

Addendum #2
DFS OIT ITN 1718-04
Enterprise Financial System Support Services

A. Responses to Section 3.2.2 Question and Answer Period of the ITN: Please see the Department’s response to questions received by 3:00 p.m. on November 2, 2017, provided below.

Question Number	Question	Answer
Q1	What system performance monitoring tools are used today in the production environment?	System performance monitoring tools used today in the production environment are: Resource Management Facility (RMF), Omegamon, and BMC Mainview.
Q2	Current staffing level for operations & maintenance and historical enhancement workload: At the bidders conference, you shared with the vendor community the current staffing levels across the four units of the organization. Please confirm these staffing roles and number of positions (filled and unfilled positions). Also please confirm the approximate historical workload of enhancements. How much of the permanent staff’s time has historically been dedicated to enhancements and how was any overflow of enhancements addressed (ex. staff augmentation or contracted to vendors)? Are there any vendors that have provided significant support for enhancements or operations & maintenance in the past? If so, can you share the names of these vendors?	<p>Current staffing levels for operations, maintenance, and enhancements: Payroll Design and Development- Payroll Programming: 4 full time employees (FTE), Payroll Design: 5 FTEs. Accounting Systems Design and Development - Central Programming: 7 FTEs, Business Operations and Transitional Services: 4 FTEs, Departmental Programming: 6 FTEs, FLAIR Design: 7 FTEs. Mainframe Systems and Operations - Data Center Facilities and Operation Support: 3 FTEs, Mainframe Systems: 7 FTEs, Computer Operations: 15 FTEs (spread over 3 shifts.) Shift hours of operations follow: 1st Shift – 7:00 am to 3:30 pm 2nd Shift – 3:00 pm to 11:00 pm 3rd Shift / weekend - 11:00 pm – 7:00 am Sat – 7:00 pm – 3:00 am Sun – 7:00 pm – 3:00 am Quality Services Management - Business Reporting and Analytical Data Services: 3 FTEs, Testing Environment Management Services: 4 FTEs.</p> <p>Historically, the workload of enhancement varies annually. Refer to ITN Attachment B (Contract Attachment 2), Section 18, Contract Approach, Work stream three. The permanent staff is fully dedicated to enhancements.</p>

		<p>During fiscal year 16/17 the Department's Enterprise Financial System Support (EFSS) unit had staff augmentation contracts for Natural/Adabas Programmers, a Senior JAVA Developer, Systems Architects, and Business Process Consultants.</p> <p>State Term contract vendors in the past 3 years that worked on FLAIR were Kyra Consulting, ISC, Brandt, and Optimum.</p>
Q3	Does the state require a blended rate for enhancement services or would the state prefer a rate by labor category and seniority? Is there a list of labor categories the state would like the vendor community to price?	The State requested the blended rate for enhancement services. The vendor will determine staffing needs and labor categories.
Q4	To reduce delivery risk and ensure the selected vendor prioritizes FLAIR Application Maintenance and Operations Activities over the PALM Design, Development and Implementation Activities, will the selected vendor for the DTF Enterprise Services ITN be ineligible to receive an award on the PALM Design, Development and Implementation Program?	The selected vendor for the DFS Enterprise Financial Support Services ITN may be eligible to receive an award on the FL PALM Project.
Q5	Since there is currently only one field for the Service Hours Rate(D13), which will be used to determine 50% of the cost scoring, is the intent to have the vendors use a blended rate for the different labor categories and skill levels required under this deliverable?	Yes, it is the intent to have the vendor use a blended rate for the different labor categories and skill levels. Refer to ITN Attachment B (Contract Attachment 2), Section 18, Contract Approach, Work stream three.
Q6	Will Service Hours Rate(D13) be the only and final rate to be used for Service Requests?	Yes, Service Hours Rate(D13) in Attachment 3, Price Response of the ITN will be used for Service Requests.
Q7	For the Comparative Benchmark Rate for Variable Enhancement Projects, using Methodology 1 for example, there are only fields for the rate and not the number of employees at each level or the total employees in order to determine the overall blended rate when you multiply the number of resources * rate/total resources. Can you please clarify the process for that calculation and score.	Three methods are provided in page 2, Attachment 3, Cost Response of the ITN. Vendor will select one method for calculations.
Q8	Under the methodology Selected(1,2,3) box, please define and clarify what you would be looking for confirmation of on the "source"	The State is expecting the Respondent to identify which methodology (three methods are provided on page 2, Attachment 3, Cost Response of the

		ITN) and the source of the data used in the calculation.
Q9	If the Comparative Benchmark Rates for variable Enhancement projects are not to be used for deliverables or services under this contract, as stated, what will they be used for and what prohibits a vendor from proposing low prices that will not be used subsequently for invoicing just to gain an advantage in scoring?	The State will be looking for a competitive range during initial evaluation and best value during the negotiation process.
Q10	What valuse should go in cost sheet E22 and how is it derived.	Three methods are provided in Attachment 3, Cost Response, page 2 of the ITN. Respondent must select one of the three methods for their calculation.
Q11	In each of these sections you ask for resumes. (5.5.3 Annual Support Team, 5.5.4 Service Request Team, and 5.5.5 Variable Enhancement Work Stream) Please provide job descriptions and the primary and secondary skills required for these teams?	The State is expecting the Respondent to provide resources necessary to support the state's financial system (FLAIR). Refer to ITN Section 1.3, Background on page 5 and Section 1.5, Goals of the ITN on page 6.
Q12	Please provide a list of all current tools and versions being utilized today to provide the services required?	The following is a list of current tools and versions utilized today: Adabas version(v) 8.3.4, Natural v 8.2.5.3, Natural Security v 8.2.5.3, Natural Construct v 8.2.2.1, NaturalOne v 9.9, Natural Development Server v 8.2.2.7, Predict v 8.2.3.3, Webfocus v 7.7, iWay v 5, Globalscape, MVS COBOL, Bluezone v 5, DBVisualizer Pro v 9.1.6, Informatica v 10.1.1, CA7 v 11.3, Cntl-M v 8, RACF v 5.1, CICS v 5.1, DB2 v 11, z/OS v 2.1, WebSphere v 7.
Q13	Please provide the staff and support make-up for each of the four areas. Also, what roles are you looking to supplement in the first year of the contract?	Payroll Design and Development- Programming: 4 full time employees (FTE), Design: 5 FTEs. Accounting Systems Design and Development - Central Programming: 7 FTEs, Business Operations and Transitional Services: 4 FTEs, Departmental Programming: 6 FTEs, FLAIR Design: 7 FTEs. Mainframe Systems and Operations - Data Center Facilities and Operation Support: 3 FTEs, Mainframe Systems: 7 FTEs, Computer Operations: 15 FTEs (spread over 3 shifts) Quality Services Management - Business Reporting and Analytical Data Services: 3 FTEs, Testing Environment Management Services: 4 FTEs.

		The State is expecting for the Respondent to provide a schedule to support the entire Scope of Work on page 1 of ITN Attachment B (Contract Attachment 2).
Q14	To accurately provide rates please identify location preferences: (i.e. all onsite, or onsite with U.S. based development centers and/or global delivery model). Each model will require additional rates in Attachment 3, based on requirements.	There are no restrictions based on location within the US; however, the State preference is on-site. Outside of the US is a case by case.
Q15	You are asking for hourly rates based on years' experience; for each category please provide a job description, with primary and secondary skill requirements: <ul style="list-style-type: none"> • Expert (18+ yrs exp) • Advanced (10-17 yrs exp) • Intermediate (5-9 yrs exp) • Entry (0-4 yrs exp) 	The State is expecting the Respondent to provide resources necessary to support the state's financial system (FLAIR). Refer to ITN Section 1.3, Background on page 5 and Section 1.5, Goals of the ITN on page 6.
Q16	The solicitation asks for a blended rate to perform service requests. Please provide the following, as this is needed for a basis of estimate in determining a reasonable rate: <ul style="list-style-type: none"> · History, · Current service levels, · System complexity, · Application health, and · 6-12 month dump of service requests that are completed on an annual basis. Otherwise, please provide an alternative basis of estimate including annual counts, level of complexity H/M/L average time to complete, and mix of teams across each level of complexity.	For system complexity please refer to ITN Section 1.3, Background on page 5. The system application health is directly proportional to the background information on page 5, Section 1.3 of the ITN. Refer to ITN Attachment B (Contract Attachment 2), Statement of Work, Section No. 21, Work Stream Activities on pages 22 and 23.
Q17	Is DFS open to the contractor using and accessing a contractor-owned/developed hosted software onsite at DFS? What is the status of the second part of the Treasury enhancement that was stated to be completed in 2018? What other enhancements are ongoing that may affect transition? What is the priority of the contractual documents – those included with the ITN and those referenced within the ITN (e.g., PUR1000)? There	Third party software will be evaluated on a case-by-case basis. Treasury enhancement is not in the scope of the ITN. Refer to ITN Attachment B (Contract Attachment 2) page 1, Scope of Work. See Statement of Work, ITN Attachment B (Contract Attachment 2), Statement of Work, Part One – Additional Terms and Conditions, Section No. 4., Order of Precedence.

	are some conflicting terms. Which prevail or have precedence?	
Q18	<p>Please provide support volumes by month for the last year with the following information, by Application Name, Resolver Group Name, and Request Type (Incident, Service Request, Change Request, etc.):</p> <ol style="list-style-type: none"> 1. Average Time to First Response 2. Average Time to Close 3. Count by Priority (P1, P2, P3) 	<ol style="list-style-type: none"> 1. The average time to first response is within 1 hour. 2. The average time to close an Incident ticket is within 72 hours. (Work order and Change Requests are variable work and depend on complexity). 3. Urgent is not a captured category, see count by priority below: Incident Tickets: High 13, Medium 91, Low 52 Work Order Tickets: High 99, Medium 454, Low 827 Change Request Tickets: High 5, Medium 13, Low 69
Q19	<p>Page 5, states, “Within the Department, the OIT, Enterprise Financial Support Services (EFSS) unit, is responsible for all aspects of operating and supporting the FLAIR components, from printing warrants and monitoring data transfer jobs, to programming enhancements, and managing the mainframe server in an onsite Tier 2 data center.”</p> <ol style="list-style-type: none"> a. How many staff resources will need to be onsite at the Tier 2 data center in the short term (0-2 years) and over the long-term phasing in? b. Where is the DFS EFSS Tier 2 data center located? 	<ol style="list-style-type: none"> a. The State is expecting the Respondent to determine the necessary resources to be on site at the Tier 2 data center. Refer to ITN Section 1.3, Background on page 5. b. The DFS EFSS Tier 2 data center is located at 101 E. Gaines Street, Tallahassee, Florida.
Q20	<p>Page 58, states, “The Department envisions the Contract “phasing in” over a period of time. Initially, the Department will retain Primary responsibility for most of the Activities within the Annual Support and Service Request work streams.”</p> <ol style="list-style-type: none"> c. How many total staff positions by type are to be staffed upon contract start? d. How many staff positions will need to be replaced through “phase in” over the base 7 year contract period? 	<ol style="list-style-type: none"> c. The State is expecting the Respondent to determine the necessary resources to be on site at the Tier 2 data center. Refer to ITN Section 1.3, Background on page 5. d. The State is expecting the Respondent to determine the necessary resources to be on site at the Tier 2 data center. Refer to ITN Section 1.3, Background on page 5, and Section 1.5, Goals of the ITN on page 6.
Q21	<p>Attachment A, Contract</p> <p>e. Is the Department’s intent to utilize a custom contract for the scope of this ITN instead of utilizing a current state term contract?</p>	<p>Yes. The Department issued this ITN as the procurement vehicle, not utilizing the state term contract.</p>
Q22	<p>Page 47, states, “The Contract additionally allows the Department to begin implementing an organizational change roadmap for EFSS. Over the next 8-12 years, EFSS will need to simultaneously support existing systems, assist the Florida PALM project team, help protect the State’s current and prior investments by</p>	<p>The selected vendor for the DFS Enterprise Financial Support Services ITN may be eligible to receive an award on the FL PALM Project.</p>

	<p>identifying ways to re-task and re-tool existing Department assets, and train to eventually assume responsibility for operating the State’s modernized financial management tools. This Contract will allow EFSS to begin migrating resources between responsibilities.”</p> <p>f. Will the awarded DFS PALM implementation vendor be eligible to bid on this current DFS EFSS support ITN?</p> <p>Will all contractor personnel be required to be onsite full time?</p>	<p>There are no restrictions based on location within the US. The state preference is on-site. Outside of the US is a case by case.</p>
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B. Modifications to the ITN

This addendum serves as notice of the following ITN sections below modifications: Section 3.4 Evaluation Phase: Technical Response Review, Section 3.6 Timeline of Events, Section 3.8 Contract Formation, and Section 6 Selection Methodology. Changes are indicated by underscore, deletions are indicated by a ~~strikethrough~~.

1. 3.4 Evaluation Phase: Technical Response Review

All Respondents who submitted a responsive Response (including a timely submitted Intent to Respond form), as determined by the Procurement Officer pursuant to the criteria in Section 3.3 will be contacted to confirm a scheduled in-person demonstration. Any responsive Respondents who did not submit an Intent to Respond may be contacted and offered an available slot for a demonstration, but is not guaranteed an opportunity to demonstrate.

At the demonstration, the evaluation team members will have the opportunity to ask clarifying questions and the Respondent will be asked to demonstrate its ability to meet various requirements of the Statement of Work. The Department’s evaluation timeline is aggressive. It is important that the Respondent make necessary arrangements to be available during the demonstrations timeframe in the Timeline of Events, section 3.6. The Department will provide a range of dates following receipt of Attachment E, Intent to Respond. If the Respondent is unable to participate in the demonstration, the Respondent will forfeit the points awarded for the demonstrations as described in section 6.3.

After demonstrations, evaluation team members will score each Response according to the evaluation criteria set forth in section 6. The Responses will be scored individually and the price points added to the evaluation team scores by the Procurement Officer to establish a competitive range of Responses reasonably susceptible of award. The Department may then select one (1) or more Respondents within the competitive range with which to commence negotiations (concurrently or sequentially), or may reject all Responses.

2. 3.6 Timeline of Events

The following schedule will be strictly adhered to in all actions relative to this solicitation. The Department reserves the right to make adjustments to this schedule and will notify anyone interested in the solicitation by posting an addendum on VBS. It is the responsibility of the Respondents to check VBS on a regular basis for such updates.

Timeline	Eastern Time (ET)	Event Date
ITN posted on the VBS	N/A	9/05/2017
Pre-Response bid conference: The meeting will be held at 200 East Gaines Street, Larson Building, Room 116, Tallahassee, Florida. Conference attendance for Respondents is highly encouraged, but not mandatory.	1:30 pm	10/19/2017
Deadline to submit questions electronically to Procurement Officer.	3:00 pm	11/02/2017
Anticipated date for the Department to post answers to Respondents' questions on VBS.	5:00 pm	11/30/2017
Deadline to submit Attachment E, Intent to Respond form electronically to the Procurement Officer.	5:00 pm	12/14/2017
Deadline to submit Responses and all required documents to the Department.	3:00 pm	2/08/2018
Response opening. 200 East Gaines Street Larson Building, Tallahassee, Florida.	3:30 pm	2/08/2018
<u>Anticipated date range for Respondent Demonstrations</u>	<u>TBD</u>	<u>TBD</u>
Public meeting for negotiation team to discuss recommended award.	TBD	TBD

3. 3.8 Contract Formation

The Department may enter into a Contract with each Respondent awarded pursuant to section **6 8, Award**. The Contract will consist of the Contract which includes, Attachment 1, consisting of the Contract Signature Page and the Standard Terms and Conditions, Attachment 2, Statement of Work, Attachment 3, Price Response, the attached Contract Addenda, and further may include relevant portions of the BAFO submitted by the awarded Respondent(s). If there is any discrepancy between the Statement of Work and the incorporated relevant portions of the Response, the terms most favorable to the Department shall prevail. See the Contract and its attachments for more details on final contract formation.

Certain terms and conditions of the Statement of Work may be negotiated during negotiation sessions. The Respondent must submit an updated Statement of Work that reflect the negotiated changes to the Statement of Work, or otherwise reduce the result of the negotiations to writing, and attach it to its BAFO. Notify the Department of any exceptions to the Standard Terms and Conditions and Part One of the Statement of Work in the initial Response. No additional documents submitted by a Respondent will be incorporated into the Contract unless specifically identified and accepted by the Department before the Contract is signed.

The Respondent shall bring any perceived inconsistencies among any of the provisions of the ITN and its attachments to the attention of the Department prior to the submission of its Response. At any time during the solicitation, the Department may specifically identify and incorporate by reference any additional documents which are to be incorporated into the Contract. The Contract that results from this solicitation will be posted on the Internet on the Florida Accountability Contract Tracking System (FACTS) in accordance with section 215.985, F.S., "Transparency Florida Act."

4. Section 6 ~~Selection~~ **Evaluation** Methodology

The Department's evaluation team will consist of at least three (3) persons who collectively have experience and knowledge in the program area and service requirements for the commodities and contractual services sought. Alternate evaluators may be selected to participate in the process in the event an appointed evaluator cannot complete scoring.

After demonstrations, each evaluator, working independently, will score the Respondent against the following ~~selection~~ evaluation criteria, using the Evaluation Worksheet, Attachment K.

A Subject Matter Expert (SME) who is a Florida Certified Public Accountant will review the Respondent's financial materials and disclosures and will provide a narrative summary of the SME's review to all Evaluators. The SME will not evaluate or communicate an opinion regarding the strength of the Respondent's financial position.

Failure to file a protest within the time prescribed in section 120.57(3), F.S., 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, F.S.