimate based on information provided in the RFI, to include but not be limited to: licensing, annual maintenance and support, professional services and training for upgrades, data ingress/egress fees, etc. (Hardware cost estimate for on-premise COTS does not need to be included if HW specs/requirements were included as requested above.)

12.   Strategic Integration with Financial Grants Management

Due to the criticality of grants management to the mission of the Department, and the inherent relationship between contract management and grants management, the Department has a strategic interest in the potential for future integration between the contracts management and grants management processes. Specifically, the Department manages the annual distribution of over $1 billion in grant awards and sub-awards to almost 300 external partners, utilizing contractual agreements that will be managed using the proposed contract management system. Therefore, while grants management is not in scope for the current initiative, the Department is also interested in gaining insights into the potential for future expansion of or integration between the proposed contract management system to a system providing robust financial grants management functionality. Please indicate whether your solution does include a financial grants management module in the base product, or that could be procured and implemented in the future. Or, alternatively, if your product has been proven to successfully integrate with a 3rd party financial grants

management solution, please provide additional information, including if possible the specific integrated grants management solution.

H. <u>Response Instructions</u>

If your organization is interested in responding to this RFI, please provide a complete response to the requested information. If multiple solutions are recommended, please provide a separate response for each. The submission must include:

1. Excel file containing the Functional Requirements spreadsheet referenced in Section F (above), with the "Response" column updated to indicate whether and/or how the proposed solution could meet each of the listed requirements. (See "Instructions" tab in Excel file for more information.)

2. Word or PDF document addressing all sub-sections of Section G, Non-functional Requirements (above).

Responses are requested by the above due date and time shown in Section B Schedule of Events and shall be submitted as follows:
- Electronic submission of response to this RFI may be emailed to the Department's Procurement Manager (listed in this RFI); or
- Electronic responses saved on a compact disc may be mailed to the Department's Procurement Manager (listed in this RFI).

Submissions for this RFI shall be submitted to:

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