

**RFP 0309GN1
Travel Mileage Application
Question & Answers
June 10, 2020**

Question Number	Written Question Received	Department's Written Answer:
1	Wanted to confirm - this is a new requirement?	Yes, it is a new requirement.
2	Couldn't open Attachment 1C and 1D. Can the agency please share the documents separately in a pdf form?	Yes- Separate pdf documents have been added to the Vendor Bid System for this RFP.
3	We have a customized application with similar features, is the Agency open to a customized application solution? Or does the solution have to be a COTS?	Yes as long as the requirements are met.
4	GEO Mapping- what are the functionalities and how do you plan on using it?	When an employee starts their route the GEO Mapping function will calculate mileage based on start and stop position.
5	In regards to odometer, fdot mileage calculator and GPS- what is the role of each in calculating the mileage?	Odometer- Measures the distance travel by a vehicle. FDOT Mileage - Use to determine Map Mileage. GPS - Tracking of traveler's location.
6	How many concurrent users will the platform have?	See Exhibit B- Scope of Work, Section B-4, Clients to be Served.
7	For help desk support personnel could you please specify the type of support in order to develop our competency model?	Support with any functionality of the application or reporting features.
8	For help-desk support can you describe which channels are in scope? (Telephony, chat, WhatsApp, or others)	Telephone, Email, and chat functionality through the application.
9	We will provide administrative panel to manage roles and responsibilities in the platform, is there any other requirement for that admin portal?	Admin should be able to review and approve mileage submission from employees and then run any necessary reports.
10	Our Time, Mileage, and Expense Tracker application(s) provide authentication with Office 365 or internal Active Directory Structures via SAML SSO and LDAP. We also provide support for external users not in Active Directory. Will all users have a network account?	Yes, all users are part of our Active Directory.
11	Our Time, Mileage, and Expense Tracker application(s) provides GEO location services including directions and mileage tracking, along with, the ability to integrate with existing internal systems/databases and other cloud-based systems. How are workers dispatched? Is there an opportunity to pull a baseline daily schedule, with addresses, from an existing system into our solution to minimize user data entry requirements?	There is no formal dispatching system. Staff receive case assignment at the local level and then respond to the appropriate location; however, they could also be in the field following up on case work, attending court, attending medical appointments, etc. Common addresses could be provided (i.e. Office Address, Courthouse address, CPT address).
12	Can you provide historical data on how often Child Protective Investigators, Adult Protective Investigators and Field Support Staff submit a request in a given week or month on average?	All staff submit mileage every month; however, the length of the submission varies on the caseload and amount of field work completed in that given timeframe.
13	Given the 2,000 Users, How many expense reports are generated per year by the end users?	All staff submit mileage every month; however, the length of the submission varies on the caseload and amount of field work completed in that given timeframe.
14	Given the Reporting Requirements, are there any additional Integration services that needs to be provided and quoted upon with the State Travel Management System?	No. Integration with Florida's Statewide Travel Management System is not contemplated for this effort.
15	A. CF Operating Procedure No. 40.1 http://eww.dcf.state.fl.us/asg/pdf/040-1.pdf B. FDOT Official Highway Viewer https://fdotewp1.dot.state.fl.us/CityToCityMileage/viewer.aspx -The links above do not work, can you provide in another non-PDF Document or email?	https://fdotewp1.dot.state.fl.us/CityToCityMileage/viewer.aspx
16	Are you looking for us to input the Reporting Requirements into the existing StateWide Travel Management System? We don't see any specific integration requirements.	Please see the answer to question 14.

