

DEPARTMENT OF CHILDREN AND FAMILIES
DCF RFP 2021 025
ADDENDUM NO. 5

Solicitation Number: DCF RFP 2021 025
Solicitation Title: Customer Authentication Services
Response(s) Due Date: December 15, 2021
Addendum Number: 5
Addendum Date: December 6, 2021

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.

The enclosed information has been provided for consideration in the preparation of your response to the above-mentioned solicitation.

DCF RFP 2021 025, Customer Authentication Services is hereby amended as follows (Added or new language to the RFP is highlighted in yellow, while **bold** deleted language has been struck). All other terms and conditions of the solicitation remain in effect.

CHANGE NO. 1:

A CHANGE TO REQUEST FOR PROPOSAL, SECTION 1.3, CONTACT PERSON AND PROCUREMENT OFFICER, IS HEREBY REVISED AS FOLLOWS:

1.3 Contact Person and Procurement Officer

The sole contact point for communication (which will only be accepted in writing) regarding this solicitation is:

~~Tammy Davis~~ Ashley Davis

Procurement Officer

The only permitted means of contact:

By Mail:

Florida Department of Children and Families

2415 North Monroe Street, Suite 400, Room L1189

Tallahassee, 32303

By Email:

~~HQW.ESS.Contracts.Procurement@myflfamilies.com~~ Ashley.Davis@myflfamilies.com

CHANGE NO. 2:

A CHANGE TO REQUEST FOR PROPOSAL, SUBSECTION 4.3.6.1, IS HEREBY REVISED AS FOLLOWS:

4.3.6.1 Each Vendor shall use the Cost Reply Form provided in **Appendix XI** ~~Appendix XII~~. The Vendor's Cost Proposal shall be packaged separately from their Programmatic Proposal in a ~~sealed envelope~~ **separate electronic file**. Failure by the Vendor to submit the Cost Proposal separately shall result in the response being deemed non-responsive, and therefore, the Proposal will be rejected.

CHANGE NO. 3:

A CHANGE TO REQUEST FOR PROPOSAL, SUBSECTION 4.3.3.1, IS HEREBY REVISED AS FOLLOWS:

4.3.3.1 Financial Management

The Vendor must describe its current financial management and accounting systems and capability to by submitting copies of their independent financial and compliance audit report and/or certified financial statements for the two (2) most recent fiscal years. These documents must be ~~contained in a 3-ring binder~~, separate from the rest of the reply. The copies shall include all applicable financial statements, auditor's reports, management letters, and any corresponding re-issued audit components.

CHANGE NO 4:

A CHANGE TO REQUEST FOR PROPOSAL, CRITERIA 3 (D), IS HEREBY REVISED AS FOLLOWS:

Criteria Description	Maximum Points	Possible Points
The Vendor's company structure, subcontractors, experience, and proven track record of successfully providing services similar to those specified in this RFP. A. Company profile and experience B. Subcontractor profile(s) and experience C. Evidence of past successes and ability to deliver D. Prime Vendor references: Vendors shall provide a minimum of 3 different client references for solutions implemented within the last 5 years that have been successfully providing results	20%	200

<p>for a minimum of 2 years, with preference to solutions used by federal or state government clients. Vendors cannot provide as references solutions used by the Florida Department of Children and Families (DCF) if the Department has been a client in the past or present.</p> <p>(Poor – 6.25; Adequate – 12.5; Good – 18.75; Exceptional – 25)</p>		
---	--	--

CHANGE NO 5:

A CHANGE TO REQUEST FOR PROPOSAL, SECTION 3.1 IS HEREBY REVISED AS FOLLOWS:

SECTION 1. SPECIFICATIONS

3.1 Definitions and Background Information:

Term	Definition and Background Information
<p>Instant Verify and Instant Authenticate</p>	<p>Instant Verify and Instant Authenticate refer to individuals authenticated in real-time at the time they are applying for benefits. The Department will send the file with the demographics for the applicant via a web call in real time at the moment the individual is applying for benefits. The response from the Provider, including the corresponding quiz, is expected in real-time since it will be displayed immediately on-screen to the client. Client responses to the quiz will be sent back to the Provider for evaluation and confirmation of pass or fail based on client's selection.</p>
<p>Criminal History Checks Process</p>	<p>During the authentication process, the Provider will complete a criminal history check including county, federal, state, and national database searches and provide the Department with the results.</p>

CHANGE NO 6:

A CHANGE TO REQUEST FOR PROPOSAL, SECTION 4.3.6.4 IS HEREBY REVISED AS FOLLOWS:

4.3.6.4 The Department anticipates that the proposed solution sought through this RFP could be applied to all new public assistance applicants, as well as to all existing public assistance clients who are the named applicant of their case upon re- certification. From the period of June 2020 through May 2021, ACCESS reported 1,126,470 new

case applicants (“new” refers to at least a 12-month continuous break prior) and 2,239,109 existing public assistance clients who will be the case applicant upon re-certification of their case. For consistency in pricing Replies, these numbers should be used. The Department reserves the right to revise the actual number of applicants to be verified by the Vendor during the term of any contract resulting from this RFP.

The costs provided shall include the cost of all services and materials necessary to accomplish the services outlined in this RFP and its attachments and the Vendor’s Proposal hereto, including, but not limited to costs, fees, prices, rates, profit, bonuses, discounts, rebates, or the identification of free services, materials, licensing fee sharing arrangements, personnel and labor costs, equipment expenses, MFMP Transaction Fee, miscellaneous expenses and the application of all personnel additional costs (i.e. overhead, fringe benefits, etc.), travel and incidental expenses. All costs shall be consistent throughout the state.

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
1	LexisNexis Risk Solutions	4.3.5 through 4.3.6	<p>RFP sections 4.3.4 through 4.3.6 on page 16 request the following for the Financial Proposal:</p> <ul style="list-style-type: none"> • Project Budget Summary in Tab 3 (section 4.3.4 labels it Appendix V, but it appears to be instead Appendix VI on page 29); • Budget Summary and Detailed Instructions in Tab 4 (section 4.3.5 labels it Appendix VI, but it appears to be instead Appendix V on pages 27 to 28); • and a Cost Proposal also in Tab 4 (section 4.3.6.1 labels it Appendix XII, which doesn't seem to exist, and section 4.3.6.3 labels it Appendix VII, which is the Cost Allocation Plan on page 31). <p>The solution we offer authenticates identities with vast data resources accessible through representational state transfer (REST) application programming interface (API) calls. Appendices V, VI and VII don't apply to our solution because we are not a services integrator and do not factor costs for facilities, equipment, labor, supplies, etc. Our pricing format is aligned more closely with Exhibit F1 in Appendix IX. Therefore please confirm the following:</p> <ol style="list-style-type: none"> (1) Appendices V, VI and VII can be disregarded, along with the apparently nonexistent Appendix XII; and (2) Our Financial Proposal can include a Tab 3 	<p>See Change No 6. Please disregard Appendix VI, Project Budget Summary as included in the original RFP. It is not required. Appendices V, VI and VII, are replaced with Appendix XI – Cost Reply Form. This new form must be completed and submitted in place of the deleted forms.</p>

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
			Cost Proposal with pricing in the format of Exhibit F1, with no need for an additional Tab 4.	
2	LexisNexis Risk Solutions	2.7.1	RFP section 2.7.1 on page 7 indicates Vendors must submit proposals via email. However, section 4.3.3.1 on page 15 requests certain financial documents in a 3-ring binder. In lieu of hard copies in a three-ring binder, will the Department accept either: (1) separate email attachments with this financial information; or (2) a link to these attachments, which are accessible online? Our two most recent audited financial reports are collectively 400 pages and 15 megabytes. Therefore, we would prefer to provide only a link to these documents, if acceptable to the Department.	Electronic submissions with linked documents are acceptable. See Change No. 3.
3	LexisNexis Risk Solutions	5.2.1	The RFP's selection criteria mention "Prime Vendor references" in section 5.2.1 on page 19 and in the Programmatic Evaluation Manual's General Instructions on page 6. Do Prime Vendor references apply to this proposal? If so, please elaborate on what the Vendor must include in the proposal to satisfy this requirement. Also, if Vendors must provide information about other clients, how many does the Department require?	See Change No. 4.

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
4	LexisNexis Risk Solutions	PUR 1001	<p>The General Instructions indicate a respondent's additional terms and conditions shall not be considered. However, our company has essential standard contract terms and conditions that set forth company policies and protect consumers. We require that clients who deploy our solutions, which involve sensitive personally identifiable information, agree to our contract terms and conditions that help our company and customers comply with government and industry mandates for security and consumer protection. This is similar to our current contract with the Department and with every state and local government agency that uses our solutions. For reference, attached is a copy of our standard contract terms that we would propose for inclusion in the final agreement. Should Vendors include their standard terms in the Programmatic or Financial proposal for the Department's review? If not, please confirm that the vendor selected for award will be allowed to provide a copy of standard terms at a later time, after the proposal due date during a negotiation period.</p>	<p>Section 3.4.4 of the RFP contemplates the Vendor's proposal and additional submittals being incorporated into the resulting contract, subject to the order of precedence in Section 3.5 of the RFP. Additional contract terms may be submitted as part of the programmatic proposal. The RFP process does not provide an opportunity for negotiation.</p>
5	LexisNexis Risk Solutions	PUR 1001	<p>Similarly, to protect consumers and our company, ensure adequate security, and comply with applicable federal and state regulatory obligations, we would propose changes to various RFP terms and conditions for the Department's consideration. Please confirm, should we include these proposed</p>	<p>See response to Question 4.</p>

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
			changes in the Programmatic or Financial Proposal? Or would the Department prefer to receive proposed changes at a later time, after the proposal due date during a negotiations period, from the vendor selected for award?	
6	ForgeRock	1.1	Will the solution providing the “universal front door” need to support all authentication, identity proofing, and object model definitions for the applicants using the DCF hosted application(s)?	Yes.
7	ForgeRock	1.1	Is DCF planning on a complete refactor of the ACCESS application, or are you planning on simply adding identity proofing as a capability?	The Department will not refactor the ACCESS application. The Department is reprocurring the existing ACCESS application for real time identity proofing and customer authentication.
8	ForgeRock	1.1	As part of this project, does the agency plan on replacing any of the authentication infrastructure that currently protects the application(s)? If so, what platform/vendor currently supports IAM for the application(s)?	There are currently no plans for replacing any existing authentication infrastructure.
9	ForgeRock	1.1	Based on this definition, does an authentication quiz rely on knowledge-based authentication questions created by an applicant? If yes, do the applicants require self service capabilities to update or reset KBA responses? Also do these responses need to dictate changes in how an applicant might be required to authenticate?	No. The authentication quiz should be provided by the Provider based on the applicant's demographics passed by the Department and must be unique and dynamically generated for each client based on the applicant's personal circumstances. For example,

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
				based on information recorded on the client's credit report or any other source of authentication data.
10	ForgeRock	3.1 - Diversionary Question	Would diversionary questions essentially be common knowledge questions such as "days of the week" or "months in the year"? If not, can we request an example of what DCF considers a diversionary question?	Diversionary questions are those generated for individuals when not enough information is known or recorded on the data sources, or for those without a blueprint on universal data sources such as credit bureaus. For example, for an individual without a blueprint on their credit history, a question like "Which of the following addresses did you live in 2003?" would be considered a diversionary question because the person does not have known addresses on their credit report.

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
11	GCOM Software LLC	EXHIBIT C - TASK LIST - C-1	Can you confirm the process flow as below? 1. Agency will send file as batch process as Identity Verification Process batch 2. Vendor will validate those record and indicated either ' identity as Discovered' or 'not discovered' 3. For 'Discovered' provide identity Authentication Quiz. 4. For 'Not Discovered' provide 'Diversionary Quiz' 5. Both Quiz will be available as Web Call or Provider's hosted web application?	The Department will send the file with the demographics for the applicant via a web call in real time, at the moment the individual is applying for benefits. The response from the Provider, including the corresponding quiz, is expected in real-time since it will be displayed immediately on-screen to the client. Client responses to the quiz will be sent back to the provider for evaluation and confirmation of pass or fail based on the client's selection.
12	GCOM Software LLC	EXHIBIT C - TASK LIST - C-1	Can you confirm total volume (number of records) of the subset anticipated to use the batch process to provide Identity Verification Process? Please also provide expected total number of records to be processed per year.	The Department processes over 11 million applications per year. From June 2020 - May 2021, 3,365,579 were subject to Authentication.
13	GCOM Software LLC	EXHIBIT C - TASK LIST - C-1.1.2.1.	Can you provide detail about Identity Information received from the Department? Also, can you provide current checklist sample?	The Department will provide the Applicants name, Social Security Number (SSN), and Date of Birth (DOB) for authentication purposes. A current checklist sample is not used by the Department.
14	GCOM Software LLC	EXHIBIT C - TASK LIST - C-1.1.2.2.	Is department open for any other solution than ' Identity Authentication Quiz'?	Yes. The Department will evaluate all responsive qualified solutions.

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
15	GCOM Software LLC	EXHIBIT F - METHOD OF PAYMENT	We understand the department anticipates fixed cost based on transaction volume – how should the respondent record implementation costs on the provided cost proposal worksheet ('APPENDIX VII: PROPOSED COST ALLOCATION PLAN')?	See Response to Question #1.
16	GCOM Software LLC	EXHIBIT F - METHOD OF PAYMENT	Exhibit F , section F2, highlights 991k per FY starting FY 2020. Can you confirm this is for ongoing transaction based volume and does not include maintenance?	This is the maximum number of possible transactions for each State Fiscal Year (SFY).
17	GCOM Software LLC	EXHIBIT F - METHOD OF PAYMENT	How does Exhibit F (section F2) relate to Exhibit F1 payment table? Is department expecting to validate total 7,000,000 (Instant Verify 4,500,000 + Instant Authenticate 2,500,000) transactions under Tier 1 \$775,000 contract amount (\$0.09 per transaction)?	Section F2 is the description of how the provider will be paid for the delivery of service units. Exhibit F-1 contains the payment table denoting the payment threshold that is required of either service unit (Identity Verification vs. Identity Authentication). Yes, the Department is expecting the Provider to validate total transactions.
18	GCOM Software LLC	EXHIBIT F - METHOD OF PAYMENT	Can the department provide definition for Instant verify and Instant Authenticate?	See Change No. 5.
19	GCOM Software LLC	EXHIBIT F - METHOD OF PAYMENT	Can the department provide additional detail about the Tiers listed in Exhibit F1?	Monthly fees will be initially set based on the lowest volume of units of service set out in Exhibit F1, Payment Tables (4,500,000 Identity Verification transactions

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
				and 2,500,000 Identity Authentication transactions). A payment threshold is met when the volume of either service unit (Identity Verification versus Identity Authentication) reaches the minimum level for that service unit in the next payment threshold. (See Appendix IX Section F-2)
20	GCOM Software LLC	EXHIBIT E – MINIMUM PERFORMANCE MEASURES	Can the department provide definition for the criminal check process?	See Change No. 5.
21	GCOM Software LLC	4.3.6 TAB 4: COST PROPOSAL	This section refers ' the Cost Sheet Form provided in Appendix XII.', can you confirm where we can find Appendix XII?	See Change No. 2.
22	GCOM Software LLC	4.3.6 TAB 4: COST PROPOSAL	Another section refers to Cost Sheet Form, Appendix VII' as cost sheet for submission. Please can you provide sample for 'PROPOSED COST ALLOCATION PLAN'?	See Change No. 2.
23	GCOM Software LLC	APPENDIX VI: PROJECT BUDGET SUMMARY	APPENDIX VI: PROJECT BUDGET SUMMARY - Can you provide sample budget summary document?	See Response to Question #1.
24	GCOM Software LLC	4.3.6 TAB 4: COST PROPOSAL	How should we leverage the cost proposal form to include volume-based cost for this proposal (using 'APPENDIX VII: PROPOSED COST ALLOCATION PLAN')?	See Change No. 2.

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
25	GCOM Software LLC	SECTION 1.2	What is the expected volume per month of ID checks? Please provide a range if unsure.	From June 2020 - May 2021, 3,365,579 applications were subject to Authentication. During the same timeframe, 280,465 applications were subject to Authentication monthly. This volume is subject to change dependent on the number of applications received.
26	GCOM Software LLC	SECTION 2.1	In order to ensure we can fully support your process, could you explain your integration and tech stack (tools) your team is utilizing in the ACCESS system?	ACCESS Florida Systems are implemented in three platforms - IBM Z/OS and IMS , Red HatLinux/Java/Oracle and Windows/.Net/SQL Server. The Department utilizes SOAP and REST web services in the RHL environment for real-time integration as well as secure file transfer for file-based integrations.

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
27	Experian	1.1, B-3.1, B-7.2, C-1.1	<p>Can you please describe the software/databases used for the AACCESS system? The term ACCESS seems to be used to describe both the client facing portal and the underlying database. Can you provide information on the systems with which we are expected to integrate?</p>	<p>The Department does not use Microsoft Access databases. The term ACCESS refers only to the acronym for Automated Community Connection for Economic Self-Sufficiency for the client's portal. The Provider will connect with the Department systems via web calls or APIs. The underlying platform used by the Department is irrelevant for Provider purposes.</p>
28	Experian	C-1.1.2.2.	<p>From Section C-1.1.2.2. "On those occasions where the Provider lacks sufficient information to generate an identity Authentication Quiz, the Provider shall generate and deliver to the Department a Diversionary Quiz. For Customers whose identity cannot be Discovered, the Provider shall report "not discovered" and the results shall be treated as an automatic failure, but the Provider shall generate and deliver to the Department a Diversionary Quiz." a. Can you confirm that ALL applicants should receive a quiz? Even if the applicant is not discovered, they will receive a quiz?</p>	<p>Yes. All customers should receive a quiz, either an Authentication Quiz or a Diversionary Quiz.</p>

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
29	Experian	Section 1.1 - Introduction	Can you confirm the volume of applications to be processed in real time for the period of 1 year? From Section 1.1: "ACCESS reported 1,126,470 new case applicants ("new" refers to at least a 12-month continuous break prior) and 2,239,109 existing public assistance clients who will be the case applicant upon re-certification of their case." a. Is the expected annual volume the combination of these 2 numbers: 3,365,579?	See Response to Question #12.
30	Experian	Exhibit C – Task List C-1.1.1	Can you confirm the anticipated batch volume to be processed through identity verification for existing subsets of the ACCESS database? Is this volume in addition to or included in the 3,365,579 transactions already stated?	See Response to Question #12.
31	Experian	Exhibit D – D-2.1	Can you define "criminal check."? What is the expected information to be returned in a criminal check?	See Change No. 5.
32	Experian	Section 1.1 Introduction and Exhibit C – Task List	This section states the Department is seeking a turnkey solution. This implies integration services to integrate the identity services to the Department's portal/business application etc. However, in Exhibit C – Task List, here are no integration tasks noted. Does the Department desire the successful contractor to perform integration services, or will the Department do that work directly?	The successful contractor will not perform integration services but will work with the current Department's System Integration Provider to implement the solution.
33	Experian	Section 1.2	This Appendix describes the requirements for	The contractor is responsible for

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
			compliance with Federal Grant processes and reporting. Are these requirements provided for the contractor to support the Department in this process or are there direct reporting requirements for the contractor?	providing the reports as specified within the Scope of Work.
34	ForgeRock	1.1	Will the solution providing the “universal front door” need to support all authentication, identity proofing, and object model definitions for the applicants using the DCF hosted application(s)?	Yes.
35	ForgeRock	1.1	Is DCF planning on a complete refactor of the ACCESS application, or are you planning on simply adding identity proofing as a capability?	See Response to Question #7.
36	ForgeRock	1.1	As part of this project, does the agency plan on replacing any of the authentication infrastructure that currently protects the application(s)? If so, what platform/vendor currently supports IAM for the application(s)?	See Response to Question #8.
37	ForgeRock	1.1	Will DCF consider responses from vendors that provide an entire suite of IAM related services above and beyond identity proofing and KBA?	See Response to Question #8.
38	ForgeRock	3.1 - Authentication Quiz	Based on this definition, does an authentication quiz rely on knowledge-based authentication questions created by an applicant? If yes, do the applicants require self service capabilities to update or reset KBA responses? Also do these responses need to dictate changes in how an applicant might be required to authenticate?	See Response to Question #9.

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
39	ForgeRock	3.1 - Diversionary Question	Would diversionary questions essentially be common knowledge questions such as “days of the week” or “months in the year”? If not, can we request an example of what DCF considers a diversionary question?	See Response to Question #10.
40	ID.me, Inc	2.7.1; 4.3.3; 4.3.6	Will the FL DCF confirm if this RFP response and all Tabs and required forms are to be submitted electronically? Section 4.3.3 references submitting audits in a 3-ring binder; Section 4.3.6 mentions delivering the Cost Proposal in a sealed envelope. However, Section 2.7.1 states the entire response should be submitted as a single electronic PDF document.	Electronic submissions are acceptable. See Change No. 3.
41	ID.me, Inc	4.4.1	Should Trade Secrets be omitted/redacted from RFP response and only included in the “Trade Secrets” attachment? Or will trade secrets be redacted after submission based on the “Trade Secrets” attachment?	No. Please follow the format per DCF RFP 2021 025, Subsection 4.4.1.
42	ID.me, Inc	SOW B 2-1	In the SOW B 2-1, DCF states the goal is that “a Customer's identity to be Discovered and Authenticated”; is DCF pursuing a specific identity verification standard (i.e., National Institute for Standards in Technology (NIST) 800-63-3)?	NIST 800-633 is not a requirement of this solicitation. The Department will evaluate all qualified responses and proposed solutions.
43	ID.me, Inc	7.1	Since FL DEO is a partner in this initiative, is DCF aware that DEO has been utilizing NIST 800-63-3 standards for	NIST verification is not a requirement of this solicitation, as stated in Question #42.

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
			identity verification and there are 445,000 individuals on unemployment who have already been identity proofed? Would DCF consider a NIST 800-63-3 compliant Identity Verification solution in lieu of the Knowledge Based Verification (KBV) solution presented in the RFP SOW?	
44	ID.me, Inc	D-2.1; C-1.1.2.2	DCF requests a report with both a “discovered identity” and a “criminal check”, as alluded to in Section C-1.1.2.2; however, Section C-1.1.2.2. does not contain additional information on this “criminal check”. Can DCF elaborate on its requested deliverable here?	See Change No. 5.
45	ID.me, Inc	7.1	Does DCF desire interoperability with FL DEO? If so, how does DCF’s “ACCESS” system talk to DEO’s system “CONNECT”?	No.
46	ID.me, Inc	1.1; B-7.2; C-1.1.2.6	What is the software and integration workflow currently used for the DCF “ACCESS” system?	The Department does not employ a third-party workflow tool for ACCESS applications.

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
47	ID.me, Inc	C-1.1.2.3	The verification process outlined in the RFP does not indicate what happens to applicants who fail the process? Will DCF please elaborate on what happens to those who cannot verify in this manner or are reported as "not discovered"?	If an applicant fails authentication or is not discovered, the Department completes a manual authentication process.
48	ID.me, Inc	C-1 1.2	Is DCF willing to consider a solution with more equitable access for applicants as outlined in the National Institute for Standards in Technology (NIST) 800-63 standards through Unsupervised Remote, Supervised Remote, and In-Person proofing?	The Department will evaluate all qualified responses and proposed solutions.
49	ID.me, Inc	C-1 1.2.8	As part of the fraud reporting and mitigation desired for this solution, is DCF aware of its current SNAP/TANF fraud rate?	For SFY 2020/2021, the Department realized \$237,962,244 in total cost avoidance (benefits not issued) with the Customer Authentication solution.
50	ID.me, Inc	2.3	Will the DCF provide an extension for proposal submissions to October 21, in order to give vendors adequate time to incorporate DCF responses to questions into their solution?	See Addendum 4.
51	ID.me, Inc	1.1	What percentage of the DCF user population is under 18 years of age that will need verification? How does the DCF currently handle the under 18 population for applications?	Customer Authentication Services are for <u>applicants/recipients</u> over the age of 18.

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
52	ID.me, Inc	Exhibit F-1	<p>The payments table in Exhibit F-1 outlines payment based on “identity verification transaction”.</p> <p>Will the DCF provide the actual number of people who need to be verified? And; does the “identity verification transaction” count multiple verification attempts by the same person as a single transaction?</p>	<p>The Department will provide, to the Provider, the individuals that need authentication. Example: From June 2020 - May 2021, 3,365,579 applications were subject to Authentication. During the same timeframe, 280,465 applications were subject to Authentication monthly. “Identity verification transaction” does count multiple attempts by the same person as a single transaction.</p>
53	ID.me, Inc	B-2; Exhibit F-1; 7.10;	<p>Is the DCF interested in an interoperable solution established at Florida DEO that includes a network of almost 1 million Floridians whose identity is already pre-verified? If so, is the DCF willing to consider solutions that price per person verified versus per transaction, and also include significant savings to DCF for individuals who are already verified?</p>	<p>This is outside the scope of this solicitation. The applicant must be authenticated even if they have been authenticated previously during the application process.</p>
54	ID.me, Inc	1.1; C-1.1.2.3	<p>The process for identity verification as outlined in the RFP is for Knowledge Based Verification (KBV). Is DCF aware that the National Institute for Standards in Technology (NIST) formally deprecated KBA as less effective and more vulnerable to fraud (NIST 800-63-3A, https://pages.nist.gov/800-63-3/sp800-63a.html)? Is the DCF open to solutions that offer a more</p>	<p>The Department will evaluate all qualified responses and proposed solutions.</p>

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
			robust identity verification process than KBV to meet NIST's current standards for Identity Assurance Level (IAL) and Authenticator Assurance Level (AAL)?	
55	ID.me, Inc	B-2; Exhibit F-1; 7.10;	Is DCF interested in an interoperable solution at NIST 800-63-3 that not only is utilized by FL DEO, but also by federal sites such as the VA, SSA and IRS? The number of Floridians who are pre-verified increases every day due to these existing integrations.	The Department will evaluate all qualified responses and proposed solutions.
56	Maximus Federal, Inc.	1.1 - Introduction	Can you please clarify the number of transactions per year? This section references "more than 11 million applications" but then notes "1,126,470 new case applicants" and "2,239,109 existing public assistance clients".	See Response to Question #12.
57	Maximus Federal, Inc.	1.1 - Introduction	Is the State open to alternative methods of identity verification methods instead of the described "Authentication Quiz"?	No.
58	Maximus Federal, Inc.	3.1- Authenticated & Authentication Quiz	Will we (provider) be working with your development team to integrate our solution into your existing application? Or are you expecting the provider to provide a custom web base / web mobile application that meets your define requirements as outlined in this RFP?	The Provider will be working with the Department's Operations & Maintenance Provider to integrate the solution into the existing ACCESS Systems environment.

#	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
59	Maximus Federal, Inc.	3.1 - Authentication Process	Are you currently leveraging any sort of external database repository to perform data checks? If so, what type of interface does the database ingest? i.e., SOAP API, REST API, JavaScript Libraries etc.	The Department utilizes SOAP and REST web services in applications to validate data.
60	Maximus Federal, Inc.	3.1 - Automated Community Connection to Economic Self Sufficiency (ACCESS}	What type of interface does The Department's automated on-line web application ingest? i.e., REST API, JavaScript Libraries	The Department's Self-Service Portal (SSP) uses SOAP APIs and JavaScript.
61	Maximus Federal, Inc.	3.1 – Web Call	Can you please provide further details regarding the working functions of your web call?	Technical details of the Department's web services functions will be disclosed as part of project initiation.
62	Microsoft		From the period of June 2020 through May 2021, what was the average number of all applicant authentications in a month?	See Response to Question #12.
63	Microsoft		From the period of June 2020 through May 2021, what was the average number of “unique” applicant verifications per month? “Unique” implies that an applicant is only counted once despite multiple verifications attempts in a month.	See Response to Question #12.
64	Microsoft		From the period of June 2020 through May 2021, what was the average number of “unique” applicant authentications per month? “Unique” implies that an applicant is only counted once despite multiple authentications attempts in a month.	See Response to Question #61.
65	Microsoft		From the period of June 2020 through May 2021,	See Response to Question #12.

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
			what was the total number of all applicant authentications?	
66	Microsoft		From the period of June 2020 through May 2021, what was the total number of all applicant verifications?	See Response to Question #12.
67	Microsoft		Is there a requirement that the solution provide multi-factor authentication for applicants authentications?	No.
68	Microsoft		Does the current solution enforce identity verification of the applicant during every application submission?	Yes.
69	Microsoft		Does the agency currently utilize an existing applicant authentication (not verification) solution for the system? If so, what is it?	The Department does not have a login service. Applicants are authenticated at the time of application.
70	Okta, Inc	1.1 Introduction	How often do the mentioned users log in?	See Response to Question #69.
71	Okta, Inc	3.3.1	Is the mentioned budget of \$991,666 strictly enforced?	Yes.
72	Okta, Inc	4.3.3.1	In this section you mention that financial statements must be contained in a three-ring binder; however, earlier in the RFP, you ask for an electronic submission in a single, electronic file. How would you like the submission of financial statements?	Electronic submissions are acceptable. See Change No. 3.
73	Okta, Inc	General Question	In the RFP, authentication and identity proofing are mentioned several times; we do not see anything indicative of authentication. Can you provide further detail on such requirements?	Authentication occurs after an individual has been discovered as a real person. The individual then answers a series of questions to determine if the person applying is

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
				the person that was discovered (authenticated).
74	Okta, Inc	General Question	What percentage of proofing requests fail?	For SFY 2020/2021, 41% of applications received were not authenticated through the automated authentication process.
75	Okta, Inc	1.1 Introduction	Are these applications cloud or premise based? Automated Community Connection to Economic Self Sufficiency (ACCESS) Program Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Medicaid, and Refugee Services	ACCESS Is premise based. SNAP, TANF, Medicaid, and Refugee Services are not applications but programs that individuals can apply for using the ACCESS portal.
76	Okta, Inc	General Question	How will identities be managed after they are proven? The following questions are related to Florida Department of Children and Families' identity and access management initiative.	The outcome for either passed or failed applicants is irrelevant for the Provider, and outside of the scope of their involvement in the verification/authentication process.
77	Okta, Inc	1.1 Introduction 3.1 Definitions and Background Information	When you say Authenticate do you require the authentication goes to an Identity Proofer vs a Single Sign on with Multifactor Authentication	That is outside of the scope of this solicitation. The requested service is for applications for benefits, not for login purposes.
78	Okta, Inc	General Question	Once a user has been proofed and an identity created what controls are in place to reduce/eliminate fraudulent use of the identities?	The outcome for either passed or failed applicants is irrelevant for the Provider, and outside of the scope of their involvement in the verification/authentication process.
79	Okta, Inc	General Question	Is any kind of audit trail required of the user log-ons for the created identities?	Yes, an audit trail is required for all authenticated transactions.

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
80	Okta, Inc	General Question	Is use of Geofencing being considered to ensure malicious actors are not able to participate in the proofing processes?	The Department cannot stop individuals or households from applying for public assistance. The Department monitors IP address and physical address for possible fraud.
81	Okta, Inc	General Question	Is Geofencing being considered to ensure once an identity has been created that a malicious actor is unable to access the site to attempt logging in?	See Response to Question #80.
82	Okta, Inc	General Question	What applications are these identities accessing?	Applicants for benefits only interact with the ACCESS Client Portal.
83	Okta, Inc	General Question	How are identities disabled once the user no longer qualifies or should no longer have access?	The Department flags applicants when they fail authentication, but we do not disable access.
84	Okta, Inc	General Question	How are password resets or account lockouts handled?	The scope of procurement is the authentication of the customer during the application process after they have logged into their account.
85	Socure Inc.	C-1.1.2.2.	Based on the request for information, it appears that the State of Florida - DCF is prepared to require close to 50% of their applicants to go through knowledge based authentication. Is the state open to a more modern trusted approach to actively verify constituents vs a deprecated approach per NIST's guidelines?	No.
86	Socure Inc.	Fixed Award Amounts (2 CFR	How is DCF prepared to handle overages in costs beyond the fixed proposal if there are increases in	Refer to Exhibit F Section F-2 – Payment Clause.

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
		200.201; 45 CFR 75.201(volumes?	
87	Socure Inc.	C-1.1.2.4	Please describe the decision engine platform DCF is planning to use as part of the Identity verification platform?	The Department does not expect the current decision engine (IBM Operational Decision Manager) to be used as part of the Customer Authentication solution.
88	Socure Inc.	C-1.1.2.6.	Will the decision engine platform be able to consume JSON?	No.
89	Socure Inc.	5.2.1 Scoring	DCF has outlined a scoring matrix in the RFP to evaluate vendors. Does DCF plan to do an active proof of concept that would identify percentage of good applicants that doesn't require friction, percentage of applicants that require stepped upped authentication, percentage of applicants that require manual review?	No.
90	Socure Inc.	5.2.1 Scoring	Would DCF consider doing a retro batch file to test vendors for identity verification?	The Department will provide full testing support as part of this project.
91	Socure Inc.	C-1.1.1.	The Provider will process Identity Verification Process batch requests received from the Department, is DCF looking for real time identity verification which is inline with the digital transformation many state agencies are undertaking?	The solution will be used in real-time for applicants but should be able to accept batch files for mass processing during special circumstances or events like disaster or pandemic assistance.
92	Socure Inc.	C-1.1.1.	What is the targeted auto acceptance rate for identity verification for DCF? Does DCF have targeted auto acceptance rates based on age	The Department does not have an auto acceptance rate.

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
			demographics, i.e. 18 - 30, 30 - 40, etc.?	
93	TransUnion	C-1	Para C-1.1.1 states a requirement for “batch requests” and C-1.1.2 states “web calls”. Are these intended to reference the same thing, or is batch intended to reference a multi-record transfer for verification of multiple identities? If batch is separate from a real-time web call, what file format will batch requests be provided in?	See Response to Question #91.
94	TransUnion	C-1	C-1.1.2.2. Are all three languages (English, Spanish, and Haitian Creole) required, or simply desired?	All three languages are required.
95	TransUnion	C-1	C-1.1.2.2. Does the Agency require Identity Verification responses to literally use the words “Discovered” and “Not discovered”, or will the Agency accept a vendor API code which maps to the appropriate type of status	The Department can accept a Provider API code, which maps to the appropriate type of status.
96	TransUnion	Appendix IX. Exhibit F	Given that Exhibit F, Subsection F-2, of the RFP states that award will be made on a fixed price (unit cost) basis, please explain why vendors are being asked to disclose their indirect cost, overhead, bonuses, profits, etc. to the Department. Will the Department not be able to determine fair and reasonable pricing by comparing unit prices across all competing vendors?	See Response to Question #1.
97	TransUnion	1.1	Seeking clarification on annual volumes, does the Department anticipate an annual volume of approximately 11,000,000 applications or more in the range of approximately 3,365,579 applications;	See Response Question #12.

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
			combined new applications and re-certifications annually?	
98	TransUnion	4	4.3.6.1. Each Vendor shall use the Cost Sheet Form provided in Appendix XII. There is no Appendix XII. Did you mean Appendix VII? Or should there be an Appendix XII which is missing?	See Change No. 2.
99	TransUnion	Appendix II	Are vendors to propose clarifications or exemptions to standard contract terms and conditions within their RFP response, or will these be considered if proposed after notice of award? If clarifications/exemptions to standard contract terms and conditions are required within the RFP response, how would the Department seek those be expressed, in light of “a. Certification of Binding Proposal and Acceptance of Terms of RFP and Contract Document”?	Vendors are neither to propose changes which alter the contract terms as presented in the RFP within the response or after the award. In the Florida RFQ process, there is no opportunity for negotiation. Vendors may submit additional terms which supplement the terms in the RFP in a response. In the event of an award such additional terms would be subject to the order of precedence in Section 3.5 of the RFP.
100	TransUnion	Appendix II	What rights of exclusivity is the Department seeking a vendor to waive under “d. Certification Regarding Subcontractors”?	In this context “exclusivity” refers to contractual provisions in a contract with a subcontractor which prohibit the subcontractor from working with another Vendor.
101	Verizon		In the Standard Contract Part 1, Section 5.1.6 states that we will not be able to withhold any records based on a claim that the records requested are confidential, proprietary or a trade	Responses to RFPs are public records subject to disclosure. However, trade secrets are confidential and exempt from such

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
			secret, and Section 5.3 provides the process of providing confidential and exempt information. If we consider any of our response confidential or exempt, should we be providing only redacted versions with our RFP response? Will the RFP response be considered a public document?	disclosure. If a Vendor asserts trade secret protection over a portion of its response, the Vendor should submit both a redacted response and an unredacted response. The Department will make the redacted response available to anyone who requests it. If the Department gets a request for the unredacted response, the Department notify the Vendor so as the give the Vendor opportunity to file a legal action to enjoin the release of the unredacted record.
102	Verizon		Section 4.3.6.4 requires that the Vendor's cost proposal include all costs, including costs, fees, profits, personnel and labor costs, etc. Vendor does not generally provide information pertaining to its profit margins. Is it a mandatory requirement for Vendors to provide their profit margin information with this RFP response?	See Response to Question #1.
103	Verizon		For applications, would you prefer real-time verification?	The solution will be used in real-time for applicants but should be able to accept batch files for mass processing during special circumstances or events like disaster assistance.
104	Verizon		NIST 800-63 has stated that out-of-pocket	The Department does not use out

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
			questions are no longer recommended. Do you intend to move away from them?	of pocket questions. This is for validation at the time of application.
105	Verizon		Would you prefer document verification?	This question is unclear.
106	Verizon		Would NIST's 800-63 standards for biometric authentication be preferred?	No.
107	Verizon		For authentication, how do you plan to mitigate phishing attacks and account takeovers?	The Department email security solution uses multiple layers and products to provide comprehensive email security by detecting and blocking threats. The Department has the ability to guard against sophisticated identity-based attacks and has implemented advanced phishing protection services.
108	Verizon		Is it the intention of the RFP to eliminate fraud and phishing attacks? Would a consumer identity and access management (CIAM) solution that provides for Biometric authentication be acceptable?	Yes, the intent of the RFP is to eliminate fraud. A Biometric solution is not within the scope of this solicitation.
109	Verizon		What are the demographics of Florida DFS's use case?	The Department collects numerous attributes for applicants/customers.
110	Verizon		Will DCF consider alternative solutions that provide greater protections from fraud and phishing attacks?	No.
111	Verizon		If DCF will accept alternative solution proposals; will alternative Terms and Conditions in alignment with the proposed solution be considered	No.

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
112	Alexander Applied Research Associates LLC (DBA WhoIAM)	C-1	Does the agency currently utilize an existing user/applicant authentication (not verification) solution for the system? If so, what is it?	The Department currently has an identity and authentication solution in place provided by a third-party vendor.
113	Alexander Applied Research Associates LLC (DBA WhoIAM)	C-1	Is the DCF open to moving to a new Identity Provider that is capable of in-line verification of a user based on the Authentication quiz, or should we be looking to use the existing Identity Provider?	No, the existing Provider will be used.
114	Alexander Applied Research Associates LLC (DBA WhoIAM)	C-1	Are all questions in the Authentication Quiz and their answers provided to the new system by FL DCF or do some or all questions need to be sourced from public record?	All questions used in the Authentication Quiz must be sourced from public records.
115	Alexander Applied Research Associates LLC (DBA WhoIAM)	C-1	If the FL DCF is providing all question bank and answers, at what frequency is the question bank refreshed? What is the average size of the payload (number of users, number of records per user) in each batch call?	All questions used in the Authentication Quiz must be sourced from public records. The solution will be used in real-time for applicants but should be able to accept batch files for mass processing during special circumstances or events like disaster or pandemic assistance. From June 2020 - May 2021,

<u>#</u>	<u>Vendor</u>	<u>RFP Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
				3,365,579 applications were subject to Authentication. During the same timeframe, 280,465 applications were subject to Authentication monthly
116	Alexander Applied Research Associates LLC (DBA WhoIAM)	C-1	Is the Authentication Quiz intended to be used only during new user registration, or will this be used during sign-in to reduce fraudulent login? Are other mechanisms such as bot detection acceptable to reduce the number of fraudulent access attempts?	The requested service is for applications for benefits, not for login purposes or user registration.

APPENDIX XI – COST REPLY FORM

Instructions to Respondents:

Fill out the Cost Reply Form and submit separately per the instructions in RFP **Section 4.3**. The costs in the table below are fixed fee costs. Fees associated with transitioning responsibilities with the current vendor should be amortized over the duration of the contract and included in the statewide transaction rate costs.

Phase	Service	Cost	Frequency	Comments
1. Identity Verification Services				

