

**Invitation To Negotiate 19-ITN-002-BM**  
**Workforce Information Technology Solutions**  
**Technical Questions and Answers**

Please note that the Department’s responses are not **final, official or binding**. Violation of section 287.057(23) of the Florida Statutes, by a respondent to a solicitation, or persons acting on their behalf, may be grounds for rejecting a response. The Department’s responses to timely submitted questions are provided below:

Question Number	Page Number, Section	Question	Answers
1	page 14, Section B.37.2, Tab 3, C. Project Management Plan	Based on the statement “Respondent should carefully review Section C.6 in preparing the response.” which refers to Security Requirements, is this the correct reference?	The correct reference is Section C.8. Please see Addendum No. 1.
2	page 16, Section B.37.2, Tab 4, C. Interfaces Required and Capabilities	#12 states “Describe how the Respondent proposes to ensure integrity of the state’s resources as required by Section C.4, Security Requirements” Because Section C.6 are the Security Requirements, is this the correct reference?	Section C.6 is the correct reference to the security requirements for this ITN.
3	page 3, Section B.6 Calendar of Events	Due to the size and complexity of the scope of this project and the timing for the cutoff of inquiries, some answers could potentially impact an offeror’s strategy and/or ability to deliver what is envisioned by the state. Therefore, would the state please consider extending the due date to offerors by 30 calendar days?	DEO will extend the due date. See revised calendar of events in Addendum No. 1.
4		I’m trying to determine if a vendor may submit a proposal that may cover only a portion of the overall project, thus allowing potential best-of-breed technologies to be combined. For example, if a vendor has an advanced skills assessment and job matching technology, would that vendor be able to submit a solution for just that piece?	“No, bids submitted for only a portion of the overall project will be deemed not responsive, and will not be reviewed or evaluated. However, vendors may partner with other vendors to offer a complete solution as one bid. See question 56.
5		Whether companies from Outside USA can apply for this? (like,from India or Canada)	Yes. See question 7. Respondents seeking to do business with the State of Florida must be registered vendors with the Florida Department of State as dictated in the following sections of the solicitation: <ul style="list-style-type: none"> <li>• Section B.28., <i>Vendor Registration</i>.</li> <li>• Section B.29., <i>Florida Department of State Registration Requirements</i>.</li> </ul>
6		Whether we need to come over there for meetings?	Yes, with respect to negotiation meetings. See section B.44.
7		Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	No. The Department will not allow any off-shore development or handling of any confidential data off-shore.

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8		Can we submit the proposals via email?	No. See Section B.11., <i>Submissions of Reply</i> .
9	Tab 5 - Company Profile and Experience	Respondent qualifications must include a minimum of three (3) references; one of which must be a comprehensive statewide Workforce Solution.  Is there any flexibility on this requirement if a company has references of equivalent size/scope?	Yes. See Addendum No. 1. Respondents should list any experience meeting the requirements outlined in Section C.4.
10	page 3, Section B.6 Calendar of Events	What is the state's anticipated start date for the project? What is the state's projected Go Live date for the project?	Start and Go-Live dates will be determined during final negotiations with the selected vendor.
11	page 15, Tab 4, B. Objectives/Systems Expectations #6	For the Supplemental Nutrition Assistance Program Education and Training (SNAP E&T) / Welfare Transition Program (WT) deliverables, what is the current source of the data to be converted for each program? What is the volume of data to be converted for each program? Is there documentation available to define the data elements (e.g. data dictionary) for each program?	The source of the data is the Department's OSST program 250 GB not all of which will be converted. Yes.
12	C.25 Background Screening Pg. 55, Contractors or contractor employees who in the performance of this Contract will be assigned to work in a position determined by DEO to be a position of special trust are required to submit to a Level 2 background screening and be approved to work in a special trust position prior to being assigned to this project. Level 2 screenings include Livescan fingerprinting of individuals and submission of the fingerprints through the Florida Department of Law Enforcement (FDLE) for a local, state and National Crime Information Center (NCIC)	We assume this only applies to contractor personnel that are performing the solution implementation services and not the Cloud Service Provider (CSP) personnel that are hosting the solution. For example, CSP engages the services of a background screening vendor to conduct background checks on employees at the time of hire. CSP also performs background investigations in certain foreign countries. The scope of these checks is subject to local laws in the jurisdictions in which the employee is hired. Can DEO please modify this requirement accordingly?	No, the Department cannot modify this requirement. However, discussions during negotiations and during the subsequent contracting will be used to determine which of the vendor's employees will be designated as employees in a position of special trust.

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	check of law enforcement records through the Federal Bureau of Investigation (FBI).		
13	C.37.4 Response Time for Transactions Pg. 65, The System must deliver acceptable response times for Transactions. Acceptable response times are as follows:	This can be difficult to measure and relies on other components outside of the Cloud Service Provider's control. The CSP provides a transparent display of its performance through a public website that DEO will be able to access at any time during the subscription service. Therefore, can DEO please remove this requirement?	The Department is seeking a solution to meet customer/Department's expectations. This will be discussed during contract negotiations.
14	Contractor Responsibilities Pg. 53, 21. By accepting this Contract, the Contractor agrees to permit DEO or its designees to make on-site inspections of records relevant to this contract and ensure the requirements of 20 CFR Sections 603.5-603.10 and Florida Statutes are met. Inspections may take place with or without prior notice during normal Contractor business hours wherever the records are maintained. The Contractor records are to be maintained in compliance with 20 CFR Sections 603.5-603.10 to ensure the confidentiality of the information. Failure of the Contractor to allow such inspections shall be cause of material breach of the provisions of any contract issued.  C.32 Confidentiality and Safeguarding Information	As a multi-tenant cloud service provider, we do not typically offer a Right to Audit clause as part of the base service offering. As a multi-tenant service, compartmentalization is virtual, not physical. Annual site visits can be arranged at DEO's expense, but in consideration of our other customers, random access cannot be permitted. We have third party auditors that inspect and review our security. We undergo annual audits for compliance with additional frameworks such as SSAE 16 SOC 1, SOC 2, SOC 3, ISO 27001, and PCI-DSS Level 1. The results of these audits can be provided to DEO as desired under NDA. Is this acceptable to meeting DEO's requirements?	The Department makes no representation at this time as to the acceptability of any proposed solution. The Department reserves the right to discuss this item during negotiations.

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<p>Pg. 58, C.32.6 Contractor shall permit DEO, its agents, or other state and federal representatives authorized to conduct inspections described in this section, or their designees, to make on-site inspections of records relevant to this Contract, to ensure compliance with 20 CFR 603-5-603.10, section 443.1715, F.S., and any other applicable state and federal law, regulations, or rules. Such inspections may take place with notice during normal Contractor business hours wherever the records are maintained. Contractor will ensure a system is maintained that is sufficient to permit an audit of Contractor's compliance with this Contract and the requirements specified above.</p> <p>Failure to allow such inspections or maintain such a system constitutes a material breach of this Contract</p> <p>C.32.7. Contractor shall permit DEO or its designees, to make on-site inspections of records relevant to this contract to ensure the requirements of 20 CFR Sections 603.5-603.10, and Florida Statutes 443.171(5) and 443.1715, and any other State and Federal law, regulations, or rules are</p>		
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	<p>being met. Such inspections may take place with or without notice during normal Contractor business hours wherever the records are maintained. The Contractor shall ensure a system is maintained that is sufficient to permit an audit by DEO or its designees, of the Contractor records in compliance with the confidentiality provisions stated herein. Failure of the Contractor to allow such inspections shall be cause of material breach of the provisions of any contract issued.</p>		
<p>15</p>	<p>Pg. 57, C.32 Confidentiality and Safeguarding Information Contractor may have access to confidential information during the course of performing the services described in this ITN. The Contractor must implement procedures to ensure protection and confidentiality of data, files and records involved with this contract. All Contractor personnel assigned to this project must sign a confidentiality statement which will be provided by DEO upon awarding the services described in this ITN. The Contractor's confidentiality procedures must be approved by DEO and</p>	<p>We believe that this only applies to contractor personnel that are performing the solution implementation services and not the Cloud Services Provider (CSP) personnel that are hosting the solution. CSP personnel are required to sign an NDA, that covers all customer data, not specifically the data belonging to a single tenant of the system. Additionally, we assume that the NDA language that is incorporated as part of the overall cloud/SaaS subscription agreement will meet this requirement. Therefore, can DEO modify this requirement to reflect that this is not required for CSP employees hosting the solution?</p>	<p>No, the Department cannot modify this requirement. The Department reserves the right to discuss this item during negotiations. See Question 14.</p>

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	must comply with all state and federal confidentiality requirements, including but not limited to section 443.1715(1), Florida Statutes, and 20 C.F.R. part 603 and all Contractor employees assigned to this project will be appropriately screened in a manner comparable to sections 435.03 and 435.04, Florida Statutes		
16		How many different types of surveys will DEO be creating?	Employer and customer satisfaction surveys. Others to be determined.
17		What is DEO's anticipated email volume per day?	It is unclear what email volume information is needed.
18		What is the estimated number of current job seekers?	Current job seekers 93,945; calendar year 2018 was 298,759.
19		How many current employers does the DEO have registered?	244,125.
20		How many employment training providers does the DEO have registered?	9,381, some are duplicates.
21	B.19	Is there specific logic or rules/criteria that DEO would like to the solution to follow to match job seekers with job opportunities? If so, have those rules been defined by DEO? For example, display all jobs that match a job seekers career interest.	The Department is seeking a creative solution which matches knowledge, skills, abilities and experience to the best job opportunities.
22	B.19	What are the source systems that the solution needs to extract job data from? Please provide names and extraction capability of these source systems (API, ETL, etc.)	The Department is seeking a creative solution for expanding the job postings. Active employers can post job openings on the current system. The current system spiders job posting from other sources in addition to job order entry from employers and case managers directly into the system.
23	B.19	What is the data source for approved training providers? Will that be manually inputted by DEO staff, or populated from an external data source? or both?	The source data is both information uploaded from DOE (FETPIP) and data manually entered by LWDB staff.

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24	C.3.2 Question 16	Can you explain the use case for “ability to create a sample budget”? What would a budget be used for the job seeker in this context?	The budget is a training tool used to help jobseekers understand how to develop and use a budget based on their individual needs.
25	C.3.3	Will the event management functionality performed by staff expected to be within the system, or by utilizing a third party event management tool? Is the state currently using an event management tool? If so, what tool?	Yes. The Department is seeking a creative solution. The current case management system provides this.
26	Sec C.3.5 Labor Market Information	Provide access to the DEO’s bureau of labor market information: Would this be an integration with DEO’s system? If so, what is the technology built on?	No. Labor market data would be provided to the successful vendor.
27	Sec C.15.2 Data Conversion	What are the source systems that will need to be converted to the new system, and how many records will be eligible for migration?	One-Stop Service Tracking and Employ Florida, conversion strategy will be discussed during preliminary negotiations. See questions 18, 19, and 20.
28	Page 14, Approach	Does the state currently have a good understanding of the quality of the data? (things like the amount of duplicate records; fields with incorrect data, etc.)	Yes.
29	Page 14, Approach	Is the contractor expected to merge duplicate records before migration or will that be the responsibility of the state?	Yes. Contractor will handle.
30	Page 14, Approach	Is the contractor expected to clean up any records with incorrect data, or will that be the responsibility of the state?	See question 29.
31	Page 14, Approach	What is the size of the data set in terms of records and total storage space (disk space)?	See question 18, 19, and 20. The backup storage is 718 GB.
32	Page 14, Approach	Across how many systems is the data set distributed?	Two. See question 27.
33	Page 16, Q. 7	How many internal CareerSource Florida users will need access to this system to work with the jobseekers?	2,380 active users.
34	Page 16, Q. 7	How many companies actively log into the system?	See question 19. Around 80,000 actively log in monthly.
35	Page 16, Q. 7	How many jobseekers actively log into the system?	See question 18.
36	Page 14, Approach	Will the new system need to integrate with existing systems (i.e. FLAIR, or Unemployment) - please provide technical details.	See Attachment N.
37	Page 14, Tab 3 Project Approach and Methodology, A. Approach	"To permit DEO to assess cost and workload, Respondent shall estimate, in man-hours, what would be required in data conversion, interfaces, testing, piloting, correction of identified	The correct references are C.14 and C.15. Please see Addendum No. 1.

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		<p>issues, re-testing, and transition for the Workforce Solution, as discussed in Section C.13, Transition Plan.”</p> <p>1. Section C.13 is titled Warranty – is this an incorrect reference?</p> <p>2. Section C.15 Transition Plan and End of Contract Data Transition describes contractor activities once the contract ends. Is this requirement asking Respondents to estimate in man-hours based on the end of their awarded contract?</p>	
38	page 46, Section C.9.1 Independent Verification and Validation	<p>“The Contractor shall fund an Independent Verification and Validation to report to the DEO Project Management Team throughout system implementation and launch.”</p> <p>Can the state please clarify what the Contractor’s responsibility is with respect to IV&amp;V for this project?</p>	The Department deleted this requirement. Please see Addendum No. 1.
39	page 46, Section C.10 Training	<p>“The Contractor will design and deliver end user and technical support training to enable direct service providers, support staff, job seekers, and employers to effectively employ the solution.”</p> <p>Must the contractor directly train direct service providers, job seekers, and employers in addition to staff users, or is video training acceptable?</p>	The Respondent should propose a detailed training plan and approach to training using various methods of training to satisfy this requirement. The final training plan and approach will be negotiated during preliminary negotiations and demonstrations.
40	page 46, Section C.10 Training	<p>“The Contractor will track attendance and course completion for all in-person sessions in order to provide status information to DEO. The Respondent will also reschedule participants/courses as needed, and provide associated reports to DEO.”</p> <p>Can the state please clarify this requirement?</p>	See question 39.
41	page 46, Section C.10 Training	<p>“These (in-person) sessions will be complemented by the delivery of recorded, on-demand modules that mimic the content covered during in-person training sessions... Each module will include a short test or quiz to ensure participant comprehension of the training material.”</p> <p>Can the state please clarify this requirement?</p>	See question 39.
42	page 47, Section C.10.1 Functional End User Training	<p>“The Contractor will propose a minimum number of in-person trainings, while recognizing that final determinations will be influenced by further discussion with DEO:”</p> <p>Can the state please define the duration of these in-person trainings? (Per year? Per contract duration? Etc.)</p>	See question 39.
43	page 47, Section C.10.1 Functional End User Training	<p>“The Contractor will also provide relevant modules directly to DEO for use within a learning management system.”</p> <p>Can the state please define LMS file type requirements? For the</p>	See question 39.



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		training videos, does the state require any special publishing standards and if so, what are they?	
44	page 48, Section C.10.2 Training for Technical Support	<p>“The Contractor will also deliver Results Orientation and Results Advanced trainings to introduce report writers and analysts to the SAP Business Objects reporting platform, primarily focused on the Web Intelligence report writer. These courses will cover both basic application architectural components as well as advanced configuration options. For advanced features such as API and Web Services, the Contractor will schedule individual working sessions as needed.”</p> <p>Can the state please define contractor requirements for Results Orientation and Results Advanced trainings?</p>	See question 39.
45	pages 39-43, Section C.5 Deliverable, Tasks, Performance Measure and Financial Consequences	<p>For each of the following deliverables, there appears to be an incorrect reference to the final task to be performed. Can the state clarify?</p> <ol style="list-style-type: none"> <li>1. Deliverable No. 1: Solution Implementation – Employer Services Functionality &gt; Through coordination with DEO, deploy the approved Job seeker solution into production</li> <li>2. Deliverable No. 2: Solution Implementation – Job Seeker &gt; Through coordination with DEO, deploy the approved Employer Service solution into production</li> <li>3. Deliverable No. 4: Solution Implementation – Provider Functionality &gt; Through coordination with DEO, deploy the approved labor market information into production</li> <li>4. Deliverable No. 5: Solution Implementation – Labor Market Information &gt; Through coordination with DEO, deploy the approved Job seeker solution into production</li> <li>5. Deliverable No. 6: Supplemental Nutrition Assistance Program Employment Training (SNAP E&amp;T)/Welfare Transition Program (WT) &gt; Through coordination with DEO, deploy the approved Job seeker solution into production</li> <li>6. Deliverable No. 7: Technical Requirements &gt; Through coordination with DEO, deploy the approved Job seeker solution into production</li> <li>7. Deliverable No. 8: Functional Design &gt; Through coordination with DEO, deploy the approved Job seeker solution into</li> </ol>	The system must be in production and working as designed and approved by the Department.

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		production	
46	C.27, Page 56	Would DEO also be able to ensure that data to be loaded would be in a defined format and provided in a timely manner to ensure data can be loaded? Also will DEO be able to answer questions regarding data mapping and address data issues?	Yes, with the current contractor assisting.
47	Page 49, Section C.13, Warranty	Is there a preferred length of warranty duration?	After solution deployment and for the duration of the contract.
48	Page 50, Section C.15.2 Data Conversion	"Contractor shall provide one full time position to DEO ...." Is this to be priced separately or should it be part of the fixed price quote from the vendor? Does the State have a preferred period of time for this position?	Included as part of the fixed price quote. The position will be needed during the transition to the new system.
49	N/A – General Question	What will be the work location? Will DEO provide office space and facilities for the contractor staff?	Yes, please specify the number of employees whose work location will be in Tallahassee.
50	Page 18, Section B.38, Past Performance References	Can subcontractor references be included within the three required project references? (For a non-joint venture.)	Yes.
51	Pages 46/47, Section C.10, Training, Subsection C.10.1 Functional End User Training	The State refers to training a “large user population.” Can the state provide approximate numbers of each type of the six user groups mentioned?	See questions 18-20.
52	Page 55, C.25 Background Screening	Can the State clarify which types of positions would be required to complete a Level 2 background screening? If required for critical start-up staff, are staff approved to work while the screening process is being completed?	Any employee who has access to confidential information. Work cannot begin until DEO receives favorable results from a completed Level 2 background screening that would not disqualify the individual from participating on the project.
53	ATTACHMENT I EVALUATION CRITERIA	DEO’s current workforce solution provider will require no project costs as documented in B. Services to produce the following Deliverables, as stated in Section C of this ITN in the cost proposal. All other vendors will require those costs. This will seemingly produce a foreordained conclusion with respect to the scoring and outcome of the procurement. If that is not the case, does DEO intend to adjust scoring or consideration of other vendors proposals to allow full consideration of more modern, innovative approaches that will require transition project pricing?	See Revised Attachment I. The Department is seeking a modern and innovative approach to the functionality of the programs provided.
54	B.6 Calendar of Events	Given the complexity and extent of the response required, and the two year sole source extension granted to the existing vendor, we request an extension of the due date of the vendor responses to August 12, 2019.	See question 3.

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55	Attachment N Interfaces	Attachment N Interfaces is not a complete listing of interfaces. For vendors to properly price the effort, a full listing of existing interfaces is required. Please supply a comprehensive listing of all required interfaces.	Please see the revised Attachment N in Addendum No. 1.
56	p.8, B.19, Description of work being procured	Do we understand correctly that 'a solution providing the requested capabilities and required functions through modules and integrated stand-alone systems' offers the possibility to a consortium of providers to offer the best suitable solution?	Correct.
57	p.9, B.21, Contract Period	'upon execution' includes the 12 months of preparation for the go live of the new system?	Correct.
58	p.10, B.28, Vendor Registration	To participate in the ITN it is necessary when to register with the Florida Department of Management Services (DMS)?	Yes.
59	p.13, B.37.2, Cover Sheet - DEO Solicitation Acknowledgement Form	What is the difference according to DEO between (a) a contractor collaborating with a subcontractor, or (b) a joint venture?	The contractor (a) would be the prime contractor and responsible for any subcontractor work . A joint venture (b) would be multiple parties responsible for the project.
60	p.17, B.37.2, Tab 5 Company profile and experience	What is DEO's definition of a 'comprehensive statewide Workforce Solution?'	Meets the requirements outlined in Section C.4.
61	p.17, B.37.2, Tab 5 Company profile and experience	Could the requested example of a 'comprehensive statewide Workforce Solution' also exist out of (i) two or (iii) more references which together would form the innovative solution DEO is looking for and meet DEO's business requirements?	Yes.
62	p.17, B.37.2, Tab 5 Company profile and experience, C	B.37.2 How would DEO characterize (in numbers) the size of the Florida Workforce Solution?	See questions 18-20, and 31.
63	p.21, B.42, Evaluation Criteria, 5. Evaluation Phase	Out of which Florida Workforce stakeholder organizations is the Evaluation Committee composed?	The evaluation committee has not been approved at this time.
64	p.21, B.42, Evaluation Criteria, 5. Evaluation Phase	Will Company C and E from the example ranking with rank 3.5 be selected for the shortlist yes or no?	Yes.
65	p.29, C.3.2, Job Seeker Functionality	Is the requirement (a) key word search or (b) semantic search functionality?	The Department is seeking both functionalities.
66		This RFP includes multiple modules. Currently, we are implementing a case management and service tracking system for one of the states. Will that be considered as a valid reference? The system will go live in the next six months. We have implemented remaining modules for multiple states.	The reference site needs to be in production.