C3505 - RFQ - Reemployment Modernization Tools

Questions and Answers
11/30/2022

Number	Page/Section	Question	Answer
1	2.4.2.2	Could DEO please provide an internal user count breakdown to go with the user classifications listed in 2.4.2.2?	This information is not readily available at this time.
2	pg 124 "The CX/UX Solution must enable intelligent document parsing. When a user uploads a document to support an action, the data from the document is used to prepopulate the fields and forms in the CX/UX Solution for the claim."	Could DEO give an estimate of the # of documents that are (or, could be) scanned on an annual basis?	This information is not readily available at this time.
3	C.2 Rules Engine "The BRE Solution shall provide a User Access Report."	Need further details on what "User Access" means for this report. Does it mean permission sets defined by DEO?	DEO, for example, would like a report of user access for audit tracking. E.g., Manager should be able to review change log of the business rules in the rules engine, as needed.
4	C.2 Rules Engine "The BRE Solution shall have the ability to integrate with enterprise application performance monitoring tools (AppDynamics and Splunk)."	Salesforce Platform generally has this capability, and BRE is built into Salesforce, in that it is not a standalone solution. Can you provide more detail on what exactly you would like to export to an enterprise application performance monitoring tool?	DEO would like to integrate current and new systems in to the APM (Application Performance Monitor tool). This is to track the system performance from all the layers of the application. DEO would like to integrate the BRE solution with the APM tool to monitor system health and performance in Realtime to determine capacity needs.
5	Scope of Work	Does the Department anticipate negotiating all contract terms and conditions explicit to Contract C5305? Should respondents submit exceptions to Attachment D - Vendor Core Contract for the Department's consideration?	Contractor may submit requested exceptions to DEO's Vendor Core Contract; DEO will, in its sole discretion, determine which terms and conditions will be negotiated.
6	Scope of Work	Please confirm if C5305 will be posted and responded to on GSA eBuy or MyFloridaMarketPlace Ariba.	C3505 Scope of work is currently listed on both MyFloridaMarketPlace Ariba through a collaborative

Questions and Answers
11/30/2022

Number	Page/Section	Question	Answer
		When does the Department expect posting to either procurement site to occur?	requistion to the Cloud Solutions NASPO vendors and GSA eBuy.
7	Scope of Work	Will the Department extend the response due date to December 30, 2022?	Responses to this RFQ must be submitted by 3 p.m. on December 14, 2022.
8	1.1 Background 1.5 Summary of Requested Service	Please define and describe all contracts, vendors, and the governance process for coordinating across all vendors the Department has or expects to be under contract during the project associated with this RFQ.	Refer to the 'Procurements' tab at www.floridajobs.org/ramodernization for more information.
9	1.5 Summary of Requested Services	Clarify between what requirements are provided within this RFQ and what needs to be established and incorporated?	Requirements included in section 2.0 and in Attachment C are provided in this RFQ. Any remaining requirements must be identified by the selected Contractor during the term of the Contract.
10	1.6 Data Privacy and Cyber Security	Provide DEO's Identity Access Management solutions.	DEO currently utilizes Azure Active Directory with Multifactor Authentication, B2C, and ID.me.
11	1.6 Data Privacy and Cyber Security	Please provide the Department's minimum requirements.	Refer to section 1.6.
12	1.6 Data Privacy and Cyber Security	Please provide the Department's preferred central log management tool(s) and SIEM platform.	Splunk.
13	1.9 Current Technical Environment	Can the Department confirm the applications included in the table is comprehensive and a complete reflection of the current solution in scope for the intended Technology Solutions?	Yes.
14	2.1 Project Management	Will DEO provide licenses for ServiceNow to the selected vendor's staff?	Yes.
15	2.6 Data Conversion	Provide details on current data to be converted e.g., volume.	The selected Contractor will be responsible for determining the volume of data that will require data conversion based on the technology solution proposed in their Response.

Number	Page/Section	Question	Answer
16	3.0 Deliverables, Tasks, Minimum Level of Service, and Financial Consequences	May respondents propose alternative due dates for deliverables?	Respondents may propose alternative due dates for deliverables, provided all work included in section 2.0 is complete and operational by June 30, 2023.
17	Attachment C Requirements Traceability Matrix C.1 SOA and API Layer	What current technology, if any, is used to search PDF files on DEO's current solution?

Are PDFs scanned images of paper forms or original PDFs?

What type of storage does DEO utilize in the current Azure Gov Cloud IaaS? | PDFs include both original PDFs and scanned images of paper forms. The files currently exist on-premises and are expected to be transitioned to a cloud-hosted environment by February 2023.

The current System uses IBM FileNet stack for document management. Certain documents are managed by a Contractor in their proprietary software. |
18	Attachment C Requirements Traceability Matrix C.1 SOA and API Layer	Where are the documents associated with this requirement currently stored? If Sharepoint, what version of Sharepoint is used?	The current System uses IBM FileNet stack for document management and certain documents are managed by a Contractor in their proprietary software.
19	Attachment C Requirements Traceability Matrix C.1 SOA and API Layer	Does the current solution have Data enrichment access? Does it have defined Taxonomy?	Yes, but it needs refinement.
20	Attachment C Requirements Traceability Matrix C.1 SOA and API Layer	Does the Department have a standard integration tool? If yes, what is it?	DEO does not have an integration tool.
21	Attachment C Requirements Traceability Matrix C.1 SOA and API Layer	Does the Department have a workflow or business process management (BPM) tool? If yes, what are they?	DEO utilizes various workflow tools provided by Genesys, Pegasystems, and Microsoft SharePoint.

The current System uses the IBM FileNet engine to manage workflow functionality.

DEO utilizes Visio, Lucid Chart, and is implementing Sparx EA for Business process mapping (BPM). |