

**ADDENDUM ACKNOWLEDGMENT FORM**

**RFP # 19/20-02**

**RFP ADDENDUM #1**

**Department of Revenue  
2450 Shumard Oak Blvd, Suite 1600  
Tallahassee, Florida 32399-0109**

**PROPOSAL NO: RFP # 19/20-02**

**PROPOSAL TITLE: Document and Remittance Processing System**

**DUE DATE: Extended to October 15, 2019 (3:00 PM)**

**ADDENDUM NO.: 1 DATE: 09/11/2019**

PLEASE BE ADVISED THAT THE FOLLOWING CHANGES ARE APPLICABLE TO THE ORIGINAL SPECIFICATIONS OF THE ABOVE-REFERENCED RFP:

The due date for proposals has been extended until **October 15, 2019 - 3:00PM**

The answers to questions received in accordance with Section 3.1.3 of the RFP are attached.

As a result of some of the answers to questions, the following revised pages are attached; **Page 1** (Acknowledgement), **Page 29** (Procurement Schedule), **Page 48** (Section 5.17.1), **Page 102** (Section 10), **Page 103** (Attachment A), **Page 112** (Attachment D).

**These pages shall replace those found in the RFP document and in the Procurement Library that was posted on 8/6/2019. New language is denoted by bold, underlined and highlighted text.**

THIS ADDENDUM NOW BECOMES A PART OF THE ORIGINAL RFP. THE ADDENDUM ACKNOWLEDGMENT FORM SHALL BE SIGNED BY AN AUTHORIZED COMPANY REPRESENTATIVE, DATED AND RETURNED, AS INSTRUCTED IN SECTION 3.1.2, ADDENDA, WITH THE PROPOSAL. FAILURE TO DO SO MAY SUBJECT THE PROPOSER/CONTRACTOR TO DISQUALIFICATION.

PROPOSER: \_\_\_\_\_

BY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

CITY, STATE: \_\_\_\_\_

DATE: \_\_\_\_\_

\_\_\_\_\_  
Authorized Signature



## FLORIDA DEPARTMENT OF REVENUE REQUEST FOR PROPOSAL SOLICITATION ACKNOWLEDGEMENT FORM

PAGE 1 OF 120		<b>Procurement Office, Department of Revenue 2450 Shumard Oak Boulevard Building 2-1600 Tallahassee, Florida 32399-0100</b>			
AGENCY RELEASE DATE August 6, 2019	SUBMIT PROPOSAL TO:				
<b>SOLICITATION TITLE</b> <b>Document and Remittance Processing System</b>		<b>SOLICITATION NO.:</b> <b>19/20-02</b>			
<b>PROPOSALS ARE DUE ON: 10/15/2019 at 3:00 PM</b>					
PROPOSALS MUST BE VALID FOR A PERIOD OF: <b>180</b> Days					
VENDOR NAME:		<hr style="border: 0; border-top: 1px solid black;"/> <b>AUTHORIZED SIGNATURE (MANUAL)</b> <hr style="border: 0; border-top: 1px solid black;"/> <b>*AUTHORIZED SIGNATURE (TYPED), TITLE</b>  <small>*This individual must have the authority to bind the respondent.</small>			
ADDRESS:					
CITY-STATE-ZIP:					
PHONE NUMBER:					
TOLL FREE NUMBER:					
FAX NUMBER:					
EMAIL ADDRESS:					
FEID NO.:					
TYPE OF BUSINESS ENTITY (CORPORATION, LLC, PARTNERSHIP, ETC.):					
<p>I certify that this Proposal is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a proposal for the same materials, supplies or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this Proposal and certify that I am authorized to sign this Proposal for the Proposer and that the Proposer is in compliance with all requirements of the Request for Proposal, including but not limited to, certification requirements. In submitting a Proposal to an agency for the State of Florida, the Proposer offers and agrees that if the Proposal is accepted, the Proposer will convey, sell, assign or transfer to the State of Florida all rights, title and interest in and to all causes of action it may now or hereafter acquire under the Anti-trust laws of the United States and the State of Florida for price fixing relating to the particular commodities or services purchased or acquired by the State of Florida. At the State's discretion, such assignment shall be made and become effective at the time the purchasing agency tenders final payment to the Proposer.</p>					
<b>RESPONDENT CONTACTS:</b> Please provide the name, title, address, telephone number, and e-mail address of the official contact and an alternate, if available. These individuals shall be available to be contacted by telephone or attend meetings, as may be appropriate regarding the RFP schedule.					
<b>PRIMARY CONTACT:</b>		<b>SECONDARY CONTACT:</b>			
<b>NAME, TITLE:</b>		<b>NAME, TITLE:</b>			
<b>ADDRESS:</b>		<b>ADDRESS:</b>			
<b>PHONE NUMBER:</b>		<b>PHONE NUMBER:</b>			
<b>FAX NUMBER:</b>		<b>FAX NUMBER:</b>			
<b>EMAIL ADDRESS:</b>		<b>EMAIL ADDRESS:</b>			

## 2.9 RESERVED RIGHTS

The Department reserves the right to:

- Amend this Request for Proposals.
- Waive minor irregularities in submitted Proposals.
- Contract with one or more Vendors as a result of this RFP.
- Reject any or all Proposals received in response to this Request for Proposals, if the Department determines such action is in the best interests of the State or due to unavailability of funds.
- Request additional information to assess the Vendor’s capabilities.
- Contact any past or current customers of the Vendor for references.
- Exercise all, or part, or none of the renewal options.
- Use any idea proposed unless otherwise protected by Florida Statute.

## 2.10 PROCUREMENT SCHEDULE

Below is the procurement schedule that represents Department’s best estimate of the schedule that will be followed. If deviations from this schedule occur, Department will publish an RFP addendum on the VBS or notify in writing via e-mail, all Vendors that submitted Proposals. No liability to the Department will result from such deviations. All required Vendor actions must be completed by the date and time in the schedule. All listed times are local time in Tallahassee, FL.

Event	Date	Time*	Location/Method
Released of RFP	8/6/19	5:00 PM	Vendor Bid System
Vendor submits questions	8/27/19	5:00 PM	Email to Procurement Officer
DOR posts responses to questions	On or about: September 11, 2019		Vendor Bid System
<b>Vendor Submits 2<sup>nd</sup> round of questions</b>	<b>9/18/19</b>	<b>5:00 PM</b>	<b>Email to Procurement Officer</b>
<b>DOR posts responses to 2<sup>nd</sup> round of questions</b>	<b>On or about: September 25, 2019</b>		<b>Vendor Bid System</b>
Proposals Due Public Opening (Admin & Technical)	<b>10/15/19</b>	3:00 PM	Procurement Office
Mandatory Requirements Review	<b>10/16/19</b>	5:00 PM	Procurement Office
Responsive Proposals to Evaluation Committee	<b>10/17/19</b>	TBD	TBD
Public Opening (Cost)	<b>11/21/2019</b>	3:00 PM	Procurement Office
Award Date (Anticipated)	<b>On or about: 12/2/19</b>		Vendor Bid System

<b>Untimely Performance</b>	<b><u>Financial Consequences</u></b>
<b>First missed deadline (Project Schedule is delayed)</b>	Contract development cost reduced by a total of \$500 per day missed.
<b>Second missed deadline (Project Schedule is delayed)</b>	Contract development cost reduced by a total of \$1,000 per day missed.
<b>Third missed deadline (Project Schedule is delayed)</b>	Contract development cost reduced by a total of \$2,000 per day missed.

Future untimely deliverables may be grounds for terminating the Contract resulting from this RFP.

# SECTION 10 TECHNICAL AND PROCUREMENT EXHIBITS

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The following Technical and Procurement Exhibits, located in the Procurement Library, are hereby incorporated by reference. The specified attachments provide details and information regarding the current IMS and should be used by the Vendor in creating their Proposal.

Procurement Library Link: <http://floridarevenue.com/Pages/IMS-Modernization-Project.aspx>

## **Attachment A: Solution Requirements**

Exhibit 1a: IMS Reports/Metrics

Exhibit 1b: IMS Reports Metrics (CAMS Imaging)

## **Exhibit 1c: Sunrise Reports - Replaced with Exhibit 1c Sunrise Applications**

Exhibit 1d: IMS Processing Metrics 2019

Exhibit 1e: Volumes by document Type

## **Exhibit 2a: Interface Catalogue - Revised**

## **Exhibit 2b: IMS Modernization Interfaces PowerPoint - Revised**

## **Exhibit 3a: List of Identified Forms (CS-ES20) – Replaced with Exhibit 3a: Child Support**

### **Unstructured Form Sample**

## **Exhibit 3b: List of Identified Forms (CS-PO20) - Replaced with Exhibit 3b: Child Support**

### **Unstructured Form Sample**

Exhibit 4: IMS Batch and Form Processing Listing

Exhibit 5: IMS Mailroom Equipment and Scanning Inventory

Exhibit 6: Number of Licensed Users

Exhibit 7: Black Out Dates of 2020

Exhibit 8: 2019 IMS Retention Schedules

Exhibit 9a: Standard Operating Procedure (Account Number Search)

Exhibit 9b: Standard Operating Procedure (Batch List)

Exhibit 9c: Standard Operating Procedure (Batch Search)

Exhibit 9d: Standard Operating Procedure (Batch Submission)

Exhibit 9e: Standard Operating Procedure (Business Partner Info)

Exhibit 9f: Standard Operating Procedure (Contract Object Search)

Exhibit 9g: Standard Operating Procedure (Coupon Check Detail Additional Info)

Exhibit 9h: Standard Operating Procedure (Coupon Check Detail)

Exhibit 9i: Standard Operating Procedure (Deposit Information Advanced Search)

Exhibit 9j: Standard Operating Procedure (Deposit Information Basic Search)

Exhibit 9k: Standard Operating Procedure (Dollar Amount Search)

Exhibit 9l: Standard Operating Procedure (MICR Number Search)

Exhibit 9m: Standard Operating Procedure (Micro Roll Frame Search)

## **Exhibit 9n: Standard Operating Procedure (Partial Check Information Search Results) - Added**

## **Exhibit 9o: Standard Operating Procedure (Reports Home) - Added**

## **Exhibit 9p: Standard Operating Procedure (SunRise Overview) - Added**

## **Exhibit 9q: Standard Operating Procedure (Validation Period Search Results) - Added**

## **Exhibit 9r: Standard Operating Procedure (Viewing Images) - Added**

Exhibit 10: Standard Contract

## **Exhibit (11a) – Barcode Specifications for Forms - New**

## **Exhibit (11b) – Non-Standard Barcode Construction - New**

## **Exhibit (11c) – OCR Line Image - New**

## **Exhibit (12) – Bank Tracking Documentation Foreign Check - New**

## **Exhibit (13) – GS-1 Retention Schedule - New**

# ATTACHMENT A: SOLUTION REQUIREMENTS

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Respondents shall download, complete, and submit Attachment A: Solution Requirements document from the Procurement Library, located in the link below:

Procurement Library Link: <http://floridarevenue.com/Pages/IMS-Modernization-Project.aspx>

The following revisions were made to Attachment A: Solutions Requirements:

**FDOR2019-05 – See Exhibit (5) - not Exhibit (11)**

**FDOR2019-023 – See Exhibit (3a) and (3b) – Not Exhibit (6a), (6b), and (6c)**

**FDOR2019-028 – See Exhibit (2a) - Not Exhibit (5)**

**FDOR2019-030 – See Exhibit (2a) and (2b) – Not Exhibit (5a)**

**FDOR2019-040 - See Exhibit 5 – Not Attachment N**

**FDOR2019-066 – See Exhibit (2a) and (2b) – Not Exhibit (5) and (5a)**

ID	Deliverable Name	Price
SA-001	Documentation Review and Recommendation	
SA-002	Business Process Documentation	
SA-003	System Interface Documentation	
	<b>Services Phase 3 Total<sup>3,5</sup></b>	

<sup>3</sup>Contractor shall provide a total price for all activities occurring during Phase 3.

ID	Deliverable Name	Price
PL-001	Document Processing Groupings (DPG) List	
PL-002	Master Transition Plan and Schedule	
PL-003	Organizational Change Management Plan	
	<b>Services Phase 4 Total<sup>5</sup></b>	

### Implementation Services – Earned Value

ID	Deliverable Name	Price
SD-001	DPG Design and Implementation Plan	
SV-001	DPG Configuration	
SQ-002	Solution Testing and Results	
SV-002	System Documentation (Administrator and User Manuals)	
SV-003	DPG Data Conversion and Migration	
SI-001	DPG Business Process Transition	
SI-002	DPG Workforce Transition	
	<b>Services Phase(s) 5a - 5c Total<sup>4, 5</sup></b>	

<sup>4</sup>Contractor shall provide a total price for all activities occurring during Phase(s) 5a - 5c, the exact payment amounts will be determined by actual earned value each month during Phase(s) 5a - 5c.

<sup>5</sup>The total pricing for phases 0-5c should not exceed \$6,000,000. Any Proposals exceeding this amount will be considered non-responsive and not considered for award.

### Support and Maintenance Services

Contractor shall provide annual pricing for support and maintenance:

ID	Deliverable Name	Payment Type	Price
SM-002	Solution Support and Maintenance <sup>6</sup>	Initial Year 4	
SM-003	Solution Support and Maintenance <sup>6</sup>	Initial Year 5	
MR-001	Solution Support and Maintenance <sup>6</sup>	Renewal Year 1	
MR-002	Solution Support and Maintenance <sup>6</sup>	Renewal Year 2	
MR-003	Solution Support and Maintenance <sup>6</sup>	Renewal Year 3	
MR-004	Solution Support and Maintenance <sup>6</sup>	Renewal Year 4	
MR-005	Solution Support and Maintenance <sup>6</sup>	Renewal Year 5	
	<b>Services Phase 6 Total</b>		

<sup>6</sup>Support and maintenance will commence on the 1<sup>st</sup> day of the new contract year, beginning in Initial Year 4. Support and maintenance for initial years 1-3 shall be included in the fees charged for Phases 1-5.

## Questions and Answers for FDOR

### RFP #19/20-02 Document and Remittance Processing System

**Question 1:** What is the estimated cost of the Document and Remittance Processing System project?

**Answer:** Please see section 2.3, paragraph 3 of the RFP.

**Question 2:** Has the Department allocated funding for the Document and Remittance Processing System yet? If so, through which source (budget, CIP, state/federal grant, etc.)?

**Answer:** Yes, the funding was appropriated through the legislative budget process.

**Question 3:** Would it be possible to name the three greatest challenges the Department is having with their current solution?

**Answer:** The three greatest challenges the Department has with its current solution are: (1) Dated Hardware and Equipment, (2) Dated Software and (3) Security of the solution.

**Question 4:** Who is the technical contact and/or project manager for the Document and Remittance Processing System?

**Answer:** The technical contact and project manager for this project are to be determined. The Agency's only contact for this RFP is listed in section 2.1 of the RFP document. In addition, pursuant to section 2.5 of the RFP, contacting any Department personnel other than the designated Procurement Officer may be grounds for a proposal being rejected.

**Question 5:** Which operating platform is desired for the Document and Remittance Processing System?

**Answer:** The Department has no preference for software operating platforms. In accordance with section 6.3 of the RFP, *"... the Department will assume the responsibility for procurement and management of the IT hardware upon which the Solution will reside."*

**Question 6:** Which other systems will have to integrate/interface with the Document and Remittance Processing System, and will the State provide incumbent vendors for each system?

**Answer:** The existing interfaces are either 1) Department-created, custom systems or 2) Department-customized SAP environments. Please see exhibit 2b of the RFP for an overview list of the integrations



and interfaces. Please see exhibit 2a of the RFP for a catalogue of all interfaces and their specific formats and requirements related to the existing IMS.

**Question 7:** What is the number of users anticipated for the Document and Remittance Processing System?

**Answer:** Please see exhibit 6 of the RFP.

**Question 8:** The following attachments are listed in the RFP, but they are not available for download in the Procurement Library: <http://floridarevenue.com/Pages/IMS-Modernization-Project.aspx>

Exhibit 9n: Standard Operating Procedure (Partial Check Information Search Results)

Exhibit 9o: Standard Operating Procedure (Reports Home)

Exhibit 9p: Standard Operating Procedure (SunRise Overview)

Exhibit 9q: Standard Operating Procedure (Validation Period Search Results)

Exhibit 9r: Standard Operating Procedure (Viewing Images)

Can you tell me if these above attachments are still part of the RFP and, if so, can you please tell me how I can obtain them?

**Answer:** The indicated documents have been added to the Procurement Library for download.

**Question 9:** The below Exhibits are listed in your RFP on page 102 as being available in your procurement link library; however, they are included in the supporting documents in the library.

Exhibit 9n: Standard Operating Procedure (Partial Check Information Search Results)

Exhibit 9o: Standard Operating Procedure (Reports Home)

Exhibit 9p: Standard Operating Procedure (SunRise Overview)

Exhibit 9q: Standard Operating Procedure (Validation Period Search Results)

Exhibit 9r: Standard Operating Procedure (Viewing Images)

Could you please send documents or upload to your procurement link library and let me know when they're available?

**Answer:** Please see the Department's response to question 8.

**Question 10:** In the general instructions it says that the response will be delivered electronically but in other sections it states that responses must be delivered to a physical location, indicating that a paper response is needed, but I don't see that anywhere either. Can you confirm that responses to this RFP will need to be delivered to the location specified in the RFP document or will vendors be able to email their responses?

**Answer:** Please see section 7.1 Delivery, which includes Instructions for delivering a Proposal. This section supersedes all other sections related to Proposal Delivery. Electronic Proposals will not be permitted.

**Question 11:** I do have our company registered as a potential supplier to the State of Florida and I received this notification about this upcoming RFP. Is there any way that we can participate as a Software Supplier? My company has an Invoicing related solutions with full OCR capabilities and related services.

**Answer:** Per section 2.3 of the RFP, the Department is seeking a single Contractor who is able to provide the entire Solution and all Services. If you have a Solution that meets the Department's needs please submit a Proposal for Evaluation.

**Question 12:** Pricing for Respondent pricing for phases 0-5c are not to exceed \$6,000,000; how was this value derived?

**Answer:** This value was derived from the Legislative Budget Process.

**Question 13:** Is the \$6,000,000 have a percentage (weight) between hardware and software?

**Answer:** The \$6,000,000 includes only the Solution Software and Services during the implementation. In accordance with section 6.3 of the RFP, "*... the Department will assume the responsibility for procurement and management of the IT hardware upon which the Solution will reside.*"

**Question 14:** Hardware, it appears to need confirmation by the end of Phase 1: Project Stand Up phase, please confirm.

**Answer:** Yes, confirmed.

**Question 15:** IMS Solution Requirements - confirm IMS Solution includes hardware, software, and implementation supporting processes detailed in Exhibits 1 through 9.

**Answer:** Per section 2.3 of the RFP, the Contractor must provide a software solution and services that meet or exceed the current capabilities, interfaces and functionality of the existing IMS and which provide additional functionality as specified in Attachment A. The information included in Exhibits 1-9 detail the current configuration of the existing IMS, which the Contractor's solution and services must replace.

**Question 16:** Are solutions requiring proprietary software hardware package solutions acceptable?

**Answer:** No. Respondents may propose proprietary software Solutions; however, in accordance with Section 6.3 of the RFP, *“... the Department will assume the responsibility for procurement and management of the IT hardware upon which the Solution will reside.”*

**Question 17:** Integration Cloud Services Providers - Will the solution require inclusion of integration with Software as a Service (SaaS), Platform as a Service (PaaS), or Infrastructure as a Service (IaaS)?

**Answer:** In accordance with section 6.3 of the RFP, *“... the Department will assume the responsibility for procurement and management of the IT hardware upon which the Solution will reside.”*

In accordance with section 2.3 of the RFP, *“... Due to State of Florida IT hardware hosting requirements, the Department will be responsible for the procurement of the hardware, either physical or Infrastructure as a Service (IaaS), upon which the Solution will reside and for procurement of new scanning equipment, using the specifications and architecture provided in the successful Respondent’s Proposal. Proposals which included Contractor-provided equipment, hardware, or which proposed a (Software as a Service) SaaS Solution will not be considered for award.”*

**Question 18:** Integration Cloud Services Providers - Will the Agency determine which level of cloud-based services independently of the IMS RFP?

**Answer:** Please see Department’s answer to question 17.

**Question 19:** Integration Cloud Services Providers - Is the Agency’s decision for Software as a Service (SaaS), Platform as a Service (PaaS), or Infrastructure as a Service (IaaS) have a timeline for completion?

**Answer:** Please see Department’s answer to question 17.

**Question 20:** Integration Cloud Services Providers - Does the Agency have a preference for cloud-based type of service: Software as a Service (SaaS), Platform as a Service (PaaS), or Infrastructure as a Service (IaaS)?

**Answer:** Please see Department’s answer to question 17.

**Question 21:** Integration Cloud Services Providers - Are Software as a Service (SaaS), Platform as a Service (PaaS), or Infrastructure as a Service (IaaS) considered outside and independent of the scope of the vendor solution?

**Answer:** Please see Department’s answer to question 17.

**Question 22:** Integration Cloud Services Providers - Per the Northwest Regional Data Center (NWRDC) catalog, Microsoft Cloud Services Provider (CSP) specifies Microsoft Azure as the Cloud Solutions Provider, please confirm any cloud-based solutions must use this environment.

**Answer:** Please see Department's answer to question 17.

**Question 23:** IMS Hardware (Mail Room and document imaging/processing) - Confirm IMS Solution includes networked hardware for Mail Processing, Image Capture, Image and Metadata Storage, Image and Metadata Transfer, Image and Metadata Retention, Image and Metadata Retrieval, and Image and Metadata Backup.

**Answer:** Please refer to section 2.3 of the RFP and refer to the Department's answer to question 17.

**Question 24:** The RFP outlines a project sequence as Phase 2: Solution Stand-Up followed by Phase 3: Situation Analysis. Is Phase 2: Solution Stand-Up appears to be restricted to hardware component selection, installation and configuration? Must the Business Process Documentation and System Interface Documentation analysis be restricted to Phase 3?

**Answer:** Phase 2 and Phase 3 may be conducted concurrently. Per section 6 of the RFP, Contractor will submit and gain approval of a Project Schedule. Specific sequencing of events will be documented in the Project Schedule.

**Question 25:** Is there an expectation the (current) legacy IMS system hardware and software run in parallel with the proposed IMS Solution?

**Answer:** The systems will run in parallel as workloads are transferred.

**Question 26:** Confirm the agency outcome may include replacement any or all current hardware components as part of the IMS Solution.

**Answer:** Please see section 7.4.1.2 of the RFP.

**Question 27:** Should the IMS Solution target the agency's current SAP software version? If no, is a target SAP version known at this time? If yes, will the Solution be expected to work in both the (current) SAP environment as well as the (new) SAP environment?

**Answer:** The Solution should be able to work with both the current and upgraded versions of SAP.

**Question 28:** Are any reports in Exhibit (1a) – IMS Reports and Metrics to be considered as excluded from any update or replacement? Are specific requirements for the IMS Reports and Metrics available?

**Answer:** Per Deliverable SD-001, Contractor shall create new process metrics for each Document Processing Group (DPG), as appropriate. Information included in Exhibit (1a) indicates the Department's current process metric needs and serves as an example for the kind of metrics the Contractor must design.

**Question 29:** Are any software interfaces in Exhibit (2a) - The Interface Catalogue to be considered as excluded from any update or replacement? Are specific requirements for the IMS Interfaces available?

**Answer:** All interfaces indicated in Exhibit: 2a and Exhibit: 2b are mandatory.

**Question 30:** Are any software interfaces in Exhibit (2b) – IMS Modernization Interfaces PowerPoint to be considered as excluded from any update or replacement?

**Answer:** Please see Department's answer to question 29.

**Question 31:** Section 2.4 Project Objectives - Provide a Solution that can maintain a repository of digitized taxpayer submissions and other imaged documentation that can provide image access to other Department applications. What does the State mean by other department applications? Will other departments access the repository through the document archive solution or will applications interface directly with the archive solution?

**Answer:** Other Department Applications means other DOR systems/applications, i.e. SUNTAX, CAMS; Other Agencies will access images but there is no requirement to access images through their systems.

**Question 32:** Section 2.4 Project Objectives - Provide a Solution which provides state of the art document imaging and data management archiving to include segregated, secure storage and automated data archiving capabilities. Is the State open to a storage hardware solution that will offer secure storage with access restriction and retention policies? Or is the State looking for a Document Management software solution that supports these features?

**Answer:** Please refer to section 2.3 of the RFP and refer to the Department's answer to question 17.

**Question 33:** Section 3.1.3 Questions - This paragraph indicates that there will be two rounds of Questions and Answers. What is the deadline for the second round of questions after the State answers the first set from the vendors?

**Answer:** A second round of Questions and Answers have been added to Section 2.10 Procurement Schedule.

**Question 34:** Section 6.3 Hardware and Equipment Requirements - If the vendor's recommended hardware scanning platform (which is used in over 30 State Revenue locations nationwide) is not listed on either the FL DMV Contract Link or GSA Link, can the vendor still recommend or bid that equipment?

**Answer:** Please refer to section 2.3 of the RFP and refer to the Department's answer to question 17.

**Question 35:** Section 6.4.2.1 Project Manager, Key Personnel, and Project Staffing - Can the vendor have onsite one (or more) Project Staff member throughout the duration of the contract, or is the State expecting all Project Staff members to be onsite for the duration of the contract?

**Answer:** Per Deliverable KP-001, the Contractor's Project Manager shall be on-site for the duration of the Project. Per Deliverable KP-002, Contractor may assign Key Personnel and Project Staff to be on-site, as needed, and approved by the Department.

**Question 36:** 6.6.1 Location - Please describe the capabilities of the Disaster Recovery site in Atlanta, Georgia. Will the selected vendor be required to provide disaster recovery for the new solution at the current Disaster Recovery Site?

**Answer:** The capabilities of the Disaster Recovery site in Atlanta, GA are comparable to the Production Environment. Per Deliverable SW-001, the Contractor will be responsible for ensuring the DR environment replicates the data and interfaces of the Production environment. In accordance with section 6.3 of the RFP, "*... the Department will assume the responsibility for procurement and management of the IT hardware upon which the Solution will reside.*"

**Question 37:** Section 6.7.2 Progress (Earned Value) Invoicing (and Price List) - Can the State explain further how the earned value payment amount is determined? Is the State expecting that the vendor will only get paid for the actual amount of time worked up to the total amount of payments bid for Implementation Services listed in Attachment D: Price Sheet?

**Answer:** Per section 6.7.3, Contractor may invoice monthly for actual earned value to-date, as reflected in the in the Project Status reports, updated Project Schedule, and as Accepted by the Department. Earned Value is the value of work performed expressed in terms of the approved budget assigned to that work for an activity or WBS component. For this effort, Earned Value includes all Contractor pricing included in the Price Sheet, e.g. actual costs, labor, profit, and any other expenses. Respondents should consider this information when preparing their pricing proposal.

**Question 38:** Section 7.4.1.6 Tab F: Solution Demonstration - Can the State define what they call an “unstructured” form that must be used for the demonstration?

**Answer:** An example of an unstructured form could be any document that is not system generated, and does not have a preset template. Examples include handwritten correspondence, court orders, photocopies of legal documents (8.5x11, 8.5x14, postcards, etc.). Please see updated Exhibit 3b in the Procurement Library for additional examples of unstructured forms.

**Question 39:** Attachment A – Solution Requirements - FDOR2019-04 - long-term Image data repository. Is it required for the vendor to migrate the current image(s) repository to the new system? If so, what is the current size of the image data repository that will be migrated to the new solution? Storage size, number of images, database size? What type of database is used?

**Answer:** Per section 6.4.8 of the RFP, Contractor must convert and migrate all legacy IMS data to the new Solution. The current size of the image repository is 7.61 TB. There are currently 106,392,734 Tiff & multi-page Tiff files in Archive. The three databases involved in the Imaging system are Inprora2 – 1.04 TB, Statsdb2 – 188 GB and RIS – 95 GB respectively. The first two databases are Oracle and the third is SQL Server.

**Question 40:** Attachment A – Solution Requirements - FDOR2019-05 – Solution must be compatible with specified scanning equipment. i.e. (Opex 3690i’s and 2200’s). Is the State expecting to keep and continue the use of the existing scanning, and mail extraction equipment that is shown in Exhibit 11, or can the vendor propose new, alternative products that are used by other State Revenue agencies?

**Answer:** It is the Department’s intent to use the existing scanning equipment, if possible. Per section 7.4.1.2, if new scanning equipment is required the Department will purchase it separately from the indicated contract vehicles.

**Question 41:** Attachment A – Solution Requirements - FDOR2019-07 – Solution must log and supply metrics on submission (Input) rate, Processing rate and Record Display rates. Please describe what is meant by Record Display rates? Is this the time it takes to display an image to an operator, or the rate at which an operator performs data entry/correction?

**Answer:** It is the time it takes to display an image to an operator.

**Question 42:** Attachment A – Solution Requirements - FDOR2019-027 – Solution must support minimum: Two-thousand (2000) concurrent users (simultaneous connections). Will all 2000 users require access to both data management system and remittance processing system? Please describe user access to the current State solutions.

**Answer:** In general, yes, all users would need access to both data management and remittance processing.

**Question 43:** Attachment A – Solution Requirements - FDOR2019-040 – Attachment N - Can the State provide Attachment N referenced in Attachment A?

**Answer:** Attachment N was an incorrect reference. The correct reference is Exhibit 8- 2019 IMS Retention Schedules. The Solution Requirement FDOR2019-040 has been updated with the correct reference. Additionally, Exhibit 13 – GS1 Retention Schedule has been added to the Procurement library.

**Question 44:** Attachment A – Solution Requirements - FDOR2019-067 – Provide portal with the ability to produce ad hoc accounting reports to classify tax payments. Can the State provide more details on the requirement for a portal? Is the portal to be used only by internal users?

**Answer:** Portal is just a description of a mechanism to allow for ad hoc reporting for both DOR and other agencies. There should be roles/security to limit DOR and other agencies to only report on specific data.

**Question 45:** Attachment A – Solution Requirements - FDOR2019-086 – Please describe how FLDOR uses MMR Images? Do you accept input from Fax Machines?

**Answer:** DOR currently stores and retrieves the images as black and white TIFF or PDF; DOR does not currently accept input from Fax Machines but would like to be able to in the future.

**Question 46:** Attachment A – Solution Requirements - FDOR2019-0115 – Provide ability to archive records if storage thresholds are exceeded until retention is met. Please explain the requirement. Should records be archived at another location if storage thresholds are exceeded?

**Answer:** There is not a requirement to archive these records to another location, the only requirement is to ensure records are kept until retention is met. To provide for image retrieval performance based on age of documents, a second level repository can be proposed.

**Question 47:** Exhibit (2a) - Interface Catalogue - Slide 8 – IMS System Interfaces to BSWA - Please provide a description for interface number 82. No description is provided.

**Answer:** Exhibit 2a and 2b, Slide 8 have been updated in the Procurement Library with the information requested.

**Question 48:** Exhibit (1c) SunRise Reports - For the following searches, that are listed as external:



Will these users be required to have an account with FLDOR or will they be guest users?

Are these users included in the list of users in Exhibit (6) Number of licensed users

Search by Account Number FDOR; External 6 General Search Functionality.

Search by Batch Info FDOR; External 6 General Search Functionality.

Search by Contract Object Number FDOR; External 2 General Search Functionality.

Search by Dollar Amount FDOR; External 4 General Search Functionality.

Search by MICR Number FDOR; External 5 General Search Functionality.

Search by Micro Roll/Frame FDOR; External 4 General Search Functionality.

Search by OCR Line FDOR; External 2 General Search Functionality.

Search by Partial Check FDOR; External 4 General Search Functionality.

Search by Validation Period FDOR; External 4 General Search Functionality.

**Answer:** External users will be required to have an account to view these reports. These are included as part of the 2000 users.

**Question 49:** Exhibit (5) - IMS Mailroom Equipment and Scanner Inventory - Is all OPEX equipment in one location?

**Answer:** yes

**Question 50:** Exhibit (5) - IMS Mailroom Equipment and Scanner Inventory - How many separate locations are represented by the Fujitsu scanners?

**Answer:** There are 128 scanners in 61 unique locations.

**Question 51:** Exhibit (5) - IMS Mailroom Equipment and Scanner Inventory - What type of work is imaged on the OPEX MPE 7.5 and what percentage of that work is the total volume received by the State?

**Answer:** The OPEX MPE 7.5 is only used to extract and orient the document at this time and it is 60% of sales tax volume.

**Question 52:** Exhibit (5) - IMS Mailroom Equipment and Scanner Inventory - What are the Kodak i660 scanners used for; what tax types?

**Answer:** The Kodak i660 scanners are used for all full-size documents for all taxes within General Tax Administration (GTA).

**Question 53:** Exhibit (5) - IMS Mailroom Equipment and Scanner Inventory - Are the Fujitsu scanners all installed within FLDOR's network?

**Answer:** yes

**Question 54:** Exhibit (5) - IMS Mailroom Equipment and Scanner Inventory - What are the Fujitsu scanners at the remote locations being used for? What type of forms are scanned? Any remote location performing remote remittance processing?

**Answer:** Fujitsu scanners at the remote locations are being used to scan in tax documents for data capture and checks for ICL deposit, and to scan barcoded (system-generated) and non-barcoded correspondence. Remote locations scan all tax forms and associated correspondence processed in Tallahassee with the exception of items related to Insurance Premium tax and Miscellaneous taxes; Medicaid; and other Agencies. Remote locations also do not scan the following items: Reemployment Tax - 8As, \$0 remits, Correspondence, and Audits; Business Registration Applications - DR-1s and DR-5s.; The remote location scans the check, Tallahassee creates the ICL deposit.

**Question 55:** Exhibit (5) - IMS Mailroom Equipment and Scanner Inventory - Does the Disaster Recovery site in Atlanta, Georgia have mail opening capability? Additional Scanner hardware?

**Answer:** No mail opening capabilities or scanner hardware is kept in Atlanta.

**Question 56:** Exhibit (5) - IMS Mailroom Equipment and Scanner Inventory - Can the vendor propose a mail extraction/opening/tracking approach that has proven in other State Revenue agencies to provide benefits?

**Answer:** Yes, Vendors are encouraged to propose proven approaches.

**Question 57:** General Instructions to Respondents (Page 6) – No. 3 Electronic Submission of Responses, it states, "Respondents are required to submit responses electronically." But in section 2.8 VENDOR ADMONISHMENTS it states "Vendors must submit a Proposal to the required location by the required date and time. Be aware that the Capital Circle Office Complex (CCOC) buildings, where Proposals are submitted, are secured facilities. Be sure to allow sufficient time to sign in and be escorted when submitting a Proposal. "

Please specify how proposals are to be delivered to FL DOR.

**Answer:** Please see Department's answer to Question 10.

**Question 58:** Project Objectives (Page 27) - Provide a Solution that supports image and data capture from facsimile, the Internet, and EDI transactions. Can you please provide examples of images and data captured by these methods and volumes per year for each of these capture methods?

**Answer:** Please see Exhibits: 1-9 of the RFP.

**Question 59:** Section 3.0, 3.1.3 Questions (Page 30) - Due to the complexity of this project, the Department will conduct two rounds of Questions and Answers. Questions must be received by the Department Procurement Officer on or before the date(s) and time(s) identified in the Procurement Schedule (Section 2.10). But in the Procurement Schedule on page 29 of the solicitation, there is only one due date (8/27) that vendor can submit questions. Will there another set of questions allowed by a second due date?

**Answer:** A second round of Questions and Answers have been added to Section 2.10 Procurement Schedule.

**Question 60:** Attachment A - Line FDOR2019-015 – No Exhibit 11 exists. There is an Exhibit 5 called IMX Mailroom Equipment and Scanner Inventory. Is there supposed to be an Exhibit 11 or Exhibit 5 supposed to be used instead?

**Answer:** This should be Exhibit (5) - IMS Mailroom Equipment and Scanner Inventory; this assumes the vendor question meant to refer to requirement FDOR2019-05 not 015.

**Question 61:** Attachment A - Line FDOR2019-70 says the solution must support NIST-Special Publication 800-63-2, Electronic Authentication Guidelines. However, according to the NIST website, this guideline has been withdrawn. Is there a new guideline that should be followed or is this line item now no longer needed? <https://csrc.nist.gov/publications/detail/sp/800-63/2/archive/2013-08-29>

**Answer:** The Solution must support the latest NIST publications. The NIST guidelines on digital identities were in SP 800-63-2 which has been superseded by the SP 800-63 suite, as follows:

- Sections 1-4 are superseded by [SP 800-63-3](#);
- Section 5 is superseded by [SP 800-63A](#);
- Sections 6-8 are superseded by [SP 800-63B](#); and
- Section 9 is superseded by [SP 800-63C](#).

**Question 62:** Attachment A - Line FDOR2019-071 says the solutions needs to adhere to some standards. Can we get copies of the full standards for Rule 74-2, F.A.C. - Florida Cybersecurity Standards and Rule 74-5, F.A.C. - Identity Management?

**Answer:** Included are the links to the full standards.

Chapter 74-2 has been transferred to 60GG-2:

<https://www.flrules.org/gateway/ChapterHome.asp?Chapter=60GG-2>

Chapter 74-5 has been transferred to 60GG-5:

<https://www.flrules.org/gateway/ChapterHome.asp?Chapter=60GG-5>

**Question 63:** Attachment A - Line FDOR2019-077: How long do error messages need to be available? Do you need just up to the moment/minute items or do you need a way to search historical error messages?

**Answer:** There should be some historical data related to errors encountered to allow for analysis of improvement of forms and imaging system performance.

**Question 64:** Attachment A - Line FDOR2019-78: Mechanism for system administrations to define performance and storage thresholds- What thresholds are you wanting to define and report against?

**Answer:** Once baseline thresholds are agreed upon, the system should alert administrators when those thresholds are being reached.

**Question 65:** Attachment A - Line FDOR2019-0104 – Are all functions/services/clients required to be available during maintenance and support or specific services such as scan/upload/retrieve/etc.?

**Answer:** A maintenance window on Sundays from 3pm-6pm EST would be available.

**Question 66:** Attachment A - Line FDOR2019-0110 – Does remote view/mirroring need to be available only during workflow or for any process an end user may be completing?

**Answer:** Remote view/mirroring should be available for any process an end user may be completing.

**Question 67:** Project Management: (Page 51) - Will there be PTO scheduling policies?

**Answer:** If PTO refers to Paid Time Off, Contractor is responsible for all management and employment-related issues related to Contractor project staff. Reasonable allowances will be made for Contractor project staff leave provided sufficient notice is given to the Department. If absence of Contractor project staff impedes project performance financial consequences may be assessed per the Contract.

**Question 68:** Project Management: (Page 51) - 5 days and 8 hrs. a day onsite each week or for specific days and meetings?

**Answer:** Per Deliverable KP-001, Contractor Project Manager shall be on-site for the duration of the Project to direct and manage Contractor Project Staff and fulfill requirements of Deliverable KP-001.

**Question 69:** Project Management: (Page 51) - Can we have a primary and secondary Project Manager for back up?

**Answer:** This arrangement is permitted provided both Proposed Contract Project Managers meet the requirements of the Contract. Contractor's primary Project Manager shall be the Department's single point of contact throughout the duration of the Project. Contractor assumes all liability for any Project Issues that arise from this arrangement.

**Question 70:** Key Personnel (Page 52) - Must supply all key personal within 14 days. My team may identify a skillset needed throughout the project that are addition to the primary team. Is it acceptable to add additional resources to support the primary team throughout the project?

**Answer:** This is acceptable.

**Question 71:** Organizational Change Management (OCM) Plan: (Page 73) - Can we deliver a baseline OCM plan that organically transforms with the users need to gain organizational alignment?

**Answer:** This is acceptable.

**Question 72:** Support and Maintenance - Implementation (Page 78) - Resolution time. There are response and resolution times lists on page 78. Does this RFP refer to "Resolution time" as the time to identify the corrective action needed or the actual time to fix an issue? Sometimes software issue resolution may take more time to engineer, build, test, and or troubleshoot than the listed resolution times.

**Answer:** Per Deliverable SM-001, Resolution does refer to the time necessary to fix an issue or provide an alternate method. Alternate methods may include a temporary workaround or short-term fix that requires additional corrective action to fully correct the issue.

**Question 73:** 6.6.1 Location (Page 81) - The RFP states "All work under this SOW will be performed in and around Tallahassee, Florida." Can work be done with both onsite and with remote workers?

**Answer:** Per Deliverable KP-001, Contractor Project Manager shall be on-site for the duration of the Project to direct and manage Contractor Project Staff and fulfill requirements of Deliverable KP-001. Remote work by key personnel or project staff is permitted.

**Question 74:** 5.17.1 Untimely performance for Solution Development and Implementation (Page 47). Liquidated Damages are based off Deliverables in accordance with Section 6, Statement of Work. Other than deliverables identified after X amount of days from executed contract, will the awarded vendor be working with FL Dept. of Revenue to set all other project dates?

**Answer:** Contractor and the Department will work to create a mutually acceptable and approved Project Schedule. This Project Schedule will be used as the baseline for these calculations.

**Question 75:** 5.17.1 Untimely performance for Solution Development and Implementation - Please explain what you are considering milestones for penalties.

**Answer:** Please see the Department's answer to Question 74.

**Question 76:** 5.17.1 Untimely performance for Solution Development and Implementation - Can agreed upon change orders move set dates without penalty?

**Answer:** Per Deliverable PM-001L, the Project Schedule is under formal change control. Any approved changes may require the Project Schedule to be re-baselined without penalty.

**Question 77:** 5.17.1 Untimely performance for Solution Development and Implementation - Can you confirm these are the only deliverables with penalties from section 6.4.1?

Phase 0: Project Management\*

Phase 1: Project Stand-Up\*

Phase 2: Solution Stand-Up\*

Phase 3: Situation Analysis\*

Phase 4: Planning\*

Phase 5a: Design\*

Phase 5b: Development\*

Phase 5c: Implementation\*

Phase 6: Support and Maintenance

**Answer:** The Department confirms that these are the only phases containing deliverables with penalties.

**Question 78:** Requirements Section A - As part of the project, will the State be upgrading their capture equipment to the latest offerings from Opex, Fujitsu and Burroughs?

**Answer:** Please see the Department's answer to Question 40.

**Question 79:** Requirements Section A - The solution must be able to process all documents generated at remote locations through a secured application for all internal clients and external partners. How many capture locations will the State be utilizing, or would they like to utilize?

**Answer:** Please see the answer to Question 50.

**Question 80:** Requirements Section A - Provide the ability to accept externally provided electronic documents received in multiple formats. Please provide examples.

**Answer:** Scanned documents, faxes, attachments, documents of various sizes (TIFF, PDF, PNG, GIF, etc.)

**Question 81:** Requirements Section A - Based on Question 105 in Attachment A, are you looking for a mobile component to start with or the ability to expand to a mobile solution?

**Answer:** If the Vendor's question pertains to Requirement 103 in Attachment A, the Department is not seeking a mobile component from the start but would like the ability to expand to a mobile solution in the future.

**Question 82:** Requirements Section A - What data should be extracted from each document? Please provide form examples along with data map.

**Answer:** Any data requested to be sent back to DOR on the form should be captured. This will be a different set of data for each type of form.

**Question 83:** Requirements Section A - How many concurrent capture and data entry users and administrators do you anticipate having?

**Answer:** Please see Exhibit (6) and requirement FDOR2019-027.

**Question 84:** Solution requirement FDOR2019-060 specifies “Provide ability to perform (ICR, OCR) recognition on an unstructured document and capture specific data” – what are examples of the types of documents for this requirement?

**Answer:** Please see answer to question 38.

**Question 85:** What formats are the existing document in IMS be stored as, and what data need to be converted from the old system? (files, files sizes (total image numbers and storage volume), data files and types, etc.)

**Answer:** Formats of existing documents include ASCII, ZIP, PDF, Tiff, XML, and GIF. Please also see the Department’s answer to Question 39.

**Question 86:** Will the new solution need to be able to integrate with all of the listed existing hardware, or will the department be purchasing new hardware to match the specifications of the awarded bidder?

**Answer:** In accordance with section 6.3 of the RFP, “... *the Department will assume the responsibility for procurement and management of the IT hardware upon which the Solution will reside.*”

**Question 87:** What happens if you do not move forward with new system?

**Answer:** This question is not relevant to the RFP.

**Question 88:** Have any estimated dates changed since the release of the RFP?

**Answer:** All information included in the RFP is up-to-date. If an update is necessary, per section 3.1.2 of the RFP, the Department will issue an addendum with the updated information.

**Question 89:** Will employees from FDOR be assigned to work on the project? If so, at what capacity?

**Answer:** Employees from the Department will be assigned to work on the project, as needed.

**Question 90:** If the vendor is responsible for data migration from the old system to the new system, can FDOR describe data volumes, systems of record needed to integrate (i.e. where is the current data stored), and any other necessary information that might help in an estimate that the customer sees fit. (We have your CAMS imaging metrics).

**Answer:** Please see the answer to Question 39.



**Question 91:** Does FDOR have any mobility requirements? If so, can you briefly describe them.

**Answer:** Please see the answer to Question 81. The Department is not requesting a mobile solution. The Department will be scanning from remote locations distributed throughout the country using the equipment indicated in the RFP.

**Question 92:** Can you provide information about the FDOR project methodology?

**Answer:** The Department is not wedded to any particular project methodology apart from the deliverables specified in the RFP. Contractor may propose a project methodology for the Department's consideration.

**Question 93:** What are the expectations in terms of duration for Post deployment support/Warranty period?

**Answer:** Please see section 5.2 and 5.3 of the RFP. Please see Attachment D: Price Sheet of the RFP.

**Question 94:** What are the target Desktop OS and MS office versions? Win 7, 10? MS office 10, 13, 16? Outlook version?

**Answer:** The Department's standard Desktop OS is Windows 10. The Department's Microsoft Office deployment is a mixture of Office 2016 and O365.

**Question 95:** What are the top 3 issues currently faced by users causing the desire for change?

**Answer:** Please see the answer to question 3.

**Question 96:** What's expected in terms of Performance testing? Which type of performance tests need to be conducted for each application? (e.g. Load, Stress etc.)? Which tools are currently used for Performance Testing?

**Answer:** Full system performance testing needs to be done. The Department does not currently use a performance testing tool.

**Question 97:** Will FDOR be extracting the files and metadata that are stored in 3rd party repositories?

**Answer:** Per Deliverable SV-003, the Contractor is responsible for data conversion and migration of legacy IMS data. The Department will assist with the data extract.

**Question 98:** Does FDOR feel they have the internal expertise to manage these applications?

**Answer:** Per Deliverable SI-002, the Contractor is responsible for ensuring sufficient training to Department staff to ensure Solution success.

**Question 99:** Does FDOR's long term strategy include continuing maintenance of an IT infrastructure?

**Answer:** Please see Department's answer to Question 26.

**Question 100:** Will the winning respondent manage the support of the new system or will there be a new RFP for Support services.

**Answer:** Per section 6.4.10, the Contractor will be responsible for the ongoing maintenance and support of the new Solution throughout the duration of the Contract.

**Question 101:** Does any of the content to be migrated include physical record data or other records management/retention data?

**Answer:** All Department records related to the existing IMS are electronic. No physical records are within the scope of this Project. Please see the Department's answer to Question 97.

**Question 102:** Does FDOR have an existing Records and Information Management policy in place?

**Answer:** The Department has an existing Records and Information Policy in place.

**Question 103:** Please clarify the expected detail/content on: Supplement training team developing training material, and Super User Guide development "

**Answer:** Please see the Department's answer to Question 98.

**Question 104:** What level of User training is to be considered in scope?

**Answer:** Please see the Department's answer to Question 98.

**Question 105:** Can you share details on the expectation for training documentation?

**Answer:** Please see the Department's answer to Question 98.

**Question 106:** Can we get size/quantity information on the content currently in each of the source systems in scope? Database sizes for each instance to be upgraded, File Store sizes for each instance to be upgraded, Index sizes for each instance to be upgraded?

**Answer:** Please see the Department's answer to Question 39.

**Question 107:** Business Process/Requirements - Are use cases, diagrams, and other supporting information available for important reports and workflows?

**Answer:** All information currently available has been provided in the Exhibits in this RFP. If additional information is required for implementation it will be gathered during phase 3: Situation Analysis and provided as Deliverables SA-002 and SA-003.

**Question 108:** Business Process/Requirements - How many Recipients/Contacts/Roles does each source system have?

**Answer:** Please see Exhibit 6 of the RFP.

**Question 109:** Business Process/Requirements - Is current business process documented or will additional discussion be needed for identification and documentation of business process to be automated?

**Answer:** Please see the Department's answer to Question 107.

**Question 110:** Business Process/Requirements - Please provide list of Interfaces with other systems/products.

**Answer:** Please see Exhibits 2a and 2b.

**Question 111:** Business Process/Requirements - What level of documentation is available for existing implementations? Design documents, Requirements documents for enhancements, Test Reports, Rub Books, Maintenance Plan, Roadmap for OpenText products, Technical architecture, Integration Architecture, Process Maps, Interfaces, RACI matrix, Capacity Plans etc.

**Answer:** Please see the Department's answer to Question 107.

**Question 112:** Architecture - Are users in each of the source systems unique?

**Answer:** Yes

**Question 113:** Architecture - How many users in the consolidated system?

**Answer:** See Exhibit (6) and requirement FDOR2019-027.

**Question 114:** Architecture - Is hardware already procured for the Target environment? If not, please share estimated lead time.

**Answer:** Hardware for the Solution has not been procured. Please see section 7.4.1.2 of the RFP. The lead time is estimated to be between 60-90 days from Contract award.

**Question 115:** Architecture - Is integration with Active Directory required? SSO?

**Answer:** Yes

**Question 116:** Architecture - Will Content Server role/security groups and membership be created & managed within Active Directory or only inside the Content server application?

**Answer:** Within Active Directory

**Question 117:** Solution Requirements - FDO2019-02 - Are checks being scanned on all scanners listed in Exhibit (5) IMS Mailroom Equipment and Scanning Inventory?

**Answer:** No, checks are scanned on the OPEX AS3690i, Burroughs NDP Quantum 600 and the Fujitsu fi-6670 & fi-6670A.

**Question 118:** Solution Requirements - FDO2019-02 - Are the scanners utilized capable of meeting the check and paper size requirements?

**Answer:** Yes

**Question 119 -** Solution Requirements - FDO2019-05 - What are the output formats from Opex scanners? Data, ODI, OXI or other? Image/document formats?

**Answer:** OXI

**Question 120** - Solution Requirements - FDOR2019-08 - Refers to a User community being “60 internal users”. Please define these users.

**Answer:** This is the number of users between Revenue Processing and Data Management Units/Sections only.

**Question 121:** Solution Requirements - FDO2019-09 - Are there a specific set of statistics that need to be capture?

**Answer:** Yes, this is the list of reports from Exhibit (1a), (1b), (1c) and (1d).

**Question 122:** Solution Requirements FDOR2019-27 - Solution must support minimum 2000 concurrent users. We use a named user model instead of concurrent users, can you give us total number of users that will be needed?

**Answer:** Yes, there is employee turnover and named user licenses will need to be reused.

**Question 123:** Solution Requirements - FDOR2019-27 Sharing with external partners – can you please provide an idea of number of partners/locations that will be required for this?

**Answer:** The external users are included in the 2000 concurrent users. We do not have information on the locations of external users.

**Question 124:** Solution Requirements FDO2019-42 - Is there a list of other systems where acknowledgement of receipt is coming from?

**Answer:** Please see Exhibit (2a) and (2b).

**Question 125:** Solution Requirements FDO2019-43 - What are the formats of electronic documents?

**Answer:** Please see the Department’s answer to Question 85.

**Question 126:** Solution Requirements FDO2019-45 - Is there a common value that is on both ICL and other related documents?

**Answer:** The ISN on the ICL ties back to the document.

**Question 127:** Solution Requirements FDO2019-59 - Is there a full list of barcode formats to be read?

**Answer:** Yes, Section 10: Technical and Procurement Exhibits of the RFP have been updated to include Exhibit 11a: Barcode Specifications for Forms and Exhibit 11b: Non-Standard Barcode Construction.

**Question 128:** Exhibit (2b) IMS Modernization Interfaces.ppt - What specific SAP system modules will have integration required?

**Answer:** The specific SAP modules required for integration are: SAP ECC and CRM.

**Question 129:** Exhibit (2b) IMS Modernization Interfaces.ppt - What version of SAP is used?

**Answer:** Please see the answer to question 27.

**Question 130:** Exhibit (2b) IMS Modernization Interfaces.ppt - What other external systems will the new solution integrate with (that are not in this document)? Is it the anticipation that these systems will continue to be part of the new solution or will be replaced? What integration methods are currently provided (e.g. web services, database, APIs).

**Answer:** Currently, there are no other external systems the new solution will be required to integrate with other than those include in Exhibit (2a) and (2b). It is anticipated that these systems will continue to be part of the new solution. APIs are used in the real-time interfaces and SFTP for file transfers.

**Question 131:** ICL - How many different deposit accounts will the State of Florida be depositing to with ICL?

**Answer:** There are 7 accounts FDOR deposit into via ICL.

**Question 132:** ICL - Will the vendor have remote access for installation and support to the following Tallahassee, FL environments: Development environment? QA environment?

**Answer:** If required, Contractor will be permitted to work with a DOR administrator and utilize a remote session through WebEx.

**Question 133:** ICL - Will the vendor have remote access for installation and support to the Atlanta, GA Disaster Recovery environment?

**Answer:** Please see the Department's answer to Question 132.

**Question 134:** ICL - How many checks are deposited on a peak day?

**Answer:** 13,530

**Question 135:** ICL - Does the FDOR accept and deposit Canadian checks? Denominated in Canadian currency? Denominated in U.S. currency?

**Answer:** The Department does accept Canadian checks and US currency; it does not accept Canadian currency.

**Question 136:** ICL - If the FDOR accepts and deposit Canadian items, please detail the current procedures, desired capabilities and the daily peak and maximum annual volume of such items.

**Answer:** General procedures for processing foreign checks are now included in Section 10: Exhibit 12 – Bank Tracking Documentation Foreign Check. We would like to maintain at a minimum our current processing related to foreign checks. We do not maintain a separate count for foreign check deposits. Our foreign checks are included in our NON-ICL counts. In FY 18-19, there were 128,020 NON-ICL checks processed. The largest daily number of NON-ICL checks during FY 18-19, was 3,371 items.

**Question 137:** ICL - Does the FDOR receive and accept foreign checks other than Canadian items?

**Answer:** GTA does accept other foreign checks.

**Question 138:** ICL - If the FDOR accepts and deposit foreign checks, please detail the current procedures, desired capabilities and the daily peak and maximum annual volume of such items.

**Answer:** Please see the Department's answer to Question 136.

**Question 139:** ICL In the Demonstration requirements section: **File Output:** Demonstrate the initiation process to output a file and how the file transfer is acknowledged. Is this referring to a generic file output or a specific one such as with an electronic check deposit sent to a bank? Please clarify.

**Answer:** This is a format specified by the bank for electronic deposit.

**Question 140:** RFP PDF - 6.4.4 Phase 2: Solution Stand-Up - Is there a sizing exercise planned before acquiring hardware?

**Answer:** There is no sizing exercise currently planned.

**Question 141:** RFP PDF - 6.4.4 Phase 2: Solution Stand-Up - Do you require High Availability for Capture Production Environment?

**Answer:** Per the RFP, the Solution must meet or exceed current availability and performance requirements.

**Question 142:** RFP PDF – 6.4.4 Phase 2: Solution Stand-Up - DR - Do you already have product that handles the failover to DR site with sync Production environment data accessible to DR environment?

**Answer:** Currently the Department ships the database change logs to the DR site and applies those changes to the DR database. The Departments sends the image files to the Archive DR server at the same time it loads those image files to the production Archive environment.

**Question 143:** RFP PDF –6.4.4 Phase 2: Solution Stand-Up - DR - Capture data is transient. Do you require data in Capture process be available in this manner?

**Answer:** Per Deliverable SW-001, "...The DR Environment shall maintain a live or nearly live copy of all data residing in the Production Environment and be capable of a Recovery Time Objective (RTO) of 24 hours and a Recovery Point Objective (RPO) of 24 hours."