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**Addendum Number 1 to the following Invitation to Negotiate (ITN):**  
**INFORMATION TECHNOLOGY OPERATIONS AND MAINTENANCE SERVICES**  
**DMS 16/17-032**

Date: April 18, 2017  
To: Prospective Respondents to ITN # DMS 16/17-032  
From: Ashley Bridges, Procurement Officer  
Subject: Updates to Attachment A - Statement of Work  
Provides Answers to Vendor Questions  
Addition of Attachment K  
Provides copies of the Pre-Offer Conference sign in sheets

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**The Department provides the following Amendments to Attachment A – Statement of Work:**

1. Subsection 1.1 is removed and replaced in its entirety with the following:

**1.1 Purpose**

The Department is seeking a Contractor to provide ongoing operations and maintenance (O&M) and Enhancement services for the FRS's system components as set forth in Table 1 in subsection 3.1.3 of this **Attachment A – Statement of Work (SOW)**, over the life of the Contract.

2. The first paragraph in subsection 1.6.1 is removed and replaced in its entirety with the following paragraph:

The Operations and Maintenance work to support the FRS's system components as set forth in Table 1 in subsection 3.1.3, shall be billed on a fixed price basis per calendar month (the "Monthly O&M Charge"), regardless of the number of hours in that month or the number of people the Contractor assigns to perform maintenance and operational activities.

3. The first paragraph in subsection 1.8 is removed and replaced in its entirety with the following paragraph:

The Contractor shall work with the Division and the Division's Disaster Recovery team to update the Division's Disaster Recovery Plan, which provides detailed actions to be taken in the event of a natural disaster (e.g. hurricane, fire, water damage) or a disaster resulting from negligence, sabotage, or mob action. The Contractor shall work with the Division to test the planned disaster recovery process as documented in the Disaster Recovery Plan during the yearly disaster recovery exercise led by the Contractor.

4. Paragraph 1. of subsection 1.9.3 is removed and replaced in its entirety with the following:
  1. Build on the architecture of the FRS's system components as set forth in Table 1 in subsection 3.1.3, where feasible, to provide for the deployment of new functionality to meet the Division's stated requirements as determined at the time the enhancement is approved. The Contractor shall obtain approval from the Division, in advance, for any changes to the technical architecture.
  
5. Paragraph 6. in subsection 1.9.3 is removed and replaced in its entirety with the following:
  6. Develop code and follow documenting and testing guidelines using an industry standards-based methodology. The Contractor must document methodology and obtain approval from the Division before any development can begin. If non-COTS software is provided by the Contractor as part of the FRS's system components as set forth in Table 1 in subsection 3.1.3, the Contractor shall provide a tested deliverable of the application consisting of software code and deliverable notes as planned in the project schedule. The Contractor shall update and resubmit the software code whenever changes to the operational software are implemented.
  
6. The first paragraph of subsection 1.10 is amended to read as follows:

**1.10 Staffing**

The Contractor's staff assigned to the Contract shall have the skills and experience to perform the work as specified in the ITN. The Contractor's staff must have experience with technologies and project(s) of similar size and complexity utilizing the software products as described in this ITN and must be capable of completing the proposed task assignments in this ITN. Proposed individuals' skill levels should be consistent with the Contractor's services. The Division reserves the right to reject any Key staff throughout the duration of the Contract. The Offeror must present their proposed staffing and organization that will provide the services described in the ITN.
  
7. Attachment K – Key Skill Sets is hereby added to the ITN.

Enclosed:  
Questions and Answers Document  
Attachment K – Key Skill Sets  
Copies of the Pre-Offer Conference Sign In Sheets

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**Invitation to Negotiate**

**IT Operations and Maintenance Services**

**DMS -16/17-032**

**ADDENDUM # 1, Questions and Answers**

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.

The Department's responses to timely submitted questions are below.

Question Number	Section	Page Number	Question	Response
1	ITN Section 4. Selection Methodology & Attachment C Price Sheet	ITN Page 17	The current ITN and associated pricing sheets do not request that Migration Services be separately priced, in the previous ITN the selection process was different and these costs were '...not included in the Grand Total and is not part of the pricing score'. Please advise if the State is willing to return to the Selection Approach in the previous ITN or provide a rationale for us to use in consideration of responding to this new ITN.	This will remain as is.
2	Attachment A, Statement of Work (SOW) section 3.1.1.1 Table 1	SOW pages 28-29	The SOW section 3.1.1.1 Table 1 provides maximum resolution times based on severity. Do these resolution time limits and corresponding penalties apply to defects that exist prior to the vendor taking on the engagement but were discovered afterwards?	Yes. The timing will be relative to when the defect is discovered.

Question Number	Section	Page Number	Question	Response
3	ITN NO: DMS 16/17-032, Section 1.2	5	Is the Agency interested in options associated with hosting providers? If yes, does the agency desire to receive quotes for hosting services included within the response?	At this time, we do not anticipate requesting any hosting solutions.
4	ITN NO: DMS 16/17-032, Section 1.2	5	Will the agency consider migrating the environment (or a portion of the environment) to a cloud service provider to reduce cost and increase flexibility and scalability if compliance can be maintained?	Please see the response to question number 3.
5	General question	N/A	What are the data retention requirements for the system?	The Division retains all records in electronic format in perpetuity. The impact on data storage is part of the annual plan, and the purchase of the required equipment is the responsibility of the Division. Note that the Division's records are subject to the records retention schedule of the State of Florida General Records Schedule GS1-SL for State and Local Government Agencies.
6	General question	N/A	What is the current cumulative size of the system databases used for these purposes currently?	Oracle Database – Supports IRIS, FRS Online and Batch Processing -Production =790GB, Test = 613GB, Development = 522GB, and Reporting = 203GB SQL Server Database – Supports Process 360 (Imaging and Workflow), CRM, SQL Server Reporting Services -Production = 69GB, Test = 32GB, and Development = 33GB
7	General question	N/A	Are there current Bandwidth Utilization figures available?	The average bandwidth usage over the last 2 months during business hours at any given time is approximately 40Mb.

Question Number	Section	Page Number	Question	Response														
8	Attachment A, Statement of Work (SOW) section 1.8	13	What are the Geographical requirements related to disaster recovery and continuity of business both from an IT standpoint and Staff/call center?	The current contract with the Disaster Recovery service provider requires the provision of a warm site solution including; cubicles for 28 business users and 2 offices that include 30 phones, one fax machine, one network printer, 30 PCs, and access to conference room facilities. The solution provides a Direct Inward Dialing (DID) for Division of Retirement to re-direct their inbound calls including limited call center calls. This warm site is located in Winter Haven, Florida.														
9	General question	N/A	Are credit cards being accepted by the system?	No.														
10	General question	N/A	If so, how is credit card data accepted, processed and stored?	NA, see response to question #9														
11	General question	N/A	Are there known peak utilization times caused by the business cycle?	<table border="1"> <thead> <tr> <th>BUSINESS PROCESS</th> <th>TIMING</th> </tr> </thead> <tbody> <tr> <td>Monthly Payroll</td> <td>3<sup>rd</sup> week of the month</td> </tr> <tr> <td>Monthly Employer Reporting</td> <td>First five business days of the month</td> </tr> <tr> <td>Monthly Member Annual Statements</td> <td>15<sup>th</sup> of the month</td> </tr> <tr> <td>Annual 1099</td> <td>1<sup>st</sup> week of January</td> </tr> <tr> <td>Annual Actuary Processing</td> <td>Last week in July/first week in August</td> </tr> <tr> <td>Monthly New Hire Process</td> <td>15<sup>th</sup> of the month</td> </tr> </tbody> </table>	BUSINESS PROCESS	TIMING	Monthly Payroll	3 <sup>rd</sup> week of the month	Monthly Employer Reporting	First five business days of the month	Monthly Member Annual Statements	15 <sup>th</sup> of the month	Annual 1099	1 <sup>st</sup> week of January	Annual Actuary Processing	Last week in July/first week in August	Monthly New Hire Process	15 <sup>th</sup> of the month
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Question Number	Section	Page Number	Question	Response
12	General question	N/A	Beyond the requested security compliance requirements are there Federal documented security standards that need to be complied with both operationally and/or technically?	Regarding Florida security compliance, IT security is centered around section 282.318, Florida Statutes, and Chapter 74-2, Florida Administrative Code.  Federal law applies if the data is HIPAA, CJIS, PII, or other protected personal data.
13	Attachment A, Statement of Work (SOW) section 3.1.3, Table 1	36	Will the selected vendor be required to use the existing Avaya call center solution?	Yes.
14	General question	N/A	How does the Division classify items as bugs vs. an enhancement item?	The term "Enhancement" is defined in section 1.2 of the Attachment A - Statement of Work.
15	General question	N/A	Please provide the current annual budget for support and enhancement activities.	\$2,836,414.00
16	General question	N/A	Please provide the number of annual work hours, by staff type, each year for the last two years. Please provide this data further subdivided by support hours and enhancement hours.	Since the current contract provides a fixed price for all services, the division does not maintain a breakdown of work hours by staff type for operations and maintenance and enhancement hours. However, see the response to question 24.
17	Attachment A, Statement of Work (SOW) section 1.10.2	20	Please confirm all positions with the exception of the project director will be required to work on-site with the Division.	See Sections 1.4 (Service Location, Times and Equipment) and 1.10.7 (Staffing Location) of Attachment A – Statement of Work, which specify requirements related to the location of staffing.

Question Number	Section	Page Number	Question	Response
18	ITN NO: DMS 16/17-032, 3.5.7	13	The ITN states a vendor must show the "ability to obtain a performance bond or irrevocable letter of credit in the amount of five percent of the annual contract amount, as bid by the Offeror." What is the anticipated contract amount in order for us to calculate the 10% requirement?	To clarify, the required percent is 10% (not 5% as stated in one portion of the question for which this answer is provided). The performance bond or irrevocable letter of credit must be 10% of the annual operations and maintenance price provided by the Offeror in its price sheet.
19	General question	N/A	How many software environments are currently managed as part of the system development life cycle and what's their purpose? It is not a part of a scope to set up any additional environment, Please confirm.	<p>There are 3 software environments; Development, User Acceptance Testing, and Production.</p> <p>Additional environments may be considered as a solution to this ITN or may be considered as Enhancements during the term of the Contract.</p>
20	General question	N/A	What are the current release roadmap and the deployment strategy? How many planned and unplanned deployments happen historically?	<p>At present, the Division utilizes a mechanism known as System Investigation Requests (SIRs) as the work intake and tracking tool for service requests.</p> <p>SIRs are deployed through a weekly build process using Team Foundation Server and automated build scripts/tools. There were 141 deployments spanning 3 applications (FRS Online, IRIS, and CRM) in the last twelve months.</p> <p>In the current approach, SIRs are typically handled as "single-threaded" development efforts, meaning that each SIR is processed as a standalone project. Therefore, there is currently no specified release roadmap and the deployment strategy is driven by the current SIR prioritization framework and processes.</p>

Question Number	Section	Page Number	Question	Response
21	General question	N/A	There are no client references identified as required within the ITN or SOW. Does the Department expect references for past work history to be included within the response? If so, what information is required for the references?	See Attachment F – Evaluation Scoring Criteria. Additionally, note that the Department has reserved the right to request additional information during the negotiation stage of the procurement.
22	General question	N/A	Please provide the list of all vendors who attended the pre-bid meeting on 4/6.	Please see the sign in sheets attached to this Addendum.



Question Number	Section	Page Number	Question	Response
23	ITN Section 4. Selection Methodology & Attachment C Price Sheet; Section 6.1 of SOW; Section 2	ITN Page 17 SOW pages 37-38 SOW page 25	<p>The language in the SOW in Section 6.1 indicates "Beginning of Contract transition services will occur during the first six (6) months of the Contract and are included as part of the IT O&amp;M services under the Contract. The Contractor shall not receive any additional compensation for beginning of Contract services."</p> <p>To clarify intent of instruction, in the case of award to non-incumbent vendor, is it the Department's position that no fees will be paid to the non-incumbent vendor during the first 6 months of the services contract?</p> <p>Assuming the Department does expect to pay the non-incumbent vendor during the first six (6) months as the non-incumbent vendor transitions into service, is the Department agreeable to amending the language in SOW section 1.6 Method of Payment or via some other adjustment to clarify that payments will be made to the non-incumbent vendor during the transition period?</p>	The awarded vendor will be paid during the first six months in accordance with the monthly O&M charge as explained in section 1.6.1 of Attachment A – Statement of Work.

Question Number	Section	Page Number	Question	Response
24	General		<p>Given the restriction on including assumptions around how the team is structured to build up the blended rate for enhancements - would the State be willing to share a standardized set of skillsets and staffing assumptions based on historical enhancement implementations to allow for more normalized hourly rates across bids? This would foster a more competitive landscape given the incumbent will have detailed knowledge of the historic type of enhancements, the skills needed and cost associated.</p>	<p>See Skill Set Attachment K. See also the current staffing structure in section 1.10 of the Statement of Work. The historical number of operations and maintenance and enhancement hours is stated in section 1.2 of the ITN.</p>
25	SOW Section 1.6.2 Monthly Enhancement Payment	SOW Page 7	<p>We respectfully request the Division to include a minimum amount of enhancement hours and or agree to providing the vendor with enough notice regarding changes (up or down) in enhancement volume so as to allow the vendor to proper roll on and roll off staff. Providing this allows the vendor to build, maintain, and appropriately adjust our team so we can provide you with the unique skills and knowledge of the Department and the systems to be supported.</p>	<p>The Division is not providing a minimum number of enhancement hours at this time; however, see section 4.4.2 of the ITN for the rights reserved for negotiations. We will work with the vendor to establish a planning approach that will attempt to give the vendor adequate time to adjust staffing. We anticipate mutually developing an annual enhancement plan that will identify work to be contemplated in the next fiscal year and review those plans on a quarterly basis. We welcome ideas the vendor may have to address planning and staffing needs.</p>

Question Number	Section	Page Number	Question	Response
26	SOW Section 1.7 Operations and Maintenance Tasks	SOW Page 8	<p>The SOW states "...Once an Enhancement has been implemented in the production environment, the ongoing operations and maintenance and disaster recovery related to the new Enhancement becomes part of the scope of this section and section 1.8." While we expect that most of the Enhancements we will be asked to perform will not create significant additional costs for the vendor related to 'ongoing operations and maintenance and disaster recovery related', some enhancements could increase or decrease these costs in a material way. We respectfully request the Department to amend the SOW to allow for an increase or decrease to ongoing costs to be negotiated with each enhancement.</p>	<p>The operations and maintenance price is fixed and will not be negotiated with each enhancement.</p>
27	SOW Section 1.10 Staffing	SOW Page 18	<p>The current SOW states "... The Division reserves the right to reject any staff throughout the duration of the Contract." Rejection of 'Key' staff is normal and common, however, rejection of 'any' staff is not and could place the vendor in a situation having to repeatedly transition out current staff and transition in new staff adding cost and risk to both the Division and Vendor. We respectfully request the SOW be returned to the language from the prior ITN that in line with market and allowed the vendor to deliver SOW covered work with the appropriate amount of Division oversight.</p>	<p>The Department will amend the sentence as shown in this Addendum. However, see section 1.10.4 of Attachment A – Statement of Work.</p>

## Attachment K

### Key Skill Sets by Functions

<b>Column Heading</b>	<b>Description</b>
<b>ID</b>	A unique identifier or potentially a Work Breakdown Structure (i.e. 1.1.1) hierarchical numbering for reference
<b>Service Category</b>	A service supported by the IT O&M team and where Enhancements may also be required.
<b>Major Activity</b>	A subdivision of the Service Category.
<b>Sub-Activity</b>	A subdivision of the Major Activity.
<b>Priority</b>	The business priority of the Sub-Activity, classified as Low, Medium, High, indicating relative business impact of the Sub-Activity.
<b>Complexity</b>	The complexity of the Sub-Activity, classified as Easy, Medium, Hard, Very Hard.
<b>Volatility</b>	A general indication of the historical frequency of maintenance support for this activity, classified as Low, Medium, High.
<b>Classification Context</b>	Descriptive information regarding any or all of the classification fields, such as number of customers or users impacted, number of modules within the function, and description of the nature of frequent maintenance support trends.
<b>Key Skill Sets</b>	A summary of the technical and functional skills required to provide the support for this Sub-Activity.

**Attachment X  
Key Skill Sets by Functions**

ID	Service Category	Major Activity	Sub-Activity	Priority	Complexity	Volatility	Classification Context	Key Skill Sets
1.1.1	IRIS Application Support	Active Member	Enrollment	High	Very Hard	Medium	15 Online Modules	PowerBuilder, .NET, PL/SQL, SSRS
1.1.2	IRIS Application Support	Active Member	Contributions	High	Very Hard	Medium	30 Online Modules	PowerBuilder, .NET, PL/SQL, SSRS
1.1.3	IRIS Application Support	Active Member	Accounting	High	Hard	Low	10 Online Modules	PowerBuilder, PL/SQL, SSRS
1.1.4	IRIS Application Support	Active Member	Optional	High	Hard	Low	7 Online Modules	PowerBuilder, PL/SQL, SSRS
1.1.5	IRIS Application Support	Active Member	Annual Processing (e.g. MAS, Actuary)	Medium	Hard	Medium	Actuary Covers Active and Retired Members	PowerBuilder, PL/SQL, SSRS
1.2.1	IRIS Application Support	Claims	Calculations	High	Very Hard	Medium	61 Online Modules (Includes SB & Disb)	PowerBuilder, PL/SQL, SSRS
1.2.2	IRIS Application Support	Claims	Survivor Benefits	High	Hard	Low		PowerBuilder, PL/SQL, SSRS
1.2.3	IRIS Application Support	Claims	Disability	High	Hard	Low		PowerBuilder, PL/SQL, SSRS
1.2.4	IRIS Application Support	Claims	Refunds	High	Medium	Low		PowerBuilder, PL/SQL, SSRS
1.3.1	IRIS Application Support	Retired Payroll	Retiree Maintenance	High	Medium	Medium	31 Online Modules (includes all RP)	PowerBuilder, PL/SQL, SSRS
1.3.2	IRIS Application Support	Retired Payroll	Monthly Payroll / Supplemental Payroll	High	Medium	Low		PowerBuilder, PL/SQL, SSRS
1.3.3	IRIS Application Support	Retired Payroll	Annual Processing (e.g. COLA, 1099R, Actuary)	Medium	Medium	Low		PowerBuilder, PL/SQL, SSRS
2.1.1	FRS Online Application Support	Member Self-Service	N/A	High	Hard	Medium	84 online pages	.NET, PL/SQL
2.2.1	FRS Online Application Support	Retiree Self-Service	N/A	High	Medium	Medium	36 online pages	.NET, PL/SQL
2.3.1	FRS Online Application Support	Employer Self-Service	N/A	High	Medium	High	261 online pages	.NET, PL/SQL
3.1.1	Customer Contact Center / Customer Relationship Management	MS Dynamics CRM	N/A	High	Very Hard	Low		MS Dynamics CRM, .NET
3.2.1	Customer Contact Center / Customer Relationship Management	Avaya Call Center Application (Data Integration Via Web Service Calls)	N/A	High	Very Hard	Low		Avaya
4.1.1	ECM	Imaging	Process 360 - Imaging	High	Hard	Low		OpenText Process 360
4.2.1	ECM	Workflow	Process 360 - Workflow	High	Very Hard	Medium		OpenText Process 360
4.3.1	ECM	Scanning	Process 360 - Scanning	High	Hard	Low		Canon Scanners, OpenText Scan Manager, Kofax VRS
5.1.1	Database Management	Oracle	DBA Activities	Medium	Medium	Low		Oracle Enterprise Database
5.2.1	Database Management	MS SQL Server	DBA Activities	Medium	Medium	Low		Microsoft SQL Server
6.1.1	Reporting	Standard Reporting	N/A	Low	Medium	Low	772 RDL files	MS SQL Server Reporting Service
6.2.1	Reporting	Ad Hoc Query & Reporting	N/A	Low	Medium	High		SQL Navigator, Cognos
7.1.1	Correspondence Output	Forms & Correspondence	N/A	High	Hard	Medium		HP Extream
7.2.1	Correspondence Output	Sort / Insert / Mail	N/A	High	Hard	Low		PlanetPress
8.1.1	Custom Application Services	N/A	N/A	Medium	Very Hard	High	11 windows services, 2 asp.net applications	Microsoft .NET
9.1.1	File Transfer Services	N/A	N/A	Medium	Medium	Low		GlobalScape EFT
10.1.1	Batch Processing	N/A	N/A	High	Hard	Medium		VisualCron/Custom Scripts
11.1.1	Fax Services	N/A	N/A	Medium	Medium	Low		RightFax
12.1.1	Address Correction / Verification	N/A	N/A	Medium	Medium	Low		ConnectRight Mailer
13.1.1	Technology Licenses & Maintenance Agreements	N/A	N/A	Low	Easy	Low		Contract Knowledge & Admin
14.1.1	Help Desk	Phone / Email Support	N/A	Medium	Medium	Low		Help Desk Knowledge
14.2.1	Help Desk	Help Desk Application	N/A	Medium	Easy	Low		BMC Service Desk Express
15.1.1	Source Code / Configuration Management	Version Control	N/A	Medium	Medium	Low		Team Foundation Server (TFS)
15.2.1	Source Code / Configuration Management	Build Deployment	N/A	Medium	Medium	Medium		Build Process, Team Foundation Server (TFS)
16.1.1	IT Budget	Management of IT Budget	N/A	Low	Medium	Low		Knowledge of Budgeting Process/Division IT Needs
17.1.1	Desktop Management	Desktop Deployment		Medium	Medium	Medium		Windows Deployment Services
18.1.1	Network Management	Switches	N/A	High	Medium	Low		Cisco Catalyst
19.1.1	Infrastructure Management	VMWare	N/A	Medium	Medium	Medium		VMware ESX, vCenter
19.2.1	Infrastructure Management	Domain Services	N/A	High	Medium	Low		Windows Active Directory, DNS, DHCP, File Share
19.3.1	Infrastructure Management	Server Operating System	Linux	High	Medium	Low		Oracle Linux
19.3.2	Infrastructure Management	Server Operating System	Windows	High	Easy	Low		Windows Server OS
19.4.1	Infrastructure Management	Server Hardware	Dell	High	Easy	Low		Dell Servers
19.4.2	Infrastructure Management	Server Hardware	Oracle	High	Medium	Low		Oracle Database Appliances
19.5.1	Infrastructure Management	Storage Hardware	Dell	High	Medium	Medium		Dell iSCSI Array
19.6.1	Infrastructure Management	Load Balancing	N/A	High	Medium	Low		LoadBalancer.org
19.7.1	Infrastructure Management	Monitoring	N/A	High	Medium	Medium	Application, Operating System, and Hardware Monitoring	iPSenty, OEM, iDRAC, iLOM, Custom Monitoring Service
20.1.1	Backup and Recovery	Backup Software	N/A	High	Medium	Medium		Symantec BackupExec, Oracle Enterprise Manager
20.2.1	Backup and Recovery	Backup Hardware	N/A	High	Medium	Low		Dell Tape Library
21.1.1	Disaster Recovery	Replication Software	N/A	Medium	Hard	Medium		Zertos
21.2.1	Disaster Recovery	Planning/Testing	N/A	Medium	Hard	Medium		Knowledge of Recovery Plan and Procedures
22.1.1	Security Management	Firewalls	N/A	High	Medium	Low		Cisco Adaptive Security Appliance
22.2.1	Security Management	System Patching	N/A	High	Medium	Medium		Microsoft System Center Configuration Manger, OAKCLI
22.3.1	Security Management	Security Software	N/A	High	Hard	Medium		HP Fortify/Webinspect, Nessus

**Sign-in Sheet**ITN DMS-16/17-032, Information Technology Operation and Maintenance Services  
Pre-Offer Conference

Date and Time: April 6, 2017, 10:00 AM Eastern

Place: 1317 Winewood, Building 8, Room 313, Tallahassee, FL 32399

NAME (PLEASE PRINT)	AGENCY/COMPANY	E-MAIL ADDRESS
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FLORIDA DEPARTMENT OF MANAGEMENT SERVICES

# finance and administration

We serve those who serve Florida

## Sign-in Sheet (Telephone Participants)

ITN DMS-16/17-032, Information Technology Operation and Maintenance Services  
Pre-Offer Conference

Date and Time: April 6, 2017 10:00 AM Eastern

Place: 1317 Winewood, Building 8, Room 313, Tallahassee, FL 32399

NAME (PLEASE PRINT)	AGENCY/COMPANY
Mark Akin	APEX Computer Systems
Sheila	SGS Technology
Andrew	Accenture
Mark	Accenture
Dana Burke	Accenture
Beverly Hayes	DMS
Edie McKay	DMS
Delanah Gebhart	DMS

End of Addendum# 1

To the extent this Addendum gives rise to a protest, failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.