



State of Florida
Agency for Workforce Innovation

UC Modernization Project - Phase 2b

**#10-ITN-001-SS - UC Modernization Project -
Phase 2b (UCCBIS) System – Design,
Development and Implementation**

Accenture Interim Revised Proposal Instructions #1

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1 OVERVIEW

The purpose of this document is to provide Vendor instructions in order to obtain an Interim Revised Proposal (IRP) that will be used as input to the negotiation process. The vendor is instructed to submit an Interim Revised Proposal in accordance with the instructions in this document and the attached forms and to submit them electronically to Fran Shewan and Sonja Strickland of AWI Purchasing by **12:00pm on November 01, 2010.**

The Agency intends to conduct a negotiation session during which the vendor will present their response to the IRP instructions. The location for the sessions will be announced at least two days prior to the sessions. Accenture's negotiation session is scheduled for: **November 03, 2010 8:00am – 12:00pm.**

Please refer to ITN section B.15.4 (page 32), which provides that "the Agency, upon completion of each step, reserves the right to finalize the negotiations process at any time in the process that the Agency determines such selection would be in the best interest of the State." Accordingly, this may be the only opportunity you have to revise your proposal. **Do not hold back an offering of value, on the assumption that you will offer it later.**

The points of contact with the Agency for purposes of this Negotiation:

Agency for Workforce Innovation
Procurement Office
Caldwell Building
107 East Madison Street, B-047
Tallahassee, Florida 32399
Fax Number: (850) 245-7470

Procurement Officers (Points of Contact):

Fran Shewan
Purchasing Specialist Supervisor
Telephone Number: (850) 245-7466
Fran.Shewan@flaawi.com

Sonja Strickland
Purchasing Specialist
Telephone Number: (850) 245-7472
Sonja.Strickland@flaawi.com

Vendors shall not contact any other office or employee of the Agency for information with respect to this Negotiation. The Agency shall not be bound by any information from whatever source that does not come from the Agency's contact office or that is not contained within this document.

Negotiation Registration- Vendor's Point of Contact

UC Claims and Benefits Information System Negotiations

VENDOR SHALL COMPLETE AND RETURN TO THE ISSUING OFFICE

Complete the information below and fax this sheet immediately to the Agency's Office of Procurement and Contract Administration at (850) 245-7470. The "Negotiation Registration" form is due back to the Agency by the **close of business on October 25, 2010.**

Company Name: _____

Contact Person: _____

Address: _____

City, State, Zip: _____

Telephone: _____

Fax Number: _____

Cell Phone Number: _____

E-mail address: _____

For each additional attendee, please provide their name and functional role as it pertains to this negotiation.

Additional Attendee List	
Name	Functional Role
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

2 CLARIFICATIONS AND INSTRUCTIONS

Please review the following clarifications and instructions and respond as instructed. In addition, please add items to address any proposed exceptions to the ITN, the Requirements Definition Document and ITN Attachment Q.

Item	Vendor Instructions
1	<p>Provide your proposed approach for software and hardware updates (patches, updates, upgrades, etc.) during the DDI and warranty and maintenance periods.</p> <p>Vendor Response:</p>
2	<p>Describe the method and any calculations used to identify the number of required software licenses.</p> <p>Vendor Response:</p>
3	<p>Describe the method and any calculations used to identify the proposed hardware configurations.</p> <p>Vendor Response:</p>
4	<p>Describe how your proposed solution will support disaster recovery (AWI agrees disaster recovery hardware is not part of the proposal).</p>

Item	Vendor Instructions
	Vendor Response:
5	<p>Describe your proposed approach and optimal schedule for a single phase implementation. Include the schedule and cost impacts, benefits, risks and risk mitigators of a single phase implementation.</p> <p>Provide a fully resource loaded and leveled MS Project Schedule for a single phase implementation.</p> <p>Also indicate any changes to the operations and maintenance support from your original approach to a single phase implementation.</p>
6	<p>What is your approach to provide the six (6) Environments: Sandbox, Development, Test, Quality Assurance, Training and Production (e.g., Physical or virtual)? If virtual, how will you manage contention for the shared environments?</p>
	Vendor Response:

Item	Vendor Instructions
7	<p>Please refer to special condition 14.0 in the draft contract included as ITN Section D (pages 95-97). It is important for the Agency to confirm now your legal ability to deliver what you propose and to have a complete understanding of your proposed universe of Project-related agreements, whether first-party or third-party. Toward this end, please submit with your IRP the following:</p> <ul style="list-style-type: none"> (a) written documentation evidencing your ownership of rights in Contractor Technology that you propose to pass to the Agency, whether via sale or license (e.g., copies of any existing patents or registered trademarks or, if you propose to sub-license, a copy of the license between you and the licensor); (b) to the extent that such Contractor Technology includes third-party property, your proposed form(s) of third-party license(s); (c) any proposed warranty agreements, whether first-party or third-party; (d) any proposed maintenance agreements, whether first-party or third-party; (e) any written agreements, however styled (e.g., teaming agreement, joint marketing agreement, reseller agreement, etc.), that govern your offering of another party's goods or services as part of your Response. <p>Please bear in mind the instruction in paragraph 19 of ITN Section C - General Instructions to Vendors (page 38): "Any Vendor claiming that its response contains information that is exempt from the public records law shall clearly segregate and mark that information and provide the specific statutory citation for such exemption."</p> <p>Vendor Response:</p>
8	<p>NF.0416 - The system shall provide the ability to route calls based on caller entered digits or spoken choices (speech recognition). Clarify your response to this requirement for all three languages.</p> <p>Vendor Response:</p>

Item	Vendor Instructions
9	<p>The Agency has dedicated the following staff to the UC Project:</p> <p># Role -----</p> <p>(1) Project Director</p> <p>(4) Project Management Office - Project Management Monitoring & Controlling, Communications, Budget, etc.</p> <p>(3) Business Analysts - Business Process Continuity, BPR, Organizational Change Management, Benefits Realization</p> <p>(17) Subject Matter Experts</p> <ul style="list-style-type: none"> - (2) Managers - (5) Claims/Wage Determination - (2) BPC - (2) Special Payments & Special Programs - (3) Adjudication - (2) Appeals/Federal Audit - (1) Workforce <p>(5) Technology Transition - Systems Architect, DBA, Sr. Developer, Legacy Integration</p> <p>Provide clarification as to any additional AWI staffing that will be required based on your proposal? What responsibilities will be required of the AWI staff as part of your solution? E.g. Requirements validation, BPR, conversion, testing, etc. What training and training materials will be provided to the AWI staff to meet their responsibilities? Please clarify that your bid includes the appropriate software licenses for our project and support staff. Provide clarification for pre and post implementation.</p>
	<p>Vendor Response:</p>

Item	Vendor Instructions
10	<p>What staffing will the Agency need to have in place to support the application once you have met your warranty and maintenance obligations?</p> <p>Describe all technical training (type, length, result) that you will provide for the Agency staff to become proficient to maintain the system for all components (e.g. application, database, third-party tools, etc.).</p> <p>What additional training will be required (provide type, source and cost) if any?</p> <p>What is the minimum timing for the Agency staff to be on board in order to receive training and become proficient to support the application?</p> <p>Vendor Response:</p>
11	<p>Provide a cost for hardware for Accenture developers.</p> <p>Vendor Response:</p>
12	<p>Please provide a revised cost estimate that incorporates the cost impacts of these instructions using Attachment A - Original SDLC Cost Breakdown. In addition please provide the revised cost estimate in Attachment B - Revised SDLC Cost Breakdown which provides a breakout of the planning phase and project management activities throughout the project. In the vendor response space below please provide an explanation of the methodology and assumptions used to calculate the pricing for each phase in Attachment B - Revised SDLC Cost Breakdown.</p>
	<p>Vendor Response:</p>

Exhibit 1 Instructions and Clarifications Table

3 ALTERNATIVE COST BREAKDOWN

The following table includes components or services that the Agency may consider altering, deferring or eliminating from the scope of the ITN. Please provide the cost estimate for the service, software and hardware for each item in the Exhibit 2 Alternative Cost Table. Please add any additional items to the table that you feel may provide significant cost savings or cost deferment options to the Agency. The estimate provided will be used for cost reduction discussions only. If a decision is made to alter, defer or eliminate an item on the list, the Agency will request a formal written update to the cost proposal. Do not adjust the cost proposals in Attachment A - Original SDLC Cost Breakdown and Attachment B - Revised SDLC Cost Breakdown for any of the items in the Exhibit 2 Alternative Cost Table.

3.1 ALTERNATIVE COST TABLE

ID	Component/Service	Cost			
		Services	Hardware	Software	Total
1	Reporting	\$0	\$0	\$0	\$0
2	Training	\$0	\$0	\$0	\$0
3	JBOSS	\$0	\$0	\$0	\$0
4	Production Pilot	\$0	\$0	\$0	\$0
5	Natural Speech Recognition	\$0	\$0	\$0	\$0
6	Microsoft Dynamics	\$0	\$0	\$0	\$0
7	Advanced Search	\$0	\$0	\$0	\$0
8	Appeals	\$0	\$0	\$0	\$0
9	Benefit Payment Control	\$0	\$0	\$0	\$0
10	*Add additional rows as needed				

Exhibit 2 Alternative Cost Table

3.2 ALTERNATIVE DESCRIPTION

Please provide a description, impact analysis, and the assumptions (including Agency responsibilities) you will make related to the potential alteration, deferment or elimination.

ID	Component/Service	Description
1	Reporting	<p>The Agency proposes an option to utilize the current base set of reports provided by the myBIS solution. We will defer any custom report development that will be needed as specified in the Requirements Definition Document (RDD) to post implementation.</p> <p>Vendor Comments: (Please provide impact analysis, and the assumptions you will make related to the potential alteration, deferment or elimination.)</p>

ID	Component/Service	Description
2	Training	<p>The Agency proposes an option to accept a train the trainer approach. All training documentation and tools will still be developed by the vendor.</p> <p>Vendor Comments: (Please provide impact analysis, and the assumptions you will make related to the potential alteration, deferment or elimination.)</p>
3	JBOSS	<p>Accenture has instructed the Agency that the business rules requirements in the RDD can be met without the implementation of JBOSS.</p> <p>Vendor Comments: (Please provide impact analysis, and the assumptions you will make related to the potential alteration, deferment or elimination.)</p>
4	Production Pilot	<p>The Agency has determined that a production pilot is no longer required. As such the Agency will remove all requirements for production pilot from the ITN</p> <p>Vendor Comments: (Please provide impact analysis, and the assumptions you will make related to the potential alteration, deferment or elimination.)</p>
5	Natural Speech Recognition	<p>The Agency will remove the requirement for natural speech recognition in the IVR. The IVR will only require touchtone and spoken choice functionality (ex. "Please say yes or no...")</p> <p>Vendor Comments: (Please provide impact analysis, and the assumptions you will make related to the potential alteration, deferment or elimination.)</p>
6	Microsoft Dynamics	<p>The Agency proposes an option to meet its' primary CRM requirements through the combination of the Genesys and myBIS solutions.</p> <p>Vendor Comments: (Please provide impact analysis, and the assumptions you will make related to the potential alteration, deferment or elimination.)</p>
7	Advanced Search	<p>Describe the cost and requirement implications associated with removing Microsoft Enterprise Search /Fast Search and Transfer (FAST) Search Platform. Describe any cost implications associated with removing Microsoft Enterprise Search /Fast Search and Transfer (FAST) Search Platform.</p> <p>Vendor Comments: (Please provide impact analysis, and the assumptions you will make related to the potential alteration, deferment or elimination.)</p>

ID	Component/Service	Description
8	Appeals	<p>The Agency proposes to defer any additional Appeals functionality not provided in the current myBIS solution. This may require an interface to the current Appeals solution.</p> <p>Vendor Comments: (Please provide impact analysis, and the assumptions you will make related to the potential alteration, deferment or elimination.)</p>
9	Benefit Payment Control	<p>The Agency proposes to defer any additional BPC functionality not provided in the current myBIS solution. This may require an interface to the current BPC solution.</p> <p>Vendor Comments: (Please provide impact analysis, and the assumptions you will make related to the potential alteration, deferment or elimination.)</p>
10		<p>*Add additional rows as needed. Include a description, impact analysis and assumptions of the potential alteration, deferment or elimination.</p>

Exhibit 3 Alternative Description

4 BILL OF MATERIALS

Complete the following table with a complete list of all proposed hardware (servers, work stations, etc.) and software and related information. Per the ITN: "The Agency reserves the right to purchase any of the items on the Bill of Materials from another source instead of acquiring them from the Contractor if it is in the best interest of the Agency." As such, sufficient detail should be provided to allow the Agency to procure the hardware and software components separately. Add to, or alter the environment descriptions as needed to match your proposal:

Description (Ex: Vendor, Model, #Blades, CPU, Memory, Operating System, Storage Type, Storage Amount, etc.)	Qty	License Type	Date of Procurement	List License Price	Proposed License Price	Total Initial Purchase Price	Cumulative Maintenance through DDI	Maintenance Renewal (post DDI)
Development Environment								
Hardware								
Software								
Test Environment								
Hardware								
Software								

Description (Ex: Vendor, Model, #Blades, CPU, Memory, Operating System, Storage Type, Storage Amount, etc.)	Qty	License Type	Date of Procurement	List License Price	Proposed License Price	Total Initial Purchase Price	Cumulative Maintenance through DDI	Maintenance Renewal (post DDI)
Production Environment								
Hardware								
Software								

Exhibit 4 Bill of Materials

In the following table, please provide the assumptions for the proposed hardware and software components that were provided in Exhibit 4 Bill of Materials:

Description	Assumptions (Ex: # of users, performance levels, etc.)
Development Environment	
Hardware	
Software	
Test Environment	
Hardware	

Description	Assumptions (Ex: # of users, performance levels, etc.)
Software	
Production Environment	
Hardware	
Software	

Exhibit 5 Bill of Materials Assumptions

5 SUMMARY OF VALUE

Please provide a summary of the value and cost savings that the vendor has added to their original proposal as part of this Interim Revised Proposal. As a reminder, do not hold back an offering of value, on the assumption that you will offer it later.