

Pursuant to 60A-1.042, an agency may request information by issuing a written Request for Information. Agencies may use Requests for Information 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 researching general, special, and/or technical specifications for a solicitation.

Advertisement Detail

Department of Management Services REQUEST FOR INFORMATION

TITLE: Next Generation MFMP

RFI Advertisement Number: DMS-18/19-039

Begin Date: December 07, 2018

End Date: January 04, 2019

Commodity Codes:

43231503	Procurement software
43232201	Workflow software
43232202	Document management software
43232400	Development software
43232408	Web platform development software
43232500	Educational or reference software
80101507	Information technology consultation services
80101508	Business intelligence consulting services
81111503	Systems integration design
81111811	Technical support or help desk services

I. INTRODUCTION

The Department of Management Services' (Department) Division of State Purchasing is issuing this Request for Information (RFI) to Florida's vendor community to obtain the latest information available on best of breed source to pay application suites, with the intent of leveraging cloud-based solutions, and continued outsourcing of day-to-day program support.

This is an RFI as defined in section 287.012(22), Florida Statutes, for planning purposes only. This is not a solicitation for offers. The information gathered from this RFI may be used to develop a future competitive solicitation. Please monitor the Vendor Bid System for any changes or notices prior to submitting a response.

II. PURPOSE OF AN RFI

Rule 60A-1.042, Florida Administrative Code, provides that an agency may request information by issuing a written RFI. Agencies are authorized to use an 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 researching general, special, and/or technical specifications for a solicitation. A vendor's response to an RFI is not an offer and the agency may not use the vendor's submission to justify a contract with that vendor without otherwise complying with Chapter 287, Florida Statutes and Rule 60A-1.042, Florida Administrative Code.

Vendors submitting a response to an agency's RFI are not prohibited from responding to any related subsequent solicitation.

Any future purchase of the services will be conducted in accordance with Chapter 287, Florida Statutes. The Department may use responses to this RFI to prepare one (1) or more competitive solicitations and as the basis for any subsequent vendor meetings.

III. DEFINITIONS AND ACRONYMS

- A. **SSRC:** Southwood Shared Resource Center, managed by the Agency for State Technology.
- B. **State Agencies:** All entities under the branches of State government (executive, legislative and judicial), and any commissions, boards or other groups eligible to use MFMP.
- C. **State Term Contract:** means a term contract that is competitively procured by the department pursuant to section 287.057, Florida Statutes and that is used by agencies and eligible users pursuant to section 287.056, Florida Statutes.
- D. **Transaction Fee:** Effective July 1, 2003, the State instituted, through Rule 60A-1, Florida Administrative Code, a Transaction Fee for procurement transactions to provide funding for an electronic procurement system, known as MyFloridaMarketPlace. Effective July 1, 2018, through June 30, 2019, in accordance with House Bill 5003, the Transaction Fees imposed for use of the State of Florida's eProcurement systems will remain at seven-tenths percent (0.7%) of the payment issued.

IV. BACKGROUND

- A. MyFloridaMarketPlace (MFMP) is the State of Florida's (the State) electronic procurement system which provides a web-based medium for state purchasers and vendors to exchange products and services, pursuant to section 287.042, Florida Statutes. MFMP allows for the registration of vendors, management and display of contracted catalogs of products, the location of products by buyers, order placement, purchase approvals, invoice reconciliations and payment approvals, all within one (1) system. Users can create solicitations in the Sourcing module and via the Analysis module, users can gather spend analytics through the various reporting capabilities within this application. The MFMP system serves state users and vendors. Through its integration with the state's accounting system, Florida Accounting Information Resource (FLAIR), MFMP has full procurement capability offering supply management, purchase orders, invoice reconciliation, and accounts payable.
- B. The Department contracted for a business case analyzing various options for a competitive procurement for a software platform and support of the state's enterprise-wide electronic procurement (eProcurement) solution called MFMP. The objective of the business case was to evaluate the feasibility, cost-effectiveness, and efficiency of a proposed project to either rebid the outsourced MFMP software platform and support services contract, or in-source the software platform and support services, or a combination of both. The recommendations made within the business case were:
 - 1. Continue with a Commercial Off-the-Shelf (C.O.T.S.) application suite;
 - 2. Leverage a cloud or hybrid infrastructure;

3. Continue a business model reflecting a hybrid approach to eProcurement support services; and
 4. Issue an Invitation to Negotiate (ITN) to establish a multiyear strategic partnership, reducing the cost of services and increase the long-term value to the state.
- C. The Department's vision is to transition the on-premise system, Ariba 9r1, consisting of Ariba Buyer, Ariba Sourcing, and Ariba Analysis, to a cloud-based, on-demand, solution. In addition, the Department seeks information for C.O.T.S. solutions to replace ancillary applications, such as the Vendor Information Portal (VIP), the [Vendor Bid System](#) (VBS) and the [Office of Supplier Diversity](#) application (OSD App.) to improve the end user experience and outsource the maintenance of application support.

D. Services Overview

MFMP Program services currently include the following components in accordance with contract [DMS 11/12-030](#):

1. **Program Management:** The Department's service provider is responsible for maintaining secure office space near the DMS Southwood Campus. The facility has office space for both the Department's MFMP Program team and the service provider's resources, fostering efficient communication and productivity of both teams. The facility maintains twenty-four-hour secure building access and includes multiple conference rooms, a break room, desk space equipped with secured connections, phone lines, and whiteboard spaces located throughout our main areas. Program Management operates the following functional service areas:
 - a. Technical Support;
 - b. Application Support;
 - c. Buyer Support (includes help desk);
 - d. Vendor Support (includes help desk);
 - e. Operational Support (includes catalog enablement, training and education, and sourcing support); and
 - f. Billing and Collections Support.
2. **Applications and Application Management:** The Department's current service provider is responsible for all maintenance and support of the business applications that are associated with the MFMP program. These applications are:
 - a. Ariba 9r1 Suite On-premise, which includes:
 - i. Ariba Sourcing (Upstream): Full Project and Quick Project;
 - ii. Ariba Analysis (Upstream); and
 - iii. Ariba Buyer (Downstream): Requisition/PO, Contracts, Receiving, Invoicing, (Contract Management not included). This includes Buyer real-time interface with FLAIR.

b. The Vendor Information Portal (VIP) is used by all vendors who wish to do business with the State of Florida. Through the portal, vendors have access to self-service tools for registration and account maintenance, the ability to opt-in to receive Sourcing bid opportunity notifications, access to performance rating reviews, and the ability to complete transaction fee reporting. The current version, which includes:

i. A Vendor Registration System

This system collects business, certified business designation type, type of commodities and services, and location information from vendors that want to sell goods and services to the state. This information is then made available to all Ariba applications, to FLAIR, and to the VBS (managed outside of MFMP). This system is accessed and used directly by the vendors.

ii. A Billing and Collection System

This system automates billing and collection processes for the fee associated with MFMP. It generates billing information, allows input of self-reported payments for billing purposes, sends consolidated billing invoices (CBI), and records fee payments made against billing.

iii. A Vendor Performance Tracking System

This system interfaces with the Ariba application and generates a vendor satisfaction survey when an invoice is created (for those that meet a certain criteria), records the results, and then feeds the results to Ariba Buyer to be available for viewing by those making purchases through the MFMP.

iv. The VIP Interfaces include:

1. Other MFMP applications such as Ariba Buyer, Analysis, and Sourcing which allows current vendor information to be populated in these systems, which is ultimately then transmitted to FLAIR's statewide vendor file. This is an extremely important component of the integration as VIP is the entry point for accurate vendor data that is transmitted to FLAIR and ultimately used for vendor payment.
2. The Vendor Bid System (VBS) which facilitates vendor notifications of bid opportunities from approximately 118 listed Florida entities including, but not limited to, agencies, community colleges, universities, water management districts, cities, and counties.
3. The Office of Supplier Diversity application (OSD App.) which facilitates the registration, review, and certification and recertification processes to connect minority, women and veteran business owners with business development opportunities.

c. Technical infrastructure maintenance and support, which includes production, test, and Quality Assurance systems which are housed at the SSRC. The SSRC provides co-location services making available a Tier III raised floor facility, with access to electrical power, the MyFloridaNet statewide network, and the internet. The SSRC also currently provides a

data backup service, backing up production data with a disk-to-tape approach, and storing tape backups off-site.

Infrastructure support provided by the Department's service provider include:

- i. Server management including operating system, system utilities, security and operating systems patches, and monitoring health and availability;
- ii. Database administration;
- iii. Web server and application server support and configuration;
- iv. Firewall and switch support and configuration;
- v. Load balance support and configuration;
- vi. Storage management; and
- vii. Disaster recovery site and replication support.

- 3. Buyer Management:** Duties consist of all initial implementation activities, workflow design, final implementation activities, training design, material development, and communication planning and execution. The current buyer management team supports the Department in stakeholder meetings as requested, including Customer Roundtable meetings, Change Review Board meetings, Agency Customer Workgroup meetings, State Purchasing Roundtable meetings, Bureau of Contract Management meetings, and agency checkpoint meetings/system demonstrations, in collaboration with the Department's MFMP Program team.
- 4. Vendor and Sourcing Management:** Florida's 88,000 vendors are supported in their use of the MFMP program and tools for doing business with the State. This vendor and sourcing management group also provides registration support and Sourcing application support to help the State achieve goals of better strategic sourcing statewide.
- 5. Catalog Management:** Implementation and maintenance is provided for two (2) types of catalogs that can be created in MFMP: line item catalogs and vendor-hosted punch-out catalogs, available through the Ariba Network. Currently, the service provider works directly with vendors to collect their catalog data, directly with State Purchasing Contract Management, and the MFMP Program team for catalog testing and communication.
- 6. Help Desk Management:** Services include a help desk which serves as the central point of contact for over 21,000 Agency Purchasing and Finance & Accounting staff, and over 88,000 State of Florida vendors, and handles approximately 27,000 contacts on an annual basis.

For many MFMP customers, the MFMP Help Desk is likely the only interaction that these customers have with the MFMP Program. The MFMP Help Desk team serves as the voice of the overall program to the majority of Procurement, Finance & Accounting, and vendor customers for the Department.

- 7. Billing & Collections Management:** The billing and collection of Transaction Fees, is an integral part of the service which includes the following:
- a. Supporting customer inquiries related to consolidated billing invoices, transaction fee payments, and Transaction Fee dispute processes;
 - b. Generating monthly consolidated billing invoices; Receiving check logs from the Department and updating vendor accounts within the VIP to show what amounts have been paid to which accounts;
 - c. Generating dunning notices and providing a summary report;
 - d. Generating STC Vendor Missing notices and providing a summary report;
 - e. Generating specific reports for STC vendors that are greater than ninety (90) days delinquent in their reporting;
 - f. Generating collections lists for both the primary and secondary State collections' vendors and escalating those vendors that are one hundred twenty (120) days or more delinquent in making Transaction Fee payments;
 - g. Reviewing reporting and payment standings of top STC vendors for follow-up on collection activities;
 - h. Comparing financial data from the State's financial system, FLAIR, to help confirm that vendors are complaint with reporting requirements of the Transaction Fee; and
 - i. Acting as the central point for assembling all Department of Financial Services and legislatively required fee data for the Department.

V. GOAL

The Department intends through this RFI to obtain the latest information on best of breed Source-to-Pay eProcurement C.O.T.S., services and ideas for transitioning the Department's on-premise solution to an on-demand, cloud-based, solution. The Department is interested in the general, specific, and technical specifications information, as requested below, that the Department may include in a future solicitation for the next generation of MFMP.

VI. RESPONSE

In furtherance of the goals listed above in section V., the Department is seeking responses to the following:

A. Contact Information

1. Primary contact;
2. Address;
3. Phone; and
4. Email.

5. Are you a certified business enterprise with the State of Florida?
6. Customer references, including any previous work with federal, state, local, or county government.

B. Service Information:

1. Overall product description and features for potential source to pay solutions, including ancillary solutions.
 - a. Provide history of system upgrades that demonstrates best practices.
 - b. Provide a history of system transitions from on-premise to on-demand that demonstrates best practices.
 - c. Describe system flexibility, e.g. web-based, and mobile device capability?
 - d. Describe security access measures and safeguards, including user controls and administrative access.
 - e. Provide in detail all configuration options.
 - f. Describe the licensing structure and how it's organized.
2. Detail your compatibility requirements and system requirements.
3. Describe your security and protection protocols for data, including, but not limited to confidential data such as HIPAA protected and personally identifying information.
4. Describe the electronic document submission management process, including any requirements for storage, retrieval, format (types of files), versioning, size limits, and space allocation.
5. Provide information on the workflow automation and configuration.
6. Describe your system generated notification options.
7. Describe reporting features and tools needed to develop canned and custom reports.
8. Detail solutions to support the program services.
9. Explain the costs associated with maintenance and on-going technical support.
10. Detail any anticipated pricing model changes in the next five (5) years.
11. Describe initial implementation and training provided for software.
12. Describe your ongoing technical support offerings and processes.
13. Detail billing and collection solutions, if not covered above.
14. Provide any costs associated with transitioning on-premise applications to on-demand applications.

15. Provide the costs associated with on-going program oversight and support.
16. Provide any and all applicable terms of use.
17. Provide any applicable license agreements.

C. Company Questions

1. What differentiates your company's services from what other companies provide?
2. How does your company respond to customer calls, questions, or problems?
3. What value-added solutions does your company recommend that may encourage innovative eProcurement solutions?

VII. RESPONSE FORMAT

Respondents should respond at least to the following sections at a minimum:

- A.** Introduction;
- B.** Background;
- C.** Contact Information (company name, phone, email); and
- D.** Response to Section V and VI.

PLEASE NOTE: Any submitted material is subject to the Public Records Act, section 119.07 of the Florida Statutes.

VIII. RESPONSE SUBMISSION

Responses should address each request and question in Section VI., point by point. Responses shall be submitted in both Microsoft Word and portable document format ("PDF") labeled with Respondent's organization's name and the RFI number in the email subject line.

Submit one (1) original electronic copy of the Response, and one (1) electronic redacted copy (if applicable) to the Point of Contact, listed below, within the required date and time, identified in Section XI, below. The response must be submitted to the contact and email address identified below:

Lance Dyal
Departmental Purchasing
Florida Department of Management Services
4050 Esplanade Way, Suite 335
Tallahassee, FL 32399-0950
Phone: (850) 410-0102
Email: dms.purchasing@dms.myflorida.com

IX. PROCESS

Responses to this RFI will be reviewed by the Department for informational purposes only and will not result in the award of a contract.

The Department will review the responses to determine the feasibility of issuing a competitive solicitation for the Next Generation of MFMP.

Any request for cost information is for budgetary purposes only.

If necessary, the Department may ask to hold presentations with one (1) or more of the responding vendors.

Responding to the RFI does not prevent a vendor from being eligible to contract with an agency pursuant to section 287.057(17)(c), Florida Statutes.

X. PRESENTATIONS

After the Department receives responses to this RFI, and at the sole discretion of the Department, one (1) or more Respondents may be selected to demonstrate to the Department the Respondent's products and services relating to the information submitted in the RFI response. The purpose is to learn about the most current solutions available. This economy of presentation will be applied to all verbal discussions as well. The meeting moderator will be polite but direct in an effort to keep discussions on topic and will not allow the meetings to take on a sales tone. Vendors are encouraged to bring technical and legal representatives to the presentation meetings.

XI. TIMELINE

Listed below are important dates and times when actions should be taken or completed. If the Department finds it necessary to update any of the dates and, or times noted, it will be accomplished by an Amendment to the RFI. All times listed below are in Eastern Standard Time (EST) in Tallahassee, Florida.

Date	Time	
12/07/2018		Release of RFI
12/14/2018	4:00 p.m.	Questions due to the Point of Contact identified in Section XVI. below
12/21/2018		Answers to vendor questions are posted to VBS
01/04/2019	4:00 p.m.	Responses are due to the Point of Contact identified in Section XVI. below.
TBD	TBD	Presentations, if applicable

XII. AMENDMENTS TO THE RFI

DMS will post amendments to the RFI on the Florida Vendor Bid System (VBS) at http://vbs.dms.state.fl.us/vbs/search.criteria_form. The Respondent may view amendments by selecting "Department of Management Services" in the "Agency" drop down box. Each Respondent is responsible for monitoring the VBS for new or changing information.

XIII. RFI QUESTIONS AND CONTACT WITH DMS

Respondents shall address all questions regarding this RFI in writing to the Point of Contact identified in Section XVI. DMS will post answers to questions on VBS as noted in Section XI., Timeline.

XIV. CONFIDENTIAL, PROPRIETARY OR TRADE SECRET INFORMATION

If Respondent considers any portion of the documents, data or records submitted in response to this RFI to be confidential, proprietary, trade secret or otherwise not subject to disclosure pursuant to Chapter 119, Florida Statutes, the Florida Constitution or other authority, Respondent must mark the document as “Confidential” and simultaneously provide the Department with a separate redacted copy of its response and briefly describe in writing the grounds for claiming exemption from the public records law, including the specific statutory citation for such exemption. This redacted copy shall contain the Department’s RFI name, number, and the name of the Respondent on the cover, and shall be clearly titled “Redacted Copy.” The Redacted Copy should only redact those portions of material that the Respondent claims are confidential, proprietary, trade secret or otherwise not subject to disclosure.

In the event of a request for public records pursuant to Chapter 119, Florida Statutes, the Florida Constitution or other authority, to which documents that are marked as confidential are responsive, the Department will provide the Redacted Copy to the requestor. If a requestor asserts a right to the Confidential Information, the Department will notify the Respondent such an assertion has been made. It is the Respondent’s responsibility to assert that the information in question is exempt from disclosure under chapter 119 or other applicable law. If the Department becomes subject to a demand for discovery or disclosure of the Confidential Information of the Respondent in a legal proceeding, the Department shall give the Respondent prompt notice of the demand prior to releasing the information, unless otherwise prohibited by applicable law. The Respondent shall be responsible for defending its determination that the redacted portions of its response are confidential, proprietary, trade secret, or otherwise not subject to disclosure.

By submitting a reply, the Respondent agrees to protect, defend, and indemnify the Department for any and all claims arising from or relating to the Respondent’s determination that the redacted portions of its reply are confidential, proprietary, trade secret, or otherwise not subject to disclosure. If Respondent fails to submit a redacted copy of information it claims is confidential, the Department is authorized to produce the entire documents, data, or records submitted to the Department in answer to a public records request for these records.

XV. VENDOR COSTS

Vendors are responsible for all costs associated with the preparation, submission, and any potential meeting to discuss this RFI. The Department will not be responsible for any vendor related costs associated with responding to this request.

XVI. SOLE POINT OF CONTACT

If you have questions concerning this RFI, please contact:

Lance Dyal
Departmental Purchasing
Florida Department of Management Services
4050 Esplanade Way, Suite 335
Tallahassee, FL 32399-0950
Phone: (850) 410-0102
Email: dms.purchasing@dms.myflorida.com

*****ALL EMAILS TO THE POINT OF CONTACT SHALL CONTAIN THE RFI NUMBER
IN THE SUBJECT LINE OF THE EMAIL*****

XVII. SPECIAL ACCOMMODATIONS

Any person with a disability requiring special accommodations to participate in the RFI shall contact the Department contact person at the phone number above at least five (5) working days prior to the event. If you are hearing or speech impaired, please contact this office by using the Florida Relay Services which can be reached at 1 (800) 955-8771 (TDD).

Certified Business Enterprises are encouraged to participate in the RFI process.

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