FLORIDA DEPARTMENT *of* STATE

ADDENDUM NO. 2
November 6, 2017

FLRules Technology Refresh Project
Advertisement Number: DOS RFI 08/17-07

This Addendum now becomes a part of the original Request for Proposal.

Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes (F.S.).

This Addendum includes the following:

1. Written Responses to Written Questions

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The following questions were submitted prior to the deadline for written inquiries. The questions are reproduced in the exact format in which they were submitted.

Vendor Question Number	Page number, Section number, and Subsection Number	Vendor Question
Question 1		Has funding been secured for this project? **Answer:** Please refer to the last paragraph on page 4 of the RFI: "These RFI deliverables will be used to develop the Business Case that will help establish the strategic direction to be taken, inclusive of recommendations on best-fit solution options and an initial implementation approach. The Business Case will be presented to key management stakeholders in order to seek approval, develop budgets, and identify funding options to move forward with the subsequent phases for implementation. Further consideration will be given to this effort, based on the Business Case decision/outcome".
Question 2		If the Department does move forward with the project, is there an estimated solicitation release project start Date? **Answer:** Solicitation release and project start date, are yet to be determined.
Question 3		Is the Department currently contracted with a vendor for the existing FLRules website and current system? Or is the current system owned and maintained solely by FL State employees? **Answer:** The Department owns the Source Code for the current custom solution. The system is currently being maintained by the original vendor who developed the system.
Question 4		What is the estimated cost of the FLRules Technology Refresh Project? **Answer:** Please see the answer to question # 1.
Question 5		Has the Department allocated funding for the FLRules Technology Refresh Project yet? If so, through which source (budget, CIP, state/federal grant etc)? **Answer:** Please see the answer to question # 1.

Question 6		How is the Department currently meeting this need? Which vendor designed/currently operates the existing FLRules.org site? **Answer:** The existing FLRules system is a custom solution. It was designed, developed and being maintained by CommerNet Inc. (Fort Lauderdale, FL).
Question 7		Would it be possible to name the three greatest challenges the Department is having with the current solution? **Answer:** 1) Primary workload for staff must be done outside of the site. 2) Simplicity- our staff has to take excessive steps in order to complete regular tasks on our site. 3) We do not currently have full control of our site and do not have the ability to correct mistakes without involving the site maintenance team.
Question 8		Should the Department decide to proceed past the RFI process, has a time frame been established in which an RFP may be issued? **Answer:** RFP/ITN release date, is yet to be determined.
Question 9		The RFI mentions: "The Electronic Document Management System (EDMS) integrates with an Electronic Records Management System (ERMS), or an Enterprise Content Management (ECM)"; Does the Department anticipate these solutions to be procured separately or together? **Answer:** The Department objective is to procure a single solution; consisting primarily of an EDMS, which is capable of providing simple document workflow/business process management (BPM); and the ability to prevent editing or revision of documents or content, once they are declared as records.
Question 10		Who is the technical contact and/or project manager for the FLRules Technology Refresh Project? **Answer:** Philip Salib, PMP
Question 11		Have you had any external assistance preparing this RFI? If so, who? **Answer:** No.
Question 12		Does the Department anticipate any professional or consulting services may be needed to accomplish this effort? (i.e. project planning/oversight, PM, QA, IV&V, staff augmentation, implementation services etc.)? If so, what, when, and how?

		Answer: The project initiation phase is managed by a certified PM. Additional resources may be required at some point in the future.
Question 13		Which operating platform does the Department currently use for the FLRules.org site? **Answer:** Hardware for the FLRules Production Environment are as follows: **Web Server:** MS Server **Database Server:** MS SQL Server – Disk Space 2.27 TB (973 free) **File Server:** MS Server – Disk Space 249 GB (62 GB free)
Question 14		Does the Department anticipate that any other solutions, besides the ones mentioned, will be procured relating to the FLRules Technology Refresh Project? If so, what? **Answer:** No other solutions are being considered at this time.
Question 15		What software technology is used in current website? **Answer:** • Code: MS Web Based. • Database: MS SQL Server.
Question 16		What Database is currently used? **Answer:** MS SQL Server.
Question 17		Any preference or restriction for use of a Cloud-based or Hybrid Cloud solution? **Answer:** All options will be considered. On-premises hosting may be preferred.
Question 18		What is current Database size and projected growth over five forward years? **Answer:** See answer to question # 13. Projected growth over five years is 1.5 TB.
Question 19		Are digital devices – mobile phones / tablets – users a key demographic target segment to be considered in a proposed responsive design? **Answer:** Mobile capabilities are desired but not required.

Question 20		Is Microsoft Office 365 currently used by DOS employees? If yes, what functions are currently supported by Office 365 for both internal and external interactions?
		Answer:
		Microsoft Office 365 is currently being used by DOS employees. Function which are currently being supported by office 365 are as follows:
		Groups – a place where teams can collaborate
		Outlook/Calendar/People
		Delve
		Excel
		OneDrive
		OneNote
		Power BI
		PowerPoint
		Security & Compliance
		Skype for Business
		SharePoint
		Tasks
		Word
		Video
Question 21	Page 5, B.4, paragraph 4	You mention 600 active accounts, what is your anticipated turnover or hiring rate for the next 2 years? Do you have an Active Directly or HRIS for those users?
		Answer:
		The 600 active accounts are for external agencies, who are responsible for generating the content for publication on the FLRule.org portal. Currently We don't have information on turnover but we are dealing with a stable workforce with low turnover. At present we don't use Active Directory or a Centralized Employee Database. Each agency administrator has the ability to add or suspend users in their own agency.
Question 22	Page 5, B.4, paragraph 4	For the public review and comment process, can you please explain if a workflow is attached to this on your existing site or through a different component, and what that workflow is? Who are the comments sent to?
		Answer:
		Yes, public comments on rules is part of the workflow of the existing application/site. Comments are sent to the authorized users responsible for the rule under consideration.
Question 23	Page 5, B.5, subsection A	How much historical data needs to be imported?
		Answer:
		All the records generated over the past twelve years, which amounts to approximately 3 TB.
Question 24	Page 5, B.5, subsection A	For 24/7 access, what about maintenance windows?
		Answer:

		Pre-Scheduled maintenance windows are acceptable.
Question 25	Page 6, B.5, subsection A	Please describe your customized public email notification process and how emails are collected in the system. **Answer:** The public (anyone either associated with Florida State Government or outside state government) can subscribe/unsubscribe to rule related changes on the portal. The public must supply their name and e-mail address and identify the required degree of granularity associated with the rule changes. Based on the subscription criteria, after proposed rule reaches a certain state. The state of a rule that generates the notification becomes adjustable by the Administrative Rules staff.
Question 26	Page 6, B.5, subsection A	Is the public meeting calendar part of your existing service and if so please describe the workflow. **Answer:** Public meeting calendar isn't part of our existing system.
Question 27	Page 6, B.5, subsection A	What are e-commerce accounts? Please explain. **Answer:** The system must process payments.
Question 28	Page 7, B, 1, paragraph 2	Please explain the bulk transfer/capture process. Would this be referring to an API hook-up? **Answer:** This would be a desired feature, particular for facilitating data conversion; and potentially for the capture and transfer of archived records. The latter is not part of the scope of this project.
Question 29	General question Section B.5 Specifications Pages 5-6	Does the solution interface to Legislative Bill Drafting process or is it purely used for agency based administrative rules changes post adoption of legislative changes? **Answer:** The existing system doesn't interface to Legislative Bill Drafting process.
Question 30	General question Section B.5 Specifications Pages 5-6	Will the publishing of Administrative codes be done only after they have been passed/adopted or do codes need to be published prior to formal approval? **Answer:** The Administrative Codes are published only after they have been passed/adopted.
Question 31	Section B.4 Page 5	Should cost rough order of magnitude assume 600 users? **Answer:**

		Yes.
Question 32	Section B.5 Specifications Objectives Pages 5-6	Does DOS have a desired/preferred method for the public to submit to comment on administrative rules? Is the current web-based electronic form for comments working well? If not can DOS provide functionality gaps and desired improvements? How does DOS manage the list of numerous comments that come in on any given rule? **Answer:** The current system is designed for the public to make comments on "rules open for comment" (found in the footer of the home page). The comments go directly to the agency promulgating the rule in question. The agency can view those comments on the "Agency Main Menu" page. If the agency responds to the comment, that response goes directly to the person who initiated the comment. Both the comment and any replies made are kept on the "Agency Main Menu" page. The system seems to be working well, as we have not had complaints from either the agencies or the public.
Question 33	Section B.5 Specifications Objectives Pages 5-6	DOS states "the system must *provide Web access to content now contained in the Florida Administrative Register and Florida Administrative Code, and it must support a historic archive of FAR and FAC publications that are web accessible…*" Are you looking for the ECM system to push updates to your existing web sites or are you looking for the vendor to stand up a new web site as part of the solution and migrate your existing content from the current web site? **Answer:** We are looking for the vendor to stand-up a new web site as part of the solution, and migrate our existing content from the current web site.
Question 34	Section B.5 Specifications A. Objectives Pages 5-6	Do you want the ECM solution to push content to the web site after workflow approval in an automated fashion? **Answer:** Yes.
Question 35	Section B.5 Specifications A. Objectives Pages 5-6	DOS states "The system should accommodate an integrated public meeting calendar to accommodate posting of meeting agendas, meeting minutes, and digitally recorded transcripts." Are you looking for the system to be able to create agendas, publish minutes and transcripts or are you simply looking to display those items that were created outside of the new system using different software/technologies? **Answer:** We are simply looking to display those items that were created outside of the new system using different software/technologies.
Question 36	Section B.5 Specifications A. Objectives Pages 5-6	DOS states: "The system must manage e-commerce accounts for agencies and other governmental clients who rely on the Florida electronic rulemaking system." We are unclear what specific e-commerce account tasks need to be performed. Is this related to account provision? Account payments? Other activities? Please provide additional details.

		Answer:
		Please see the answer to question # 27.
Question 37	Section B.5 Specifications	How many users will need to scan content into the system?
		Answer:
		Currently we don't scan content into the system, and aren't contemplating doing so in the immediate future. Potential users can be as few as 6-8 users or as high as several hundred, depending on which group of users would be permitted to scan content into the system.
Question 38	General question Section B.5 Specifications Pages 5-6	Do you have any flowcharts of your business processes and/or approval workflows you can share with us?
		Answer:
		Not at this time.
Question 39	Section B Item 5, page 8	For item #5, Search, Display and Presentation, DOS is requesting "The system must be capable of searching for all records management metadata elements, including user-defined elements. It must be capable of searching the full-text content of electronic records. It must allow the use of advanced search features, such as probabilistic retrieval, relevancy feedback, and pattern matching." Can we assume that this searching is for internal users of the system and that external users will search through the web site?
		Answer:
		The public must use the web site for searches including the following criteria: • Words, phrases and subject matter • Statute reference or statute number • Rule number • Full text search • Proximity searching • Searching within a particular issue of the FAR or Code.
Question 40	Section B Item 6, page 9	Regarding Item #6, Dashboard, DOS is requesting "Inbuilt Calendar and Email". Is the email process separate from user's standard email accounts and standard calendar? We are not sure what exactly DOS is looking for here. Can you provide additional detail please?
		Answer:
		The Dashboard should show e-mail from the logged-in users' Outlook mailbox.
Question 41	Page 4, Section B, Subsection 3 Purpose	Based on your request for a Rough Order of Magnitude (ROM), how many internal users does the Department anticipate on the Document Management platform? Please breakdown usage by the following: • Full time – in the Document Management System (DMS) all day, every day.

		• Part time, or occasional users – in the DMS occasionally daily or less.
		Answer:
		We estimate up to 10 full time users, and up 600 part time or occasional users.
Question 42	Page 4, Section B, Subsection 3 Purpose	How many internal users does the Department anticipate for Workflow? Please breakdown usage by the following: • Full time – in the Document Management System (DMS) all day, every day. • Part time, or occasional users – in the DMS occasionally daily or less. **Answer:** Please see answer to question # 41.
Question 43	Page 5, Section B, Subsection 4	The RFI states that "accuracy and security of the FAC's public view is of paramount importance, and ease of editing from the publishing side is important as well." Please clarify that only internal users will edit documents from the "publishing side" and that the public user will not edit documents, only review and post comments on administrative rules. **Answer:** Public user will not edit documents, only review, download, print; and post comments on administrative rules.
Question 44	Page 5, Section B, Subsection 4 Description of Current System	The State currently has a statewide eFiling portal for all courts in FL. Although the documents filed electronically are different, the business process is quite similar. Is there a reason that the Department is not planning to utilize the previously established statewide eFiling portal? **Answer:** The Florida Department of state is bound by the Florida Statue 120.55, which states: (a)1. Through a continuous revision and publication system, compile and publish electronically, on a website managed by the department, the "Florida Administrative Code." The Florida Administrative Code shall contain all rules adopted by each agency, citing the grant of rulemaking authority and the specific law implemented pursuant to which each rule was adopted, all history notes as authorized in s. 120.545(7), complete indexes to all rules contained in the code, and any other material required or authorized by law or deemed useful by the department.
Question 45	Page 6, Section B, Subsection 5, Specifications	Please elaborate on the e-Commerce requirements. Can you provide example scenarios? **Answer:**

		Please see answer to question # 27.
Question 46	Page 7, Section B, Subsection 2 Collaboration	Users can check out/check in a document for editing. Other users can view the document in "read-only" mode at the same time. The DMS platform also tracks document versions and revisions to the user. Do these capabilities address the RFI collaboration requirement? If not, how critical is the ability to provide for real-time, simultaneous modifying of documents? **Answer:** Ability to provide for real-time, simultaneous modifying of documents, is desired but not required.
Question 47	Page 7, Section B, Subsection 2 Collaboration	Will public (non-FL DOS) users be involved in the markup / modification of documents directly on the document, or is some other interface for collection of comments and questions acceptable? **Answer:** Agency users should be able to markup or modify documents for their agency prior to publication; but the public should not have any such ability to alter any documents or records.
Question 48	Page 10, Section C, Subsection "Response Submittal"	In the Response Submittal instructions, respondents are to submit an electronic copy in PDF format to the Procurement Officer noted in Section A. However, the RFI specifies that the respondent should organize the response in a tab format, which could imply that a hard copy is required. Please confirm that the RFI response is to be an electronic submission and no printed copy is required. If so, are tabs still required? If tabs are still required in the electronic submission, should they be PDF tabs or separator pages functioning as tabs? **Answer:** Hard copies are not required. Separator pages functioning as tabs are sufficient in the electronic submission.
Question 49	B.3 Purpose, page 4	What resources will be allocated to the project from the client? What percentage of their time will be allocated to the project? **Answer:** The Department is seeking guidance on the level of effort (resources) that will be required to implement the proposed solution.
Question 50	B.4 Description of Current System, page 5	What product(s) provide the web and content management in the current implementation? **Answer:** The existing system is custom-built.
Question 51	B.4 Description of Current System, page 5	What type and number/size of content exists today? **Answer:**

		DOS daily publications consist of 50 to 100 small Word documents (less than 10K); while weekly publications amounts to 15-20 documents ranging in size between 13K to 9MB. Current retention schedule calls for all documents to be maintained permanently.
Question 52	B.5 Specifications, page 5	Are cloud based implementation acceptable? **Answer:** Yes.
Question 53	B.5 Specifications, A. Objectives, page 5	Will the new system be required to persist/retain, redact PCI, PII, credit cards sensitive information? **Answer:** The Payment Card Industry Data Security Standard (PCI DSS), is not applicable or required.
Question 54	B.4 Description of Current System, page 5	What are the server environments for applications to be deployed on? **Answer:** Please see the answer to question # 13.
Question 55	B.5 Specifications, B. Desired Features/Funct ionalities, 1. Capture, page 7	Workflows - are these workflows external to the proposed system that are configured in other applications? **Answer:** The workflows referred to in this particular paragraph would be applicable to potential external workflows configured in other applications. Please see also the answer to question # 58.
Question 56	B.5 Specifications, B. Desired Features/Funct ionalities, 1. Capture, page 7	E-mail - Please explain the process of documents that need to be uploaded to the content management system via e-mail? For example, do users need to be able to forward e-mails to automatically be uploaded? Is there an e-mail inbox that is setup and configured for this purpose? Or should it be that users can save e-mails on a local drive and upload manually to the CMS? Are the e-mails text-only or do they also contain attachments? **Answer:** The existing system only permits the users to save attachments to e-mails to a local drive for subsequent manual upload. It is desirable to have most of the features described in the referenced section of the RFI.
Question 57	B.5 Specifications, B. Desired Features/Funct ionalities, 1. Capture, page 7	Is there currently a scanning solution implemented to integrate with or should the system provide functionality to be able to scan and upload? If needed, is forms recognition (AKA OCR) required as well? **Answer:** Please see the answer to question # 37.

Question 58	B.5 Specifications, B. Desired Features/Funct ionalities, 3. Workflow Automation, page 7	Please define definitions of Automatic and Manual workflow. What is the criteria for these types of workflow? **Answer:** Both Manual and Automatic would be required. The later should be configured for routine tasks. Manual workflow should allow the user to set up the workflow to perform a particular action, and then enroll contacts into the workflow.
Question 59	B.5 Specifications, B. Desired Features/Funct ionalities, 4. Security, page 8	How are users currently authenticating into web applications? Is there any implemented single sign-on solution? **Answer:** No, the current system require the user to Sign-ON with their user name and password, each time in order to gain access to the system.
Question 60	B.5 Specifications, B. Desired Features/Funct ionalities, 4. Security, page 8	What is the security mechanism that provides authentication and coarse or fine grained authorization for website and specifically for content? **Answer:** The current system authenticate the user, and provide access consistent with the user role (fine grain authentication).
Question 61	B.5 Specifications, B. Desired Features/Funct ionalities, 6. Dashboard, page 9	Please explain functionality of "Email" on dashboard. Should this be showing e-mail from the logged-in users' Outlook mailbox or is there some other requirement? **Answer:** Please see answer to question # 40.
Question 62	B.5 Specifications, B. Desired Features/Funct ionalities, 6. Dashboard, page 9	Please elaborate more on calendar and its requirements. Is the calendar unique to individual users or should it be a global calendar? Who should have ability to add/delete events of the calendar and what is the required functionality of this component? **Answer:** Calendars should probably be unique to individual users. Events should be created through workflows and by supervisors.
Question 63	Response: Tab 4. Vendor's Implementatio n Approach	Are offshore and/or non US Citizen resources allowed? **Answer:** Yes.
Question 64	B.3 Purpose, Page 4	Is there a platform that the DOS prefer to deploy this solution onto such as the Microsoft stack (Windows Server, MS SQL Server, SharePoint, etc.) or a Linux open source platform? **Answer:**

		No preference, all platforms will be considered.
Question 65	B.3 Purpose, Pg. 4	What are the factors, i.e. regulations, that may drive a hosting decision? We understand that cost is always a factor. **Answer:** Best value is always an important consideration. Please see also, the answer to question # 17.
Question 66	B.3 Purpose, Pg. 4	Is there currently in-house preference for a hosting solution, On-primes or Cloud? **Answer:** Please see the answer to question # 17.
Question 67	Section B	Will this solution be part of or will be the System of Records for DOS implementing Florida's General Records Schedules such as GS1-SL? **Answer:** Both the Florida Administrative Code and the Florida administrative Register are "publications" as opposed to records. As such, they are not subject to the public records retention schedules. They are maintained permanently.
Question 68	Section B	What are the records system requirements for the new solution? Certify DoD 5015.2? **Answer:** In addition to DoD 5015.2 , the following Statues and Standards, are also applicable: **Statutes or Administrative Code** **Area** Chapter 119, 2016 Florida Statutes Public Records Law Chapter 257, 2016 Florida Statutes Public Libraries and State Archives Chapter 1B-11, Florida Administrative Code Use of Archives and Archives Facilities Chapter 1B-24, Florida Administrative Code Public Records Scheduling and Disposition Chapter 1B-26.003, Florida Administrative Code Electronic Recordkeeping http://dos.myflorida.com/media/31105/basicsrecordsmanagement.pdf Americans with Disabilities Act (ADA)
Question 69	Section B.4, Pg. 5	What is the budget to maintain the existing system? **Answer:** The question is not material to the current request.
Question 70		When does DOS expect to release the RFP/RFQ?

		Answer:
		Please see the answer to question # 2.
Question 71		Can you share some documentation such as sitemaps, diagram etc that represents the technical architecture of the current site? **Answer:** The technical architecture of the current system is not material to the Department's Request for Information.
Question 72	Section B.4, Pg. 5	Can you share costs, time of execution and past vendors from the current site? **Answer:** The question is not material to the current request.
Question 73		What is the stack of technologies current site was develop? **Answer:** Please see the answer to question # 13.

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