

2nd Round of Questions and Answers for

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

Question 1: Exhibit (5) - IMS Mailroom Equipment and Scanner Inventory - What are the addresses or cities of the 60 sites with Fujitsu scanners?

Answer: IMS Mailroom Equipment is all located in Tallahassee, 5050 West Tennessee St., Tallahassee, FL.

Remote scanners for General Tax Administration are located in : Alachua, FL; Anaheim, CA; Atlanta, GA; Coral Springs, FL (2); Daytona Beach, FL; Fort Myers, FL; Fort Pierce, FL; Hillside, IL; Irving, TX; Jacksonville, FL; Lake City, FL; Lakeland, FL; Largo, FL; Leesburg, FL; Marianna, FL; Melbourne, FL; Miami, FL (3); Naples, FL; Orlando, FL (2); Panama City, FL; Pensacola, FL; Pittsburgh, PA; Sarasota, FL; Tallahassee, FL (14); Tampa, FL (2); West Palm Beach, FL (2)

The Child Support Program has 78 scanners located throughout the state of Florida in local Child Support offices.

Question 2: In 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." You have indicated that this refers to Departmental systems including SUNTAX and CAMS. Are you looking for the image repository to allow users to retrieve related documents (image access) from screen data in departmental systems (also known as image enabling departmental systems)?

Answer: The Department is looking for the image repository to use common data between the image repository and the departmental systems to retrieve and display related documents.

Question 3: Reference answer to Addendum 1 Question 39 – Please indicate the RDBMS version supporting each of the source system databases:

Inprora2
StatsDb2
RIS

Answer:

- Oracle Database 10g Enterprise Edition Release 10.1.0.4.0 - 64bi
- PL/SQL Release 10.1.0.4.0 - Production
- CORE 10.1.0.4.0 Production
- TNS for HPUX: Version 10.1.0.4.0 - Production
- NLSRTL Version 10.1.0.4.0 - Production

Question 4: Reference answer to Addendum 1 Question 39 - Are images and index data found across all the source system databases or does each source system database serve a unique role in serving content for the Sunrise application?

Answer: Two of the source systems contain the source data required for the Sunrise application; Inprora2 contains the image index that links to the image on the Archive server; Statsdb2 contains data related to user statistics.

Question 5: Reference answer to Addendum 1 Question 39 - Are the document files managed by Sunrise stored on a file system or internal to the source system databases as binary data?

Answer: Sunrise is a web application used to view documents/images. It does not manage the document files; documents are stored on an external storage device.

Question 6: Reference answer to Addendum 1 Question 39 - is the Sunrise application required to open the document files, or can documents be opened outside of the application?

Answer: See Department's Answer to Question 5. Documents are not stored in Sunrise. The three primary applications that interface with legacy IMS are SUNTAX, CAMS and Sunrise. All three applications can open the document files within the applications.

Question 7: Reference answer to Addendum 1 Question 39 - Does the Sunrise application support document versions?

Answer: See Department's Answer to Question 5. Sunrise does not store images.

Question 8: Reference answer to Addendum 1 Question 39 - Does the Sunrise application allow for the creation of notes, annotations or another document mark up?

Answer: No

Question 9: Reference answer to Addendum 1 Question 39 - If notes are supported by Sunrise, are the notes stored as part of the document files or separately within the Sunrise application?

Answer: See Department's answer to question 8; Not Applicable.

Question 10: Reference Exhibit 9(c) Please indicate what the hyperlink called **Old Sunrise** shown on the Sunrise screen shots is linked to? If this is a legacy database, is it one of the databases included in the conversion effort? If it's not to one of the databased noted in Addendum 1, please provide information on database, version, volume, etc.

Answer: The link is no longer used; "Old Sunrise" is not a legacy database, it was an old Sunrise application that is no longer used.

Question 11: Reference Exhibit 13 Do you have an existing Retention mapping plan available that maps your existing document types to specific retention series (i.e. Document Type 033 applies to Retention Series 000103-0001a), OR are you relying on your selected vendor to work with the State to develop/document this mapping plan for you?

Answer: The Department does not currently have a Retention mapping plan for each document type; the expectation for the conversion of existing data is that the Vendor will need to work with the Department to develop/document this mapping plan.

Question 12: Is the Document Management System simply "store and retrieve" or is any workflow required?

Answer: Workflow is required as part of the Solution.

Question 13: Reference answer to Addendum 1 Question 54. Are the scanners in remote locations set up to scan/image documents that are not tax and remittance transactions?

Answer: Yes.

Question 14: Reference answer to Addendum 1 Question 2. States that one of the greatest challenges is Department dated hardware and Equipment. Response to Question 56 says that

the vendor should offer alternatives which are used in over 30 other State Revenue agencies for mail extraction, opening/tracking, scanning, etc. However, Question 40 says that the Department intends on using the existing scanning equipment and the RFP states that it won't be evaluated. So, with the limited page count to the RFP, should the vendor provide an alternative to the mail opening and scanning equipment used by the State or simply assume to use what's installed today?

Answer: Please refer to Section 6.3 of the RFP.

Question 15: Exhibit 4 outlines all forms for processing. How many prior years of tax forms does the Department intend for the system to process?

Answer: Any tax form received must be processed; it does not mean the system must present the document in the format for the tax form year; the Department potentially would have to utilize an unstructured format or there would have to be documented procedures for capturing the information from the tax form using a more current format. The Department requires a minimum of four (4) prior tax form versions.

Question 16: Reference answer to Addendum 1 Question 38. It states that an unstructured form for use in the demonstration is handwritten correspondence, court orders, photocopies of legal documents, etc. and included an update to Exhibit 3b which includes a number of Child Support Program forms. The requirement for the Demonstration in Section 7.4.1.6 states that the vendor is demonstrate the capture data from these forms. Does the State expect the vendor to perform automated data recognition to these forms in the demo, or show how key from image is performed?

Answer: Yes. The Department expects the demonstration to perform automated data recognition for the sample unstructured document. The demonstration should also show how to key from image.

Question 17: Attachment A – Solutions Requirement FDOR2019-027 - How many users in the Remittance Department capture and process the Tax payments, excluding users who only access the image repository/archive? We are specifically trying to minimize the licensing/infrastructure costs for the intra departmental elements.

Answer: There are 310 users who perform tasks that are associated with both the capturing and processing of tax payments only.

Question 18: 6.6.1 Disaster Recovery - Since there is no mailroom equipment or scanners in Atlanta is this strictly a paperless backup data center?

Answer: While not in active use, yes, it will be a paperless backup system. In case of a DR situation the remote service centers within the Department will continue processing as they do daily. The only site that would be down would be Tallahassee, mail would be redirected to appropriate sites. The Atlanta site would function as the primary processing system until Tallahassee has been restored.

Question 19: How will new payment transactions be delivered to the DRS site?

Answer: The payments will be redirected to service centers within the Department to be processed via the Remote Capture System.

Question 20: Can you provide samples of every form type that FDOR will be processing?

Answer: Department tax forms can be found at:

https://floridarevenue.com/Pages/forms_index.aspx Note: There are several versions of the forms, as they are subject to change annually.

Child Support has approximately 478 form types (structured and non-structured). Samples were provided in Exhibit 3a and 3b.

Question 21: Exhibit (5) - What software is currently being used with the Fujitsu Scanners (fi-6670 & fi-6670A) to scan the tax documents and checks for ICL?

Answer: PaperStream is currently used when scanning documents. Mitek Recognition software is being utilized to ensure the check meets ICL parameters.

Question 22: How many Foreign checks do you expect per year?

Answer: Department does not track Foreign checks, specifically; It tracks all Non-ICL checks. Please refer to the answer for question 136 of the Q&A in Addendum 1.

Question 23: How are the Non-ICL checks currently being deposited? If the Wells Fargo RDC terminal is being used for these Non-ICL checks are you open to continuing this approach?

Answer: The Wells Fargo RDC terminal is currently being used for processing checks that are not incorporated into the Department's ICL process. The new system will require that all checks, other than foreign checks, use the Department's ICL process.

Question 24: Do you consider the Quantum scanners to be viable long enough into the future that you would be open to having them included as part of the proposed solution?

Answer: No, please refer to section 6.3 of the RFP. The Quantum scanners will be end of life by June 2020.

Question 25: What software is currently being used to capture work from the Quantum scanners? Are you open to having this existing software retained as part of the proposed solution?

Answer: Capi software and FDOR proprietary software (Capture) are utilized to capture coupons and checks on the Quantum scanners. The department is not looking to retain the Quantum scanners.

Question 26: Do you have any example reports relating to the remittance processing intended to be involved in the workflow?

Answer: The Department does not currently have system generated reports related to the workflows for remittance processing; however, managers utilize a system process (Batch Manager) to retrieve workflow information. There is a requirement for this type of reporting in the new Solution.