



MEMORANDUM

ADDENDUM NO. 2

Date: November 19, 2021

To: Bidders

From: Windy Spatafora
Commodities & Contractual Services Manager
Florida's Turnpike Enterprise

Subject: DOT-ITN-21-8026-SM
Commercial Back Office Project

Please be advised that the changes below apply to the original documents of the above-referenced solicitation.

This Addendum includes the Department's written answers to the written questions received as of the Deadline For Technical Questions, October 25, 2021 (as defined in Section 2 of the Special Conditions). Replies are due on or before 2:30pm, January 10, 2022. No additional time will be permitted.

Bidders and other interested parties are informed that the above referenced document is hereby revised, changed and supplemented as set forth below:

- Solicitation Document – Section 1.2 Timeline, page 5 of 28, is modified as follows:

REPLIES DUE (see Note 1)	01-10-2022	2:30 PM
SUBMIT REPLIES VIA ELECTRONIC SUBMISSION ONLY		
(See Instructions for Electronic Submission of Replies)		
TP.Purch@dot.state.fl.us		
PUBLIC OPENING (Initial Replies)	01-10-2022	3:30 PM
Via Microsoft Teams Meeting		

Please remove Page 5 of 28 and replace with the attached revised Page 5 of 28.

2. Exhibit "E"
 - a. Section 11.2 Customer Engagement Platform Interface is modified. *Please remove Page 154 of 225 and replace with the attached revised Page 154 of 225.*
 - b. Section 17.2, Requirement 1418 is modified. *Please remove Page 209 of 225 and replace with the attached revised Page 209 of 225.*
3. Exhibit "F" – Please contact Windy Spatafora at windy.spatafora@dot.state.fl.us to obtain the Excel file.
 - a. Requirements Assessment Sheet has been modified to include drop-down options in Columns I and K.
4. Attachment 4 – Performance Requirements, Table 1 Requirement 15 is modified. *Please remove Page 10 of 23 and replace with the attached revised Page 10 of 23.*

ACKNOWLEDGEMENT OF RECEIPT

The Bidder shall acknowledge receipt of each addenda to this Invitation To Negotiate by completing Form No. 10, Addenda Acknowledgement Form (included with the bid package) and enclosing the same with your bid response.

Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

proposed that might fit best in an on-premise, cloud or hybrid environment depending on the cost/benefit, risks, and security considerations.

6. Secure system that complies with prevailing best practices for customer and data privacy.

The Department requires the CBO system to be highly secure with end-to-end application, data, and infrastructure security. The Department requires that best practices related to data privacy and customer privacy are followed to meet Department requirements, as well as applicable state and federal guidelines and recommendations.

It is anticipated that the term of the Contract will be five (5) years from the date of Contract execution, with the potential for Contract renewals as set forth in Section 6.

1.2 Timeline

Provided below is a list of critical dates, deadlines (Eastern Standard Time, referred to as “EST TIME”), and actions. These dates and times are subject to change. Notices of changes (Addenda) will be posted on the Florida Vendor Bid System at http://www.myflorida.com/apps/vbs/vbs_main_menu (Under "Vendor Bid System Main Menu," Click on "Search Advertisements," Select the drop down menu for “Agency” and Select "Department of Transportation," Scroll down and Click on "Advertisement Search,") under this ITN number. It is the responsibility of all Respondents to monitor this site for any information changes prior to submitting a Reply.

ACTION / LOCATION	DATE	EST TIME
DEADLINE FOR TECHNICAL QUESTIONS Via email to windy.spatafora@dot.state.fl.us (There is no deadline for administrative questions)	10-25-2021	5:00 PM
ANTICIPATED POSTING OF RESPONSES TO TECHNICAL QUESTIONS Via Vendor Bid System	11-08-2021	3:00 PM
REPLIES DUE (see Note 1) SUBMIT REPLIES VIA ELECTRONIC SUBMISSION ONLY (See Instructions for Electronic Submission of Replies) TP.Purch@dot.state.fl.us	01-10-2022	2:30 PM
PUBLIC OPENING (Initial Replies) Via Microsoft Teams Meeting	01-10-2022	3:30 PM

Join on your computer or mobile app
[Click here to join the meeting](#)

Join with a video conferencing device

Exhibit E – Requirements

1043	The CBO shall provide page(s) for general information about Tolls and Toll collection via the Customer Engagement Platform.
1044	The CBO shall provide, via the Customer Engagement Platform, a Toll calculator application.

11.2 Customer Engagement Platform Interface

The below Requirements apply to the CBO to interface with a CEP.

1045	<p>The CBO Shall provide a secure interface to the Customer Engagement Platform in both English and Spanish and all external Interface portals, that shall be compatible with the current version, the previous two (2) major versions and future version releases of the following browsers, including :</p> <ul style="list-style-type: none">• Microsoft Edge;• Mozilla Firefox;• Google Chrome;• Apple Safari; and• smart-phone/tablet/mobile browsers.
1046	The CBO shall support the expiration of cookies.
1047	<p>The CBO shall interface to a Customer Engagement Platform that supports the latest versions of mobile operating systems, including :</p> <ul style="list-style-type: none">• Apple iOS;• Android Web operating System;• Windows Phone operating System ; and• Up to two (2) additional operating systems that are not currently in this list and are in the top five (5) operating systems used in the United States
1048	<p>The CBO shall interface to a Customer Engagement Platform that supports the latest versions of mobile browsers, including :</p> <ul style="list-style-type: none">• Safari;• Opera;• Android; and• Up to two (2) additional mobile Web browsers that are not currently in this list and are in the top five (5) mobile Web browsers used in the United States

11.3 Account Establishment and Maintenance

1049	The CBO shall provide a SunPass Account creation process that logically leads a customer via the Customer Engagement Platform through all necessary steps to create an Account.
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17.2 Resiliency and Availability

1418	<p>The CBO shall have Disaster Recovery (DR) capability. The CBO will have the ability to be switched over from primary to secondary data center under both planned and unplanned circumstances:</p> <p>(a) Voluntary or a planned switch-over due to business reasons that may or may not be related to natural events such as hurricanes and pandemics, and</p> <p>(b) Involuntary or unplanned switch-over due to circumstances beyond the control of the Department such as fire, tsunami, etc.</p> <p>Resiliency to operate its CBO System with high availability, will allow the Department to offer a safe, secure, and reliable roadway System for its citizens. The CBO Vendor shall use existing Department network systems and its data centers in its proposed Disaster Recovery plan for any on-premise solutions. If the existing Department provided facilities is insufficient, the Vendor shall propose additional infrastructure or network resources and include a written explanation for the need for the Department review and approval.</p>
1419	<p>The CBO shall contain the necessary performance controls, error handling and validation mechanisms when reports are requested by end users or other systems to prevent malfunctions, performance degradation or time response over the established requirements. Controls include but are not limited to date range validation, automatic query optimization process, processor allocation, automatic data Posting functions and user warnings.</p>
1420	<p>The CBO disaster recovery shall provide following metrics during the Phase 1 design and outlined in the Design Documentation and as outlined in the Performance Requirements. The Vendor shall describe the following metrics for Disaster Recovery of the CBO:</p> <ul style="list-style-type: none"> • Recovery Time Objective and Recovery Point Objective; • Timeframe to switchover from Primary to Backup Systems; • Time to recover critical business processes; and • Acceptable or unacceptable data loss.
1421	<p>The CBO shall provide additional Performance Requirements for all the services offered by the CBO. The additional Performance Requirements will include the following:</p> <ul style="list-style-type: none"> • Department’s ability to operate its Infrastructure and to deliver its core services; • Department’s ability to operate its Critical business processes; • Department’s ability to deliver Customer services including self-service portal and customer support functions,; • Department’s ability to switch-over voluntary or involuntary from primary to secondary site, and • Department’s ability to initiate backups and restore functions.

PR #	Applicable Phase	Subject	Description	Measurement Period	Target Performance Level	Liquidated Damages*	Interval of Reoccurrence
13.	Phase 3	Infrastructure Availability (Production Environments)	Minutes during month when total managed hardware and runtime environments are reported up and available (outside of Approved maintenance schedule)	Daily	99.9% per each 24 hours.	\$5,000 per 24 hours outside the required performance level.	Each Additional Calendar Day
14.	Phase 3	Infrastructure Availability (Non-Production Environments)	Minutes during month when managed hardware and runtime environments are reported up and available (outside of Approved maintenance schedule)	Daily	99% per each 24 hours.	\$1,000 per 24 hours outside the required performance level.	Each Additional Calendar Day
15.	Phase 3	Infrastructure Performance (Production Environments)	See specific requirements as listed in Table 2 below.	Each Occurrence	Shall not exceed maximum High Thresholds in each occurrence described in Table 2 below.	\$500 per each occurrence that do not meet the Performance Requirements for the items listed in Table 2.	Each Additional Hour
16.	Phase 3	Application Availability (Production Environments)	Minutes during month when all managed applications/modules reported up and available (outside of Approved maintenance schedule)	Daily	99.9% per each 24 hours.	\$5,000 per 24 hours outside the required performance level.	Each Additional Calendar Day
17.	Phase 3	Availability Applications to support	Minutes during month when managed applications/modules	Daily	99.9% per each 24 hours.	\$5,000 per 24 hours outside the required	Each Additional Calendar Day

Questions 1 – 254 were previously responded to by the Department in Addendum 1, posted on November 15, 2021.

ID	Question Addendum 2	Response
255.	Exhibit E, Section 3.1.1 Operating and Computing Environments, Item 16- The CBO shall refresh the test environments and training environment at a frequency of at least every thirty (30) Calendar Days - The test data refresh to the testing and training environments – Is it a like for like full production data refresh – or a data refresh from a specified time period (e.g. data refreshed as of last 6 months data from production)?	The answer to this question is dependent on the Respondent’s solution.
256.	Exhibit A, System Integration Test - Full Disaster Recovery failover testing; full disaster recovery failover recovery (back to primary CBO) testing;- Please confirm that the CBO vendor must conduct a disaster recovery test as part of MVP.	Failover testing will be conducted in accordance with the Master Test Plan to be developed in coordination with the Department. Please refer to Section 8.9 of Exhibit A.
257.	Exhibit E, 3.1 System Lifecycle Development - All non-production environments shall allow for the appropriate integration with third-party interfaces (OBO, etc.) to allow for the efficient unitary and end-to-end testing. - Please confirm that all third-party vendors and the Department will provide a non-production environment for testing.	The answer to this question is dependent on the Respondent’s solution.
258.	<p>Exhibit E, Section 11.2 Customer Engagement Platform Interface, Item 1047 The CBO shall interface to a Customer Engagement Platform that supports the latest versions of mobile operating systems, including:</p> <ul style="list-style-type: none"> • Apple iOS; • Android Web operating System; • Windows Phone operating System; and <p>Up to two (2) additional operating systems that are not currently in this list and are in the top five (5) operating systems used in the United States</p> <p>Please clarify that this requirement is for the CEP vendor versus the CBO vendor.</p>	The CBO shall interface to a Customer Engagement Platform.
259.	Vendor shall provide the unredacted Report of Compliance (ROC)... - Since this requirement conflicts with the best practices for security because the ROC includes details of systems and networks, we respectfully request that the requirement be changed to accept a redacted ROC.	No change to the requirement at this time.

ID	Question	Response
260.	Attachment 4, Table 1, Item 10 - Vendor shall provide with unredacted monthly internal vulnerability scans report, monthly external vulnerability scans report, annual penetration test report, annual risk assessment report, and monthly wireless vulnerability scans report. - Since this requirement conflicts with the best practices for security because these documents include details of systems and networks, we respectfully request that the requirement be changed to accept redacted documents.	No change to the requirement at this time.
261.	Attachment 4, Table 2 and Table 3- Shall not exceed minimum or maximum thresholds in each occurrence below. - Request clarification for why the requirement exists to provide the low thresholds in Table 2 and 3 (e.g. CPU utilization).	The low thresholds are needed to evaluate the Respondent's proposed solution.
262.	Attachment 4, Table 1, Item 33- Recovery time is measured from the initial detection of disaster event - This will have the effect of causing the system provider to immediately fail-over, which would not be to FTE's benefit. We respectfully suggest modifying the requirement to measure the time from FTE's agreement or directive to fail over.	This Requirement will not be changed at this time. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
263.	Attachment 4, Table 1, Item 15-Table 2 - Infrastructure Performance Requirements - Please confirm that all the metrics in Table 2 must be met to avoid incurring the penalties in Table 1, SLA #15.	Each Infrastructure Performance Requirement listed in Table 2 must not exceed the maximum High Thresholds described in Table 2. See Addendum 2.
264.	Exhibit E, Section 3.1.1 Operating and Computing Environments Req #6- If a complete failure of one or more of the components or sub-systems in the CBO production environment, affected components or sub-systems shall fail over to the secondary CBO at the Disaster Recovery site. - Please confirm that the failover to DR is completely automatic, without control by the vendor or by FTE.	The answer to this question is dependent on the Respondent's solution.

ID	Question	Response
265.	<p>Exhibit E, Section 3.1.1 Operating and Computing Environments</p> <p>Req #6-If a complete failure of one or more of the components or sub-systems in the CBO production environment, affected components or sub-systems shall fail over to the secondary CBO at the Disaster Recovery site. - Please clarify “component.” As an example, if a single server fails, it would not make sense to fail over to DR, since there will be built-in redundancy.</p>	<p>The answer to this question is dependent on the Respondent’s solution.</p>
266.	<p>Exhibit E, Section 3.3 System Security</p> <p>Req #109- The CBO shall meet all PCI-DSS standards throughout the Contract, including any changes to the PCI-DSS requirements throughout the Term of the Contract. - Please confirm that vendors must upgrade their systems to conform to future releases of PCI-DSS at no cost to the department.</p>	<p>The answer to this question is dependent on the Respondent’s solution. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.</p>
267.	<p>Exhibit E, Section 5.3 Transaction Management</p> <p>Req #425- The CBO shall Post Transactions in structured databases and unstructured data such as images and files in structured or unstructured databases. - Please confirm that all images and files must be in an unstructured database and not simply in the file system.</p>	<p>The answer to this question is dependent on the Respondent’s solution.</p>
268.	<p>Exhibit E, Section 11.2 Customer Engagement Platform Interface -The below Requirements apply to the CBO to interface with a CBO. - Please clarify who the CBO will interface with.</p>	<p>The Requirements described in Section 11.2 apply to the interface between the CBO and the CEP. See Addendum 2.</p>
269.	<p>Exhibit E, Section 11.2 Customer Engagement Platform Interface</p> <p>Req # 1045, 1046, 1047 & 1048 - The CBO Shall provide a secure interface to the Customer Engagement Platform in both English and Spanish and all external Interface portals, that shall be compatible with the current version, the previous two (2) major versions and future version releases of the following browsers, - Please clarify whether the CBO or the CEP will provide these features.</p>	<p>Please refer to response to Question 258.</p>
270.	<p>Exhibit E, Section 11 Customer Engagement Platform Interface - Customer Engagement Platform Interface - Please confirm the AOC for the web and the mobile components is the responsibility of the CEP vendor and the IVR AOC responsibility is with the customer service vendor.</p>	<p>Confirmed.</p>

ID	Question	Response
271.	General - Please clarify the Survey requirements for CBO vendor.	Please refer to Requirement 857.
272.	Exhibit E, Section 11.8 CEP Mobile application - 11.8 CEP Mobile application - Please clarify how the CBO vendor can be required to provide the CEP application.	Please refer to the response in Question 52.
273.	Exhibit E, Section 17.3 Customer and Retailer Portals, Req #1423- 17.3 Customer and Retailer Portals- Please clarify the scope if the customer portal requirement is to be implemented by the CBO vendor versus the CEP vendor.	Please refer to the response in Question 33.
274.	<p>Exhibit E, Section 17.2 Resiliency and Availability - Requirement 1421 states: The CBO shall provide additional Performance Requirements for all the services offered by the CBO. The additional Performance Requirements will include the following:</p> <ul style="list-style-type: none"> • Department’s ability to operate its Infrastructure and to deliver its core services; • Department’s ability to operate its Critical business processes; • Department’s ability to deliver Customer services including self-service portal and customer support functions; • Department’s ability to switch-over voluntary or involuntary from primary to secondary site, and • Department’s ability to initiate backups and restore functions. <p>Please clarify under what circumstances these additional Performance Requirements will be required.</p>	The answer to this question is dependent on the Respondent’s solution.
275.	Exhibit E, Section 5.6 Deerfield Project Office - Exhibit E, Section 5.6 Deerfield Project Office - Please confirm that the Department is providing connectivity at this site?	Please refer to the Response to Question 28 and 198.
276.	<p>Exhibit E, Section 7.2 Payment Methods and Handling, Requirement 696 –</p> <p>A. Please confirm if the CBO provider is responsible for supplying the Point of Sale devices,</p> <p>B. and if so, how many?</p>	<p>A. Yes.</p> <p>B. This information is not available.</p>
277.	Exhibit E – Requirements, Section 17.2, Requirement 1418 - The CBO Vendor shall use existing Department network systems and its data centers in its proposed Disaster Recovery plan any on-premise solutions. - It would appear that a word is missing between “proposed Disaster Recovery plan” and “any on-premise solutions”. Please confirm this statement.	See Addendum 2.