

**Addendum #2**  
**RESPONSE TO INQUIRIES**  
**REQUEST FOR INFORMATION**

**Communication System for Identified Needs**

**RFI#: RFI092319JAMS1**

**DATE:** October 7, 2019

**TO:** RFI Respondents

**FROM:** Michele Stevens, Purchasing & Contract Client Services

**SUBJECT:** Vendor Questions and Departmental Responses

- 1. Which existing Child Welfare of other DCF systems would the proposed solution be required to integrate with (e.g., SACWIS, CCWIS, any others)? What is the status of these other systems?**
  - The Department does not wish to have the future solution interface with other systems.
- 2. Whether companies from outside the USA can apply for this? (like from India or Canada)**
  - Yes, but all data must remain housed within the United States and please be aware of Section, 287.084, Florida Statutes, and Rule, 60GG, Florida Administrative Code.
- 3. Whether we need to come over there for meetings?**
  - Should the Department at its sole discretion select a respondent to demonstrate, the respondent will have the discretion to do an in person or utilize another presentation channel.
- 4. Can we perform the tasks (related to RFP) outside USA? (like from India or Canada)**
  - Please see the answer to question #2.
- 5. Can we submit the proposal via email?**
  - Yes, please see Section 7 of the RFI.
- 6. What is the current communication system being used today?**
  - Currently, the Department does not have a system that provides this function.

**7. Will this be an internal system only for the Department of Children & Families users?**

- No, user roles have not been defined; however, the Department may elect to include contract service providers, as users, in addition to the Department employees.

**8. Or is this system expected to communicate and integrate with external users and systems?**

- System will be used to communicate identified needs with local community partners. Currently, there is no desire to integrate with other external systems.

**9. If yes, what systems are required to integrate with the proposed communication system?**

- Please see the answer to question #1.

**10. Do you have any authentication requirements for both internal and external users, as applicable?**

- Authentication is required for both internal and external users. Both internal and external users could use LDAP authentication.

**11. Do you have any reporting requirements (e.g., ad hoc reporting)?**

- The Department desires that the COTS product have reporting capabilities.

**12. The RFI mentions a COTS product offering. Is the Department open to a more custom type of solution?**

- Not at this time.

**13. The goals mentioned in the RFI are very high level. Is it possible to get additional clarify on what exactly the Department is seeking for this Communication System?**

- The purpose for this RFI is for the Department to obtain additional information from the market, on solutions that can communicate identified needs to local community partners.

**14. What types of data will the system be handing (e.g., PII, PHI, sensitive, etc.)?**

- The system will handle all types of data, including, but not limited to CFR, PHI, PII, CJIS, and HIPPA.

**15. What types of users / roles will be accessing the system (e.g., administrators, approvers, etc.)?**

- Department employees, contracted service providers, and local community partners.

**16. How many users will be required to use the system as part of the scope of this project?**

- The Department hasn't determined the number of users that will be using the system at this time.