

ADDENDUM #003
REQUEST FOR INFORMATION
Office of Economic Self-Sufficiency

Solicitation Number: RFI 20-102
Solicitation Title: Information System Applications Integration
Addendum Number: 003

Please be advised that the changes below are applicable to the original specifications of the above referenced solicitation.

This Addendum includes the Department's answers to written questions received.

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**RFI 20-102
Integration of Applications
Question & Answers**

	Written Question Received	Department's Written Answer:
1	Whether companies from Outside USA can apply for this?	Yes.
2	Whether we need to come over there for meetings?	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.
3	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	No.
4	Can we submit the proposals via email?	Please review Section VII, Response Submission.
5	If a formal solicitation were to be released for this project, what is its current anticipated release date?	At this time, the Department has not made a determination on future competitive efforts.
6	Does this project currently have an estimated budget?	The Department has not determined a final budget at this time.
7	What are considered Certified Business Enterprises?	You may find this answer by going to https://www.dms.myflorida.com/agency_administration/office_of_supplier_diversity_osd
8	How did the legacy system (ACCESS) come about or what was its origin?	Please review Section I, Introduction.
9	Are you looking for cost reduction, better functionality or both?	The Department is looking for both cost reduction and increased functionality.
10	Is there an incumbent or would this be totally new work?	The Department currently contracts for these services.
11	Is teaming amongst vendors allowed in this project?	Please refer to answer #8.
12	Are you looking to maintain information in mainframe or moving to the cloud, leveraging .net framework?	The Department is seeking information from Vendors to gain perspective on what would be in the Department's best interest moving forward.
13	Are the application(s) available via mobile phone or tablet?	The Department would like for the application(s) to be available via mobile phones and tablets.
14	Are you having issues with intake via paper based applications? If yes, what are they?	For the Program Office of Child Welfare (OCW), no. For the Program Office of Economic Self Sufficiency (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.
15	Currently how often (percentage) are interviews required of applicants for ESS?	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.
16	What percentage of applications are coming in on paper vs. online? (and what is DCF's intended future state for paper applications?)	7.2% of the applications including redeterminations are coming in on paper. This data was obtained from January 2020-August 2020.

17	<p>“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)</p>	<p>The employee will make the final eligibility determination in the FLORIDA mainframe system.</p>
18	<p>Within the ACCESS component –the diagram lists “Verifications” – can DCF please specify what verifications/interfaces that this represents? (Shown in Attachment 4)</p>	<p>Verifications represent interfaces with the Federal and State data services. (i.e. Social Security and State Wage Information).</p>
19	<p>Within the FLORIDA Mainframe system – the diagram lists “Data Exchanges” – Can DCF please specify which data exchanges this represents? (Shown in Attachment 4)</p>	<p>Data Exchanges represent data exchanges with Federal, State, and private third party sources (i.e., Social Security, IRS, Department of Economic Opportunity, etc.).</p>
20	<p>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)</p>	<p>Both the Verifications and Data Exchanges as well as other sources (i.e. DMV, Dept of Health, ect) contribute to the operational process.</p>
21	<p>Of the systems listed in the table on Page 2 of Attachment 4 – which of them maintain independent beneficiary records/program rolls?</p>	<p>The FLORIDA system is the system of record and holds all the benefit information.</p>
22	<p>Section IV – Goals Statement – 1 (K) - What are the current AI and ML technologies currently being leveraged?</p>	<p>ML technologies currently being leveraged are through the ESS Chatbot.</p>
23	<p>Section IV – Goals Statement – 1 (K) - What are the types of use cases does the department see these technologies being leveraged for?</p>	<p>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.</p>
24	<p>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?</p>	<p>The Department is considering modernization or full replacement of both systems (ACCESS and FSFN).</p>

25	Can you provide additional context on your 2 current environments, age, tech stacks, structure?	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 Integration Bus, Operation Decision Mgr., and Data Power are employed. These apps are in the states data center. The FSFN environment is primarily Java-based system that use DB2 database servers, all hosted in AWS. Autosys is used for job scheduling and control, and SAP is used for ETL processing. SAP Data Services, SAP Business Objects, and Oracle WebLogic is also use.
26	You mention EBT fund transfer, can you provide a process/detail on how this is completed today?	Please refer to the Process Maps.
27	Can you provide your goals around eliminating paper to transform to a fully digital state?	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.
28	Can you provide additional detail on your RPA plans, i.e. – vision of RPA, removal of manual processing of paper, etc.?	Enhance customer experience, automate processes requiring worker involvement without decision-making functions, reduce processing time and rote processes.
29	Are you currently using any type of Enterprise Service Bus (ESB), if so can you provide details on the product?	The Department is currently use IBM Integration Bus and IBM Data Power Gateway.
30	Could you provide sources, applications, databases types that need connected to share data between intra agency departments	Please refer to answer #25 for technical platforms. The Department has a Master Data Management solution in place based on IBM InfoSphere, 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 the Department supports. To support this, Webservice application programming interfaces (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.
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?)	Please refer to answer #30.
32	Are there data exchanges needed between external agencies?	Yes.
33	Is there PII data that needs masked or remediated?	Yes.
34	Are there security policies set up for data sharing in siloed departments?	Yes.
35	Who are recipients/consumers of the data?	The Department.
36	What are the agencies goals for data cleansing, profiling, data rule creation, score carding?	Master Data Management is in place to support data cleansing and single source of truth for much of the information about the families the Department serves. 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.
37	Is there a need for accurate eligibility determination to be enhanced by data profiling, cleansing, standardization, and governance?	Yes.
38	When business rules were mentioned in the RFI, is it referring to enterprise processing business rules or data quality business rules?	The Department was referring to both enterprise processing and data quality business rules.

39	Is score carding data important to find duplicative data, erroneous data?	Yes.
40	Do you need a system in place to expose your vulnerable PII data?	No.
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?	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 or limit access to the provisioned data.
42	Do any of the data types include HL7, CCDA, HIPPA?	Yes.
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.	Vendors are not excluded from participating in the RFI, if they are unable to address all questions or aspects of the RFI.
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	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.
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	Yes.
46	Per goal number 2, would you provide more technical information about those systems i.e. platforms, databases, technology and software?	Please refer to answer to #25.
47	Do you have a preference on replace vs enhancing your current applications.	Currently, the Department does not have a preference on replacing versus 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.
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.
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.
50	What is the total number of "solution" operators (i.e. Department staff who would interface with any finished solution)?	As of August 2019, there were approximately 19,000 distinct system users located throughout the State.
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.
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.

53	Given, the OCW is in need of a new CCWIS case management solution, and the Office of ESS has case management needs for their SNAP, TANF and Medicaid Clients as well as their work with Refugee and Homelessness clients, does the state have an estimate on the number of clients/cases they will need the solution to support? Many of the clients will overlap across the different categories of users, thus beyond a total number of users of each need or category, is there an estimate for number of clients?	Florida Safe Families Network (FSFN) is the single information repository for all child welfare case management work containing 30 years of data for over 8,000,000 people. Please see the Child Welfare 2020 Annual Performance Report for FY 2019-20, dated October 2020, at http://centerforchildwelfare.fmhi.usf.edu/kb/LegislativeMandatedRpts/2020_Annual_Performance_Report.pdf
54	Between, the OCW and ESS, as well as other agencies, CBCs, contractors and service providers across the counties, does the State have an estimate on how many users would be utilizing the solution?	Please refer to answer #50.
55	What is the technology which supports the Florida's Practice Model?	FSFN . See answer to #25. Additionally, contracted Community-Based Care Lead Agencies (CBCs) and some service providers supplement FSFN with structured and unstructured data sources, including Excel documents, online calendars, and other various forms of data capture, management, and storage.
56	Can they provide more insights into what the ACCESS benefits system currently provides? Is it mobile? Does it provide case management capabilities?	In reference to the FLORIDA System. No it is not mobile, and yes it does provide case management capabilities.
57	As mentioned in V.2.k, what are the other standalone systems mentioned beyond the ACCESS and Florida's Practice Model Technology?	This question is self-referential to the current technology that supports the Office of Economic Self-Sufficiency (ESS) and the Office of Child Welfare (OCW).
58	Does the State / Department have an MDM / Master Data Management centralized system in place today?	Please refer to answers to #30 and #36.
59	What is the State's and Departments approach to providing access to and requiring use of the	Private organizations limited to our approved community partners and Medicaid providers would have access to the new integrated system to submit electronic
60	What is the desired rollout time frame? Time from signature of contract to go live?	The Department is seeking information from Vendors to gain perspective on what would be in the Department's best interest moving forward.
61	Are there other departments that would or should also participate in information and systems consolidation and coordination to better serve the clients?	Yes. There are key stakeholders within other Department program offices, as well as, contracted community partners, and the legal and judicial systems; however, the Department can't offer insight into the operations of other state agencies.
62	What is the plan for department workers mobile enablement if any?	Please refer to answer #13.
63	Does a base line measurement of the critical success factors exist today? IF so what are they?	For Child Welfare data for Fiscal Year 2019-20, please see the 2020 Annual Performance Report for FY 2019-20, dated October 2020, at http://centerforchildwelfare.fmhi.usf.edu/kb/LegislativeMandatedRpts/2020_Annual_Performance_Report.pdf
64	What are the success criteria for this project and how are those outcomes going to be measured?	The success of the Department's Enterprise Integrated System Implementation will be based on a number of quantitative and qualitative factors. Each of these factors are in alignment with the business objectives and proposed business process requirements outlined in the Strategic Needs Assessment section of this document, as well as the overall vision and mission of the Department.
65	Section X. TIMELINE – There is reference to a TIME OF DAY for submission, however, in the table associated with X. only dates are shown. Should we assume End of Day?	Please refer to answer #44.
66	What external interfacing systems are currently integrated?	Florida Vital Statistics data is used by Hotline counselors to support entity resolution. USPS is used to verify the county of the address provided for correct intake assignment. LexisNexis (Accurint) is used to support an acceptable means to locate a child for an intake.
67	What types of documents are in scope for imaging and what capabilities are available in the current state? Can DCF provide high level document imaging volumes?	FSFN uses a file cabinet to store images for each case. It is a document imaging system with very limited capabilities and not true content management. Florida has established a statewide web Adoption Exchange System (AES) with a photo-listing component. The File Cabinet Scanning module design supports the storing and categorizing of digital documents related to cases and case participants.
68	What types of video content are relevant to this scope? Can DCF provide high level volumes?	None at this time.
69	Can DCF describe at a high level any Artificial Intelligence capabilities being leveraged today?	the Department's call center leverages an Interactive Voice Response and a chatbot that helps answer customer inquiries without the need to speak to an agent.
70	What Business Rule Engine (if any) does DCF leverage today?	See answer to #36.

71	What is your current data replication requirements ?	We do not desire to replicate data just so that other disparate systems can access it. The Department prefers using application programming interfaces instead. Therefore, requirements include replicating for warehousing, analytics, reporting, and disaster recovery.
72	How many agents currently staff the ESS call centers?	In the ESS Call Center for SNAP, Medicaid, etc., we have 375 Frontline staff answering the phone, and an additional 72 support staff.
73	Can DCF share the telephony provider?	The Avaya Aura Contact Center manages telephone, fax, and web intake using a single-agent desktop interface to support the Florida Abuse Hotline. Calabrio is utilized for workforce management and quality management. The system is vendor managed (by Hayes), but the Department is responsible for day to day provisioning.
74	What volume of fraud cases does the PBI team receive/investigate on a monthly basis?	The monthly average number of fraud cases that are investigated by the Benefits Investigation Team within the Office of Public Benefits Integrity is 988.
75	What types of fraud and abuse are prevalent given the current processing?	The top three fraud types are: 1. Misrepresentation of household/individual income. 2. Failure to report accurate household composition. 3. Failure to report household/individual monthly income.
76	What is the yearly dollar amount impact caused by fraud and abuse today?	For the Federal Fiscal Year 19/20 the financial impact of fraud investigations is total Cost Avoidance (stopped benefits from being issued) of \$16,140,781.00 and Deterrent Savings (The amount of benefits that did not get issued due to adjudication of fraud) of \$2,827,114.00. The total value of overpayment claims established as a result of Fraud is \$6,825,621.42. This is for fraud specific to our Department and does not include abuse.
77	Do you anticipate extending the bid due date?	Please see Addendum #001.
78	What additional details are you willing to provide, if any, beyond what is stated in bid documents concerning how you will identify the winning bid?	This is an RFI, as defined in section 287.012(22), Florida Statutes (F.S.), for planning purposes only. This is not a solicitation. The information gathered from this RFI may be used to develop a future competitive solicitation(s).
79	Was this bid posted to the nationwide free bid notification website at www.mygovwatch.com/free?	This RFI was posted on the Department of Management Services' Vendor Bid System. Please see the link below: https://www.myflorida.com/apps/vbs/vbs_www.main_menu
80	Other than your own website, where was this bid posted?	Please refer to answer #79.
81	Why is the contract out to bid at this time?	Please refer to answer #78.
82	How many copies of proposals are vendors required to submit?	Please refer to Section VII. Response Submission of the RFI.
83	Has the current contract gone full term?	No.
84	Have all options to extend the current contract been exercised?	The Department has not elected to offer contract extension as defined by s. 287.057(12), F.S. All contract renewals have been leveraged.
85	Who is the incumbent, and how long has the incumbent been providing the requested services?	The Department has two active contracts for reference. LU913 and LU914. The Department of Financial Services' Florida Accountability Contract Tracking System provides additional detail: https://facts.fldfs.com/Search/ContractSearch.aspx
86	How are fees currently being billed by any incumbent(s), by category, and at what rates?	Please refer to answer #85.
87	What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	Please refer to answer #85.
88	Please describe your level of satisfaction with your current vendor(s), if applicable.	Please refer to answer #85.
89	Will accounts be primary placements, not having been serviced by any other outside collection agency, and/or will you also be referring secondary placements? If so, should bidders provide proposed fees for secondary placements also?	The Department is required by section 414.36, F.S., to outsource the cash collections. The Department only contracts with one vendor for these activities.
90	What collection attempts are performed or will be performed internally prior to placement?	There are several types of collections that occur internally to the Department. Recoupment: reducing the monthly amount of SNAP and TANF benefits to pay an outstanding overpayment claim, Lottery offsets, Treasury Offset program: Offsetting federal payments to pay outstanding SNAP overpayment claims, voluntary Electronic Benefits Transfer (EBT) payment on SNAP or TANF overpayment claims.
91	What is the total number of accounts available for placement now by category, including any backlog?	The Department has not made a determination and is looking forward to seeing what recommendations the vendor community submits.
92	What is the average balance of accounts by category?	Please refer to answer #91.
93	What is the average age of accounts at placement (at time of award and/or on a going forward basis), by category?	Please refer to answer #91.
94	What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?	Please refer to answer #91.

95	What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?	Please refer to answer #91.
96	What has been the historical rate of return or liquidation rate provided by any incumbent(s), and/or what is anticipated or expected as a result of this procurement?	The Department does not expect any result as it relates to Benefit Recovery Collections with this RFI.
97	Have all cases been fully adjudicated by the time of placement?	Yes
98	If applicable, will accounts held by any incumbent(s) or any backlog be moved to any new vendor(s) as a one-time placement at contract start up?	Please refer to answer #91.
99	What computer software system do you use to manage your accounts/inventory?	Please refer to the link(s) in Attachment A.
100	Do you have any plans of changing that system in the future, and why/why not?	The Department is considering what options are available to ensure it continues to offer the citizens of the State of Florida the best option(s).
101	Do you subscribe to any offset programs?	Please refer to answer #99.
102	Is the DCF looking for a single vendor to deliver all of these services or, may a vendor with expertise in certain areas bid for those areas and work with the prime to implement?	Please refer to answer #78.