

RFI 20-102
Integration of Applications
Question & Answers
ENTER DATE Q&A POSTS TO VBS, 2020

	Written Question Received	Question Directed To:	Department's Written Answer:	Answered By:
1	Whether companies from Outside USA can apply for this?	Contracted Client Services	Yes.	T. Davis and A. Bush
2	Whether we need to come over there for meetings?	Contracted Client Services	After the Department receives responses to this RFI, and at the sole discretion of the Department, one or more Respondents may be selected to demonstrate to the Department the products and services relating to the information submitted in the Respondent's RFI response.	T. Davis and A. Bush
3	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	Contracted Client Services	No.	T. Davis and A. Bush
4	Can we submit the proposals via email?	Procurement Officer	Please review Section VII, Response Submission.	T. Davis and A. Bush
5	If a formal solicitation were to be released for this project, what is its current anticipated release date?	Procurement Officer / Contract Client Services	At this time, the Department has not made a determination on future competitive efforts.	T. Davis and A. Bush
6	Does this project currently have an estimated budget?	Budget / Program Office	TBD	R. Pupo and E. Chavez
7	What are considered Certified Business Enterprises?	Procurement Officer	click on hyperlink for response (page 13)	T. Davis and A. Bush
8	How did the legacy system (ACCESS) come about or what was its origin?	Program Office	Please review Section I, Introduction.	T. Davis and A. Bush
9	Are you looking for cost reduction, better functionality or both?	Program office / Budget	The Department is looking for both cost reduction and increased functionality.	H. Kim
10	Is there an incumbent or would this be totally new work?	Program/OCCS	The Department currently contracts for these services.	H. Kim
11	Is teaming amongst vendors allowed in this project?	Contract Client Services	Please refer to #8	T. Davis and A. Bush
12	Are you looking to maintain information in mainframe or moving to the cloud, leveraging .net framework?	Program Office / Data	The Department is seeking information from Vendors to gain perspective on what would be in the Department's best interest moving forward.	H. Kim
13	Are the application(s) available via mobile phone or tablet?	Data / IT	The Department would like for the application(s) to be available via mobile phones and/or tablets.	H. Kim
14	Are you having issues with intake via paper based applications? If yes, what are they?	Program Office / IT	For OCW, no. For ESS - The vast majority of applications to ESS are internet applications. Paper applicants must remain available and processes in place to allow individuals to submit on paper.	J. Chetham/P. Grogan
15	Currently how often (percentage) are interviews required of applicants for ESS?	Program Office	Food Assistance and Temporary Cash Assistance applicant households generally require an interview. Medicaid applications generally do not require one. Note that as a single application may include multiple applicants for multiple benefits, applicants for combined benefits will generally require an interview	P. Grogan
16	What percentage of applications are coming in on paper vs. online? (and what is DCF's intended future state for paper applications?)	Program office / Data / IT	7.2% of the applications including redeterminations are coming in on paper. This data was obtained from January 2020-August 2020.	H. Kim
17	"Eligibility determination" is described in numerous places in this diagram: 1> Under "IODM Real Time Eligibility" within Access 2> CHIP Eligibility under "Account Transfer" 3> "Eligibility Determination" within the FLORIDA Mainframe system. Can DCF please specify the step in the process where an ESS specialist leverages a specific system to make a final eligibility decision? (Shown in Attachment 4)	Program Office	Attachment 4 is not included within this RFI	Bruce R.
18	Within the ACCESS component -the diagram lists "Verifications" - can DCF please specify what verifications/interfaces that this represents? (Shown in Attachment 4)	Program Office / Data /IT	Attachment 4 is not included within this RFI	Bruce R.

19	Within the FLORIDA Mainframe system - the diagram lists "Data Exchanges" - Can DCF please specify which data exchanges this represents? (Shown in Attachment 4)		Attachment 4 is not included within this RFI	Bruce R.
20	Do either of these Verifications or Data Exchanges contribute to the process described in Attachment 1 ESS Operational Process Maps, page 21, which specifies that the "Eligibility Specialist (ESS1) performs these steps to pull the data needed to complete the FLORIDA screens" - or does the ESS1 pull data from additional sources that are not described in the Functional Flow diagram? (Shown in Attachment 4)	Program Office / Data / IT	Attachment 4 is not included within this RFI	Bruce R.
21	Of the systems listed in the table on Page 2 of Attachment 4 - which of them maintain independent beneficiary records/program rolls?	Program Office / Data /IT	Attachment 4 is not included within this RFI	Bruce R.
22	Section IV - Goals Statement - 1 (K) - What are the current AI and ML technologies currently being leveraged?	Program Office	ML technologies currently being leveraged are through the ESS ChatBot	Lynn R.
23	Section IV - Goals Statement - 1 (K) - What are the types of use cases does the department see these technologies being leveraged for?	Program Office	For Child Welfare, predictive analytics to help inform risk and safety assessments from intake to case management, to identify opportunities for staff and process efficiencies.	J. Chetham
24	Section V - Response - 2 (T) In regards to replacing systems whether through modernization or full replacement is there a priority in terms of which systems would be targeted, and which would be candidates for full replacement?	Program Office	The Department is considering modernization or full replacement of both systems (ACCESS and FSFN).	H. Kim
25	Can you provide additional context on your 2 current environments, age, tech stacks, structure?	Program Office	For ACCESS, the core application is mainframe-based using IMS. It interfaces with a mid-range platform for with additional applications. Midrange is primarily Oracle databases and .Net applications. Both Windows and Linux servers are involved. IBM	Joe W.
26	You mention EBT fund transfer, can you provide a process/detail on how this is completed today?	Program Office	Please refer to the Process Maps.	H. Kim
27	Can you provide your goals around eliminating paper to transform to a fully digital state?	Program Office	The Department is gathering information so it can make an informed decision as the best way to roll-out a fully functional electronic process. Paper applicants must remain available and processes in place to allow individuals to submit on paper	H. Kim and P. Grogan
28	Can you provide additional detail on your RPA plans, i.e. - vision of RPA, removal of manual processing of paper, etc.?	Program Office	Enhance customer experience, automate processes requiring worker involvement without decision-making functions, reduce processing time and rote processes.	P. Grogan
29	Are you currently using any type of Enterprise Service Bus (ESB), if so can you provide details on the product?	Program office / Data / IT	The Department is currently use IBM Integration Bus and IBM Data Power Gateway.	Joe W.
30	Could you provide sources, applications, databases types that need connected to share data between intra agency departments	Program office / Data / IT	See answer to #25 for technical platforms. The agency has a Master Data Management solution in place based on IBM InfoSpere, and these major program areas interface with this solution. A goal of the agency is to maintain 360 degree view of the citizens and families we support. To support this, Webservice APIs are established for cross department information sharing. Data is also moved from operational data stores to reporting databases to support enterprise leadership dashboards and analytics.	Joe W.
31	What type of data sharing or integration is needed between departments? (Data integration, Application integration, Pub Sub-Real time? Batch Data processing? Streaming data?)	Program office / Data / IT	See answer to #30.	Joe W.
32	Are there date exchanges needed between external agencies?	Program Office	Yes.	H. Kim

33	Is there PII data that needs masked or remediated?	Contract Client Services / Data / Legal	Yes.	H. Kim
34	Are there security policies set up for data sharing in siloed departments?	Contract Client Services / Data / Legal	Yes.	H. Kim
35	Who are recipients/consumers of the data?	Program Office / Data	No, the primary consumer of the data is the Department which will then use the data to determine benefit eligibility	H. Kim
			Child Welfare data is consumed by analysts within various divisions of the department to inform a variety of stakeholders via dashboards and reports.	J. Chetham
36	What are the agencies goals for data cleansing, profiling, data rule creation, score carding?	Program Office	Today, Master Data Management is in place to support data cleansing and single source of truth for much of the information about the families we serve. IBM Operational Decision Manager is in place to support Business Rule processing. Also, today, Qlik is used to create analytics and dashboards that provide metrics to support score carding.	Joe W.
37	Is there a need for accurate eligibility determination to be enhanced by data profiling, cleansing, standardization, and governance?	OCCS/Program Office	Yes.	H. Kim
38	When business rules were mentioned in the RFI, is it referring to enterprise processing business rules or data quality business rules?	Procurement Officer / Contract Client Services	The Department was referring to both enterprise processing and data quality business rules.	H. Kim
39	Is score carding data important to find duplicative data, erroneous data?	Program Office	Yes.	H. Kim
40	Do you need a system in place to expose your vulnerable PII data?	Program Office / Data /Legal	I do not believe this is necessary if the system meets the security standard.	H. Kim
41	With most agencies, having access to trusted actionable data is imperative. How important is it to have governed but unlimited metadata visibility for consumers/data analysts across all your systems and programs. Is it important to govern who gets access to provisioned data?	Contract Client Services / Data / Legal	It is imperative for the metadata to be visible, governed, and protected across all of the involved systems and programs. Yes, it is imperative to govern and/or limit access to the provisioned data.	H. Kim
42	Do any of the data types include HL7, CCDA, HIPPA?	Program Office / Data	HL7 No, CCDA: No, HIPPA: Yes	H. Kim
			Yes.	J. Chetham
43	Please confirm if responders need to answer each question a-y in our response to Sections I, III, IV and V on Page 13 Section V, Subsection 2.	Procurement Officer / Contract Client Services	Vendors are not excluded from participating in the RFI, if they are unable to address all questions or aspects of the RFI.	H. Kim
44	Please confirm the time is 4:21 P.M. as stated on the My Florida Site as all that is mentioned in the RFI is that it's in Eastern Standard Time but no time slot is provided. In reference to Deadline to submit responses and close of RFI. Page 16, Section X	Procurement Officer / Contract Client Services	The Department's various deadlines are at close of business, Eastern Standard Time (EST). Responses received after the date indicated in Section X may be considered for future presentations. Presentations are only intended for clarity and are not to be considered competitive.	H. Kim
45	Are there currently any processes and procedures in place that help alleviate barriers and friction for customers to receive access to services regardless of point of entry across programs through the state? Page 12, Section IV	Program Office	Yes.	J. Chetham
46	Per goal number 2, would you provide more technical information about those systems i.e. platforms, databases, technology and software?	Program Office	See answer to #25.	Joe W.
47	Do you have a preference on replace vs enhancing your current applications.	Program Office / Data /IT	Currently, the Department does not have a preference on replacing vs. enhancing the current application(s). The Department is seeking information via this RFI to help determine what would be in the Department's best interest.	H. Kim

48	Is there any existing customer identity management solution used by the State? If so, what technology is it?		Customer Authentication is performed through third party authentication service	Lynn R.
49	What is the total number of existing Departmental information systems that would be connected, either directly or indirectly, either internal or external?		ACCESS systems are comprised of 28 applications or sub systems	Lynn R.
50	What is the total number of "solution" operators (i.e. Department staff who would interface with any finished solution)?		Approximately 4,000 ESS users	Lynn R.
51	Of the total number of annual customers, what percentage are "new" customers vs. "repeat" customers, year over year?		14.5% were identified as new customers for calendar year 2019. The look back period used for this analysis was calendar year 2018.	H.Kim
52	What are the regulator requirements for the duration of data retention? How long is the retained data expected to be "live" (i.e. readily/real-time accessible)?		Data must be accessible in some form permanently and real time accessible for period of up to 48 months	Lynn R.
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