



Department of Economic Opportunity

REQUEST FOR INFORMATION

Information Acknowledgement Form

Page <u>1</u> of <u>9</u> pages		SUBMIT RESPONSE TO:	
DEPARTMENT RELEASE DATE: <u>May 1, 2013</u>		Department of Economic Opportunity Office of Procurement and Contract Administration 107 East Madison Street, B-047 Tallahassee, Florida 32399-4128 Telephone Number: 850-245-7455	
SOLICITATION TITLE: Workforce Information Technology Procurement Project - A Florida Workforce Automation SaaS (Software as a Service)		SOLICITATION NO: 13-RFI-001-LJ	
RESPONSES WILL BE OPENED: May 15, 2013 at 3:00 p.m., EST			
RESPONDENT NAME:		_____ Authorized Representative's Signature _____ Name and Title of Authorized Representative This individual must have the authority to provide this Response.	
RESPONDENT MAILING ADDRESS:			
CITY – STATE – ZIP:			
PHONE NUMBER:			
TOLL FREE NUMBER:			
FAX NUMBER:			
EMAIL ADDRESS:			
FEID NO.:			
TYPE OF BUSINESS ENTITY (Corporation, LLC, partnership, _____)			

RESPONDENT CONTACTS: Please provide the name, title, address, telephone number and e-mail address of the official contact and an alternate, if available.

PRIMARY CONTACT:		SECONDARY CONTACT:	
NAME, TITLE:		NAME, TITLE:	
ADDRESS:		ADDRESS:	
PHONE:		PHONE:	
FAX NUMBER:		FAX NUMBER:	
EMAIL ADDRESS:		EMAIL ADDRESS:	

This is a RFI as defined in s. 287.012(21), Florida Statutes. The Department of Economic Opportunity (DEO) is issuing this RFI for planning purposes only. Any subsequent implementation activities will depend on budget approval. This RFI is not a solicitation and will **NOT** result in a contract. However, information received in response to this RFI may be used to develop future procurements. Vendors are encouraged to respond with solutions that meet all or part of the specified requirements.

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SECTION A
SPECIAL INSTRUCTIONS FOR THE PREPARATION AND SUBMISSION OF RESPONSES

The instructions for this RFI have been designed to help ensure all responses are reviewed in a consistent manner, as well as to minimize costs and response time. **INFORMATION SUBMITTED IN VARIANCE WITH THESE INSTRUCTIONS MAY NOT BE REVIEWED.**

- A.1 Solicitation Number** 13-RFI-001-LJ
- A.2 Solicitation Type** Request for Information (RFI)
- A.3 Program Office** Division of Workforce Services
- A.4 Issuing Office** Sonja Strickland/Laura I. Jennings
Purchasing Analyst/Purchasing Manager
107 East Madison Street, B-047
Tallahassee, Florida 32399
(850) 245-7472/(850) 245-7464 (Office Number)
(850) 245-7470 (Fax Number)
sonja.strickland@deo.myflorida.com
laura.jennings@deo.myflorida.com

A.5 Calendar of Events

Listed below is the calendar of important actions and dates/times by which the actions must be taken or completed. If DEO finds it necessary to change any of these dates/times, it will be accomplished by addendum. All listed times are local in Tallahassee, Florida.

	Estimated Calendar of Events	Date and Time
1.	Date of Issuance and publication on the Florida Vendor Bid System website at: http://vbs.dms.state.fl.us/vbs/main_menu	Wednesday, May 1, 2013
2.	Technical Questions Regarding RFI due to Department	Wednesday, May 8, 2013 @ 3:00 p.m.
3.	Department Responds to Technical Questions	Anticipated Friday, May 10, 2013
4.	Responses Due and Opened	Wednesday, May 15, 2013 @ 3:00 PM
5.	Oral Presentations, if scheduled	Anticipated Wednesday, May 29, 2013 through June 12, 2013

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Addenda or clarifications to this RFI along with an Addendum Acknowledgement Form will be posted on the Florida Vendor Bid System (VBS). **It is Respondent's responsibility to monitor the Florida Vendor Bid System for any solicitation updates.**

A.6 Questions

Any technical questions from Respondents concerning this RFI shall be submitted in writing, identifying the submitter, by email to Clifftin Atkinson, to cliffin.atkinson@deo.myflorida.com, copying the Issuing Office specified in Section A.4, to laura.jennings@deo.myflorida.com and sonja.strickland@deo.myflorida.com by the date and time specified in Section A.5, Calendar of Events. Respondent's questions should be submitted in the format included in Attachment A – Technical Questions Submittal Form.

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SECTION B – INTRODUCTION AND PURPOSE

B.1 INTRODUCTION AND PURPOSE

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

The Department of Economic Opportunity (DEO), Division of Workforce Services, is seeking information from qualified vendors pertaining to the acquisition of a web-enabled, Software as a Service (SaaS) solution to support Florida's workforce development system by providing a:

- state of the art labor exchange / job matching system
- robust repository of job seeker resumes across multiple industries to enhance Florida's talent pool; and
- comprehensive case management and reporting system

At the time of solicitation DEO anticipates procuring from only one vendor, therefore it is understood that where necessary vendors will partner to provide a complete solution. This RFI pertains to the Workforce Information Technology Procurement Project. All questions should be directed to the contact person identified in Section A.6 of this RFI.

B.2 BACKGROUND

DEO is requesting information for a line of business SaaS solution from potential vendors. The system will serve the Florida Workforce Development System and customers with an integrated, adaptable, and scalable web-enabled information system to support the entire Workforce System to include services provided under the Wagner-Peyser Act, the Workforce Investment Act, the Trade Adjustment Assistance Act, the Reemployment and Eligibility Assessment program and others by:

- Providing a SaaS solution for workforce development, employment and training
- Automating manual, paper-based processes to increase workflow efficiencies and reduce operational costs
- Providing direct job seeker interfaces
- Facilitating improved communication within DEO as well as between Workforce Florida, Inc., DEO, the Regional Workforce Boards, job seekers, employers and partners
- Providing the Workforce System with timely access to information necessary for performance measurement and quality management
- Providing comprehensive access to data through searching and reporting capabilities
- Providing the capabilities to serve the needs of all U.S. Department of Labor (USDOL), Employment, Training and Administration (ETA) funded programs within DEO and the Florida Workforce System

B.3 SPECIFICATIONS

The list below contains some of the components necessary for any solution proposed for Workforce Services and the vendor(s) should have the ability to provide an integrated SaaS system that provides consistent, uniform information across the entire enterprise supporting program management requirements to include, but not be limited to:

- Optimal access to jobs and career information, eliminating duplicative job listings for job seekers
- Access to or partnership with another vendor with access to a national resume hosting site that currently contains at least 250,000 Florida based resumes across multiple industries
- Ability to search all posted resumes utilizing national brand website search capabilities
- Enhanced case management tools for Regional Workforce staff to most fully assist employers and job seekers to include, but not be

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limited to:

- Eligibility Determination
 - Service Tracking
 - Case Notes
 - Follow-up
- Precise reporting capabilities to meet the needs of federal, state and local reporting requirements
 - Strong interconnectivity capabilities between environments maintained by DEO Workforce Services and U.S. Department of Labor (Workforce Program Oversight) such as: Connect, One Stop Service Tracking (OSST) and Labor Market Information services
 - Eligibility determination functionality, data validation field recording, and activity tracking
 - Readily available information for researchers related to labor market and economic development data
 - Advanced self-service capabilities (Streamlined internet access)
 - Reemployment related activities such as skills assessment and reemployment opportunity matching
 - Administrative management functionality in support of data security, reporting, audits and user safeguards against fraudulent actions
 - Automation of cumbersome manual or paper processes to ensure critical information needed to effectively manage the programs is readily accessible to state and local administrators and policymakers
 - A technical architecture and underlying functionality that is adaptable, scalable and flexible to support continuous process improvement and changes in applicable state and federal laws
 - Other enhancements/features/innovations provided by the vendor not identified above

B.4 INSTRUCTIONS TO RESPONDENTS

The instructions for this RFI were designed to help ensure all responses are reviewed in a consistent manner. The response must include:

1. Information Acknowledgement Form

The response must include the DEO Information Acknowledgement Form signed by an individual with authority to provide the requested information on behalf of Respondent. The letter must contain the name, title, address, telephone number, and e-mail address of a contact person who will be available for telephone or e-mail contact regarding the RFI.

2. Details

Interested Respondents should include the following information in their responses:

- A description of Respondent's ability to provide a Florida Workforce Automation Software as a Service (SaaS) system and its complete components
- Respondent's history with similar systems, organizational structure, and contact information of each reference: Name, title, phone number and email address
- DEO is also interested in responses from vendors with contemporary enabling technology that can be applied to the Workforce business processes to create a more flexible and responsive environment
- Any other information that vendors want to supply in response to this RFI

3. Response Submittal

Respondents who reply to this RFI must label each envelope of the response as shown below:

DATE/TIME DUE: May 15, 2013@ 3:00 P.M. EST

RFI # 13-RFI-001-LJ

ENVELOPE # _____ OF ____ ENVELOPE(S)

Florida Department of Economic Opportunity
Office of Procurement and Contract Administration
Attn: Sonja Strickland/Laura Jennings
Caldwell Building
107 East Madison Street, Suite B-047
Tallahassee FL 32399

4. Oral Presentation

Respondents *may* be invited to present their proposals and answer any questions about their experiences in the development, implementation and/or support of their solutions.

B.5 RESPONSES

It is not necessary to prepare responses using elaborate brochures and artwork, expensive paper and bindings, or other expensive visual presentation aids. Responses should be prepared in accordance with the instructions provided in this document. DEO is not responsible for and will not reimburse any costs incurred in the preparation or submission of information in response to this RFI.

This is strictly a RFI, and in no way does this request bind DEO to solicit bids or proposals in the future. However, if in the future, DEO elects to solicit bids/proposals, in no way does submittal of information pursuant to this RFI give any vendor any advantage in any solicitation.

B.6 ORAL PRESENTATION AGENDA

Based upon the completeness of the response, DEO, at its sole discretion, *may* invite vendors for an oral presentation. Each presentation will be scheduled from one to two hours depending on the response and should include the following:

- A high-level overview of the product high-lighting the core agency processes the product addresses, including customer references for the product where it is currently installed
- The vendor should be prepared to discuss its experience and competency in the design, development and support of their SaaS solution, training and knowledge transfer activities, operations and maintenance of the proposed solution, and, if applicable, any additional vendors partnered with to provide a complete solution
- A discussion about the approach taken in previous implementations, challenges and risks encountered, and mitigating factors taken into consideration
- Questions and Answers

B.7 Number of Copies to be Submitted

A signed original response and three (3) electronic copies on compact disk (CD) of the response must be submitted for review by DEO. In addition, provide a CD of the "redacted" version of the response in accordance with B.9.

If Respondent considers any portion of its response to be confidential, Respondent shall submit a compact disc containing one (1) copy of the signed, original response with the confidential information redacted. This compact disc shall be titled "Redacted Copy."

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B.8 Disclosure and Ownership of Responses by DEO

A Respondent's response shall be a public record and subject to production, disclosure, inspection and copying consistent with the requirements of Chapter 119, Florida Statutes. A Respondent's response, upon submission, shall be the property of DEO except those parts asserted to be confidential or exempt pursuant to Chapter 119, Florida Statutes, and DEO, in its sole discretion, shall have the right to use, reproduce, and disseminate the response.

B.9 Respondent's Duties to Assert Exemption from Disclosure as a Public Record

Any response content submitted to DEO which is asserted to be exempt under Chapter 119, Florida Statutes, shall be set forth on a page or pages separate from the rest of the document, and clearly marked "Exempt," "Confidential," or "Trade Secret" (as applicable), with the statutory basis for such claim of exemption, confidentiality, or trade secret specifically identified in writing on each and every such page. Failure to segregate and so identify any such content shall constitute a waiver of any claimed exemption, confidentiality, or trade secret as applied to the portion of the document in which the content is set forth.

Any claim of confidentiality is waived upon submission, unless addressed as set forth above. DEO will attempt to afford protection from disclosure of any trade secret as defined in Section 812.081(1)(c), Florida Statutes, where identified as such in the reply, to the extent permitted under Section 815.045, Florida Statutes and Chapter 119, Florida Statutes. Respondent acknowledges that the protection afforded by Section 815.045, Florida Statutes, is incomplete, and it is hereby agreed by the Respondent that no remedy for damages may arise from any disclosure by DEO.

DEO takes its public records responsibilities under chapter 119, F.S., and Article I, Section 24 of the Florida Constitution, very seriously. If Respondent considers any portion of the documents, data or record submitted in response to this solicitation to be exempted by law from disclosure as a public record, Respondent must also provide DEO with a separate Redacted Copy of its response, in hard copy and on a CD ROM, at the time of submission of the response. This Redacted Copy shall contain DEO's solicitation name, number, and the name of Respondent on the cover, and shall be clearly titled "Redacted Copy." The Redacted Copy shall only exclude or obliterate those exact portions which are exempted by law from public disclosure.

If it is determined that the response does not contain any information which is exempted by law from public disclosure, please provide as part of the response, a written statement to that effect which is executed by an authorized representative of Respondent's company with legal authority to make this determination on behalf of Respondent.

Respondent shall protect, defend, and indemnify, save and hold harmless, DEO from any and all claims, demands, liabilities and suits of any nature arising out of, because of, or due to failure of DEO to release information redacted by Respondent, and to further indemnify DEO for any other loss DEO incurs due to any claim being made against DEO regarding portions of its Redacted Copy being confidential, proprietary, trade secret or otherwise not subject to disclosure.

If Respondent fails to submit a Redacted Copy with its response, DEO is authorized to produce the entire document(s), data or records submitted by Respondent in answer to a public records request.

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ATTACHMENT A

TECHNICAL QUESTIONS SUBMITTAL FORM

For Attachment A, Respondents shall complete the form provided based on their questions relating to this RFI. The completed form shall be submitted in accordance with the instructions provided in A.6. The electronic response must be submitted as a Microsoft Word 2007 version file format. This form may be expanded as needed to facilitate response to this requirement.

Respondent's Name: _____

Respondent Question Number*	RFI Page Number, Section Number, Subsection Reference*	Question*
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

*Add rows as necessary.

***Authorized Representative's Signature**

***Typed Name and Title of Authorized Representative**

***This individual must have the authority to bind Respondent.**

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