1. Whether companies from Outside USA can apply for this? (like, from India or Canada)

Yes.

2. Whether we need to come over there for meetings?

During the procurement phase, attendance to Florida based meeting is not mandatory. To implement and configure the solution and to train staff, it is strongly preferred that any selected vendor provides an on-site, Florida presence to facilitate required Florida activities with any staff working outside the continental United States.

3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

During the procurement phase, attendance to Florida based meeting is not mandatory. To implement and configure the solution and to train staff, it is strongly preferred that any selected vendor provides an on-site, Florida presence to facilitate required Florida activities with any staff working outside the continental United States.

4. Can we submit the proposals via email?

Yes.

5. Will this transaction be procured directly through the manufacturer or do you have a preferred vendor(s) for procurement? This is to be determined once the method of procurement is decided.

6. What type of data (PII, PHI, PCI, etc.) is being stored in the solution? We do expect to include PII as relates to vendor FEIN numbers when it is a sole practitioner. PHI, PCI, and CJIS data are not expected.

7. You state 150-200 internal and 3,000 external users. Would you start with licensing for 3,200 users or ramp up to that number? All internal users would be licensed immediately. External users would be ramped up as needed, and the total number will depend upon exact functionality procured and implemented.

8. For migrating existing content, will you do it yourself or have consultants supplement your staff? To be determined and will be based in part upon cost and funding.

9. We offer Software-as-a-Service (SaaS, cloud) and/or on-premise. Do you have a preference? We would like to consider both. Final determination will be based in part upon cost and funding.

10. Are there any regulatory requirements (e.g. PCI, HIPAA, FTI, CJIS, trusted systems, NRC, NERC FERC …) We need to adhere to? National Institute of Standards and Technology (NIST) and Florida Administrative Code 74-2

11. Are there any 3rd party audits or certifications (e.g. SOC, ISO, HIPAA, PCI, FedRamp, …) that we need to provide? We encourage you to provide any certifications related to accessibility and security. For SaaS solutions, certifications such as FedRamp would be of interest.

12. What are the required service levels (e.g. availability, RPO, RTO, …)? To be determined and will be based in part upon cost and funding. Please provide your standards in response to RFI.

13. Do you require public Internet access to the data? No.

14. Do you have an appropriate budget? What is it? To be determined. The primary purpose of this Request for Information is to gather information needed for the funding request.

15. What are there the compelling events causing the customer to buy now? 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.

16. Question # 2.1: Are notifications required on individual emails or on the tool? To be determined. We would consider either or both.

17. Question # 2.7: Does email approval imply the ability to approve a request only or also the ability to include relevant document(s) or artifact(s) in the email response that need to be appended on the tool? The requirement does not specify use of email for approval. We would consider alternatives in this area based in part on options and funding.

18. Question # 4.2.2: Do the external systems have standard configuration and APIs available to integrate or are they expected to be built? Current interfaces are extract-based via FTP batch file transfer. Future interfaces may be API-based. Both types of interface need to be supported. Any customization of external applications would be considered the responsibility of the department or application owner.

19. Question # 5.4: Does the DFS FACTS system have APIs to allow the interfacing of data from the Contract Management System? Current interfaces are extract-based via FTP batch file transfer. Future interfaces may be API-based.

20. Question # 5.5: Are the document templates available from the agency to be uploaded in the system? Are we referring to MS Office document types, such as Word, Excel, PowerPoint? Yes, to both questions. Document types in this requirement relate to the form content rather than file format.

21. Question # 5.5.1: Are the common clauses available in an indexed form for the system to identify and apply for specific contract templates? Not at the present time. These will be developed as part of implementation.

22. Question # 5.5.2: Are the predefined criteria available to group the contract templates? Not at the present time. These will be developed as part of implementation.

23. Question # 5.7 & 15.1: Please elaborate on the level of automation expected in document collaboration. Version control and multiple updates with change tracking, preferably with simultaneous editing by authorized parties.

24. Question # 6.1.1: Does the DCF Financial System have APIs to help integrate to the contract management system? Current interfaces are extract-based via FTP batch file transfer. Future interfaces may be API-based.

25. Question # 6.1.3, 13.4&7, 16.4: Does the Vendor Bid System have APIs to allow for interfaces to the contract system integrate? The department does not have a current interface with this system. Interface format to be determined dependent on solution capabilities.

26. Question # 7.4.3,4,5,6&7: Do standard formats exist for these reports? While examples of these reporting requirements exist, specific formats will be determined during implementation.

27. Question # 8.1&2: Is there a placeholder available in DCF intranet or internet website to store/display publicly published documents or non-licensed staff to access? Yes

28. Question # 9.3: Is there a standard policy for record retention and associated reporting? Yes

29. Question # 11.4: In a multiparty contract - do all parties need to be set up in the system as authorized users or just capture data on platform and access to data is required on external site? To be determined and will be based in part upon cost and funding.

30. Question # 12.2: Please elaborate on the level of automation expected in the development of the contract plan. Automation could include use of templates, workflow, document collaboration, routing and approval of the final plan.

31. Question # 15.2.2: Is the expectation to only store communications or for the capability to route and manage all communications through the platform? To be determined and will be based in part upon cost and funding.

32. Question # 18.1.3: Please elaborate on the target systems where the financial data needs to be uploaded and along with the relevant formats for auto upload of data? This requirement relates to the ability to upload financial data into the Contract Management System from external source(s). The formats are dependent upon solution capabilities.

33. Question # 20.5.1: Is the expectation to edit the document within the browser and link the effective date for each change with chronological order on the changes? We would consider alternatives in this area dependent upon solution capabilities.

34. Question # 21.1,2&3: Is the expectation to generate invoice validation/payment based on the set schedule or deliverable completion? Yes. Please note these requirements are considered optional depending on cost and funding.

35. Question # 22.1,2: Are there specific criteria with targets set for contract monitoring? Yes, but may be unique to each individual agreement.

36. Question # 22.6: Is there a list of internal monitoring tools along with information on APIsQ to integrate? Current tools are EXCEL-based and completed manually.

37. Question # 22.6.1: Please elaborate on the level of automation expected in completing the findings. It is desired to incorporate the functionality of the current EXCEL-based tools in the system and possibly implement rule-based determination of overall compliance.

38. Question # 22.6.3: Is the risk assessment framework and relevant questionnaires available? While examples components exist, there are no specific formats or questionnaires developed to date.

39. RE: Section D: It is anticipated that several existing legacy systems will be replaced and that interfaces to remaining systems, both internal and external, will be implemented. Do all of these systems mentioned in Interfaces section 6, have webservices or APIs exposed which can be used for integration or all of these are file based export/import? Current interfaces are extract-based via FTP batch file transfer. Future interfaces may be API-based. Both types of interface need to be supported.

40. RE: Description of User Population and number of Department users. Please share break-up of Full-time and part time users for these 150-200 user? Estimate up to 125 full time users and the balance part time users.

41. Please specify which all environments are desired Development, Testing, QA, UAT, Integration, Disaster Recovery Site. Dependent on solution capabilities and level of customization. Prefer at minimum one test and one production environment with a clear, automated promotion path to deploy changes.

42. RE: Estimated number of contracts and pages to be migrated or loaded during implementation. Are the data and contracts to be migrated encrypted? If yes will DCF provide data in decrypted format? No, they are not encrypted.

43. Will these contracts be provided at some location/folder or will require to be pulled from any 3rd party system? If third party system, please provide the number of such systems from where these contracts are required to be pulled and if the systems provide integration mechanism? They can be provided by the department in a location/folder for import.

44. RE: Allowing providers/sub-providers (recipients/sub-recipients) to self-register their organization. Do you want solution to be integrated with DCF existing portal/website or you want to develop the portal for provider registration? Dependent on solution capabilities, this would be developed as part of the implementation.

45. RE: Federal Funding Accountability and Transparency Act. It is assumed that the data required to produce the report for this act will be either provided by DCF or pulled from any third party system/database. Please confirm? Yes, it is expected that any data reported on from the solution would be imported to or entered in the system by DCF staff prior to production of the report output.

46. RE: Allowing providers/sub-providers (recipients/sub-recipients) to self-register their organization. What work is expected by 3,000 providers/recipients after their registration is approved on the portal. Dependent on solution capabilities, but possibly to include collaboration on document production, review, approval, and electronic signature; access to, submission or download of supporting documents and/or contract deliverables.