Mission:
To protect, promote & improve the health of all people in Florida through integrated state, county & community efforts.

Florida HEALTH

Rick Scott
Governor

Celeste Philip, MD, MPH
State Surgeon General

Vision: To be the **Healthiest State** in the Nation

Addendum 1
ITN DOH17-003
Early Steps Administrative System

DATE: May 24, 2018

TO: Prospective Vendors

FROM: Diana K. Trahan, Department of Health
Purchasing

SUBJECT: Addendum 1 to DOH17-003 Early Steps Administrative System

This addendum serves as notice of the following change(s):

Deletions are indicated by "~~strikethrough~~" or reference. Additions, updates or replacements are indicated by underscore, reference or highlighting.

1.   **Update to 2.1 Procurement Officer**

Procurement Officer Tamara Harrington is being replaced with Wardha Haider, email address is Wardha.Haider@flhealth.gov.

2.   **Correction of due date in Section 4.5.1 and 4.5.2**

Due Date is June 14, 2018.

3.   **Updates to Section 2.13 Questions**

Questions and Answers

The questions that were received by the due date and time required in Section 2.4 have been compiled and answered and are provided in this addendum.

THIS ADDENDUM NOW BECOMES A PART OF THE ORIGINAL ITN.
THE ADDENDUM ACKNOWLEDGEMENT FORM SHALL BE SIGNED BY AN AUTHORIZED COMPANY REPRESENTATIVE, DATED AND RETURNED WITH THE ITN REPLY AS INSTRUCTED IN SECTION 2.5., ADDENDA.

Florida Department of Health
Division of Administration • Bureau of General Services
4052 Bald Cypress Way, Bin B-07 • Tallahassee, FL 32399
PHONE: 850/245/4199
FloridaHealth.gov

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Questions and Answers
ITN DOH17-003
Early Steps Administration System

Q1) Whether companies from Outside USA can apply for this?
    (like,from India or Canada)
A1) No.

Q2) Whether we need to come over there for meetings?
A2) Yes.

Q3) Can we perform the tasks (related to RFP) outside USA?
    (like, from India or Canada)
A3) No.

Q4) Can we submit the proposals via email?
A4) No.

Q5) I am writing to you based on the Advertisement you have (DOH 17-003), my main question is, is it a requirement to connect to Medicaid?
A5) Yes. Please refer to the Department of Health (DOH) Invitation to Negotiate (ITN) DOH 17-003, Section 3.0 for the Subject of Solicitation, Attachment C, and L.

Q6) Or is the goal to have a more stream lined system, that would need minimal, if any, customization's?
A6) Please refer to the DOH ITN 17-003, Section 1.1 for the Statement of Purpose, Attachment C, and L.

Q7) Could the Department describe what needs the current system does not meet and why the Department is looking for a new solution?
A7) Please refer to the DOH ITN 17-003 Section 3.0 for the Subject of Solicitation, Attachment C and L.

Q8) Does the solution need to provide functionality to credential a Service Provider?
A8) Yes. Please refer to the DOH ITN 17-003, Attachment C, and L.

Q9) Can the proposed solution leverage the existing EDI system in place or does it need to provide this functionality?
A9) The Electronic Data Interchange (EDI) is integrated into the Early Steps Administration System (ESAS). Please refer to the DOH ITN 17-003, Attachments B, and C.

Q10) What specific integrations does the solution need to provide?
A10) Please refer to the ITN DOH 17-003, Section 3.0, Attachments B and C.

Q11) Does the Department have an existing middleware that can be leveraged for integrations?
A11) No.

Q12) In addition to the end-user and administrator training listed in Attachment J, is the Department interested in a Train-the-Trainer approach?
A12) The reply could include this approach.

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Q13) Did the Department use a vendor to help develop this RFP? If so, can you please share the name of the vendor?

A13) Yes. Individualized Service - Innovative Solutions - Focused Results (ISF).

Q14) Has a budget been defined for this Project effort? If so, what is that budget?
    a. Annual License Cost
    b. Implementation
    c. Support

A14) The overall estimated project budget is approximately $5.5 million dollars.

Q15) Did the Department evaluate solutions that could meet its requirements through vendor demonstrations leading up to the RFP release?

A15) No.

Q16) If so, what types and names of solutions and vendors were evaluated?

A16) Not applicable.

Q17) What is the implementation timeline?

A17) Please refer to the DOH ITN 17-003, Section 3.0, Attachment H, and M.

Q18) When does this system need to be live?

A18) Please refer to the DOH ITN 17-003, Section 2.0.

Q19) What is the anticipated number of external users that need access?

A19) Please refer to the DOH ITN 17-003, Attachment E for the current numbers and Attachment J for users to be trained. The future number is unknown at this time.

Q20) What are the total size of file attachments per case?

A20) Please refer to the DOH ITN 17-003, Attachment E, for Data Conversion information.

Q21) Do caregivers/families need a portal to be able to log into to schedule and view IFSP information?

A21) Please refer to the DOH ITN 17-003, Section 3.0.

Q22) How many document templates for internal or external document generation does the solution need to support?

A22) Unknown at this time.

Q23) Does the solution need to automatically translate Spanish and Creole into English or English to Spanish and Creole?

A23) It is not required; however, translation may be included in the reply.

Q24) In the Price Sheet where should we list annual subscription/cloud-hosting fees?

A24) Under System and Operations Costs listed in Annual Support section.

Q25) Is the Single Sign-On solution the Department uses SAML 2.0 compliant (such as Active Directory)?

A25) Yes, for Department of Health users only.

Q26) Is the Department open to using an agile-based approach for the implementation which allows for dynamic scope changes as needs and priorities change over the life of the project?

A26) Yes.

Q27) Is the Department open to a true cloud-based solution such as Salesforce where no software needs to be installed at the Department and the entire solution is web-based?
A27) Yes.

Q28) Does the mobile component need to have offline capability?
A28) Yes and capability to sync when back online.

Q29) Regarding requirement 5.14, does the entire implementation team need to be on-site for the full 60 days? Which Department locations would the support need to be on-site?
A29) The Respondent should provide the implementation approach in their reply.

Q30) Does the implementation need to be on-site or can key meetings be conducted on-site such as workshops, UAT and training while configuration and development be conducted offsite?
A30) See Response to Q29.

Q31) Currently how many Local Early Steps centers are contracted?
A31) Please refer to the DOH ITN 17-003, Attachment C. More information can also be found at: [Early Steps Contact List and Map](#)**.**

Q32) How many providers users of new system?
A32) Please refer to the response to Q19.

Q33) How providers are credential before performing any services to a child? Do we need to track those in the system?
The question "how providers are credential before "performing any services to a child?" is unclear. Please refer to DOH ITN 17-003, Attachment C and L - Functional Requirements for tracking.

Q34) Can agency provide more information about 'Third Party Administrator Interface'? Is this one system or multiple systems?
A34) Multiple systems.

Q35) Can agency provide more details on Audit requirements?
A35) Please refer to DOH ITN 17-003, Section 4.0, 5.0, Attachments B, C, and L - Functional Requirements.

Q36) Once a service is rendered to a child, how does the provider decide whom to bill? Is this based on services?
A36) Please refer to DOH ITN 17-003, Attachment C.

Q37) Can you provide current statistics for service desk calls?
A37) This number is unknown at this time.

Q38) Number of records: You specified 65,000+ active child records, 2,000,000+ active billing/claims and authorization records, 12,000+ active provider records. Can you provide documentation (ex. data models) of the data entities that are associated with these active accounts. Do you also maintain historical data of non-active accounts? If so, please provide information on the total number of historical accounts and associated total record count.

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A38) This information is not readily available.

Q39) Data corrections: Are there known data issues in the source data? If so, please describe the categories of data issues that you anticipate will require data corrections.

A39) Yes. Some records will have missing information in required fields. Some system codes will not be available when migrating to the new system.

Q40) Data sources: Is all the source data contained in a single system and integrated database or is some of the source data contained multiple systems and formats (ex. other data bases, spreadsheets, paper files?)

A40) Please refer to the DOH ITN 17-003, Section 3.4 Specific Goals.

Q41) Data dictionary: do you maintain a current data dictionary with definition of data elements?

A41) Yes.

Q42) Is the existing Early Steps Administration System based on a COTS product? If yes, what product?

A42) No.

Q43) Is FL DOH considering upgrading their existing Early Steps Administration System or are you committed to replacing the current system?

A43) Please refer to the DOH ITN-17-003, Section 3.0.

Q44) What vendor supports the current FL DOH Early Steps Administration System?

A44) University of Florida, Board of Trustees.

Q45) There are several references to Electronic Signature. Does DoH already have an Electronic Signature tool that should be incorporated into the solution, or is this a net new technology requirement for this project?

A45) This is new technology for the data system.

Q46) What are your estimates of the number of service provider employees and family members that would need to be able to login to the Early Steps Administration System?

A46) Please refer to the response to Q19.

Q47) Are there any page limits for the response or any section of the response?

A47) No. Replies should reflect all the requirements reflected the DOH ITN 17-003.

Q48) Do each of the 15 local LES centers follow common business processes using common business rules or is FL DOH seeking 15 different workflow configurations aligned with the local centers?

A48) Please refer to the DOH ITN 17-003, Attachment C, for Early Steps Administration System Overview.

Q49) Does FL DOH have a preferred reporting tool?

A49) No.

Q50) Can you provide an estimate of the number of family members and health care professionals who access the system?

A50) Please refer to the response to Q19.

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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.

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