

Department of Children and Families  
 FL ACCESS Mailing / Scanning / Indexing Services  
 ITN # 01F12GC1 - Questions and Answers

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.

Unique Question ID	Vendor Question #	Vendor	ITN Section	Page #	Question	DCF Response
1	1	Datamatics Tech			Is there any classification for the documents to be scanned? Are there different types?	Yes, there are classifications/different document types and sub-types. A Document Type/Sub-Type list is included in the Document Imaging User Guide.
2	2	Datamatics Tech			What kind of documents are these?	Documents indexed are verifications used to determine eligibility for public assistance.
3	3	Datamatics Tech			Would all the indexing be done by the service provider? Would DCF also have a requirement that the indexing be done by personnel working in the 273 sites? If yes, what kind of access is preferred?	All indexing pertaining to the ITN will be done by the service provider.
4	4	Datamatics Tech			How many fax numbers are needed for this project?	None, DCF currently has a fax infrastructure in place.
5	5	Datamatics Tech			Does the provider have to host the images and indexed data at the service provider's data center and allow access to DCF users to the files through an application?	No, The service provider can access documents on DCF's servers.
6	6	Datamatics Tech			If yes, how many ordinary users and how many concurrent users?	There is no difference between users in the current system other than profile rights.
7	7	Datamatics Tech			If the index data has to be transmitted back to DCF what would be the preferred format and data transmission method?	The current format used is a pdf for the image and an xml for the metadata using sFTP.
8	8	Datamatics Tech			What are the content management requirements? What kind of search capabilities would be required?	Search capabilities include all demographic information and work group search abilities.
9	9	Datamatics Tech			What kind of fields would be needed for indexing? Would there be different fields for different document types?	Required are Last Name, First Name, DOB, Document Type and Sub-Type. One of the following is required: Case Number, SSN and/or Medicaid ID/PIN. There would not be different fields for different document types.
10	10	Datamatics Tech			Please elaborate on what does Home Agent Solutions mean? What kind of solution does DCF desire?	Telecommuters, this would be up to the vendor
11	11	Datamatics Tech			Please elaborate on what does Front End Services mean? What is the kind of service that DCF requires here?	We're looking to improve on efficiencies for the way documents are sent into the system.
12	12	Datamatics Tech			Does the service provider have to setup and manage PO Boxes? If yes, how many?	See Unique ID 14
13	13	Datamatics Tech			Does DCF require that the data and images need to be transmitted to a particular server/servers? If yes, what server and what would be the method of integration – real time or offline?	Using the current system, the data and images need to be transmitted to a particular server and would need to be real time.
14	14	Datamatics Tech			What are the locations from where current PO Boxes are setup?	There currently is one location, PO Box 1, Wildwood.

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15	15	Datamatics Tech			In any of the listed fields are not available on the documents i.e. customer's last name/customer's first name, social security number, FLORIDA case number, customer's date of birth and document type how would the document be treated?	If the vendor is unable to determine how to index the document, it should be error reported to DCF for additional research.
16	16	Datamatics Tech			How is the document type to be determined?	DCF indexers determine what the document types are.
17	17	Datamatics Tech			Please provide any exception handling details for scanning and indexing.	If the vendor is unable to determine how to index the document, it should be error reported to DCF for additional research.
18	18	Datamatics Tech			What other formats of images are required other than PDF or TIFF format?	The current system only accepts PDF format for the images.
19	19	Datamatics Tech			"Provide the ability to correct and enhance images, rotate documents switch between color and black and white modes" – Does DCF require this function through an application? Does this mean that some of the documents are to be scanned in color?	The current system allows for color images. Documents are received which are not high quality. We would want to enhance these for better viewing. We currently have the ability to crop images and rotate the images.
20	20	Datamatics Tech			"Provide the ability to clean up images by de-skewing & removing grids & lines" – this feature is required at the time of scanning or post scanning for DCF?	Clean up of images would be done during scanning and also when indexing faxes received electronically through the web application.
21	21	Datamatics Tech			"Provide the ability to store an image that has been rotated, de-skewed, cropped or otherwise corrected" – this feature is required at the time of scanning or post scanning for DCF?	This feature is required post scanning.
22	22	Datamatics Tech			"Provide the ability to capture partial images from predetermined areas of specific documents" – please elaborate on this requirement.	Documents are faxed in some times with multiple pieces of information on them that will belong to different individuals, whether on the same case or on different cases.
23	23	Datamatics Tech			What are the maximum and minimum paper sizes?	Legal size down to Drivers license
24	24	Datamatics Tech			"Accommodate varying paper sizes using online capture, where data images are stored immediately, upon capture" – Does online capture mean – OCR? Where does the data have to be stored?	Online capture means, saving the documents to the server.
25	25	Datamatics Tech			How long the physical documents are to be stored? After the QA does the service provider have to shred or return the documents?	Once the document is scanned, the electronic version is designated as the copy of record. We currently hold the documents for 10 days, however, federal policy is being validated. The most current information will be used at time of negotiation.
26	26	Datamatics Tech			Do bar codes have to be read from the documents? If yes, what is the bar code type and how do we return the value back to DCF?	See Unique ID 252. We are implementing a barcode service in late July 2012 that will process barcode coversheet faxes. It will have specific usage but may be expanded in the future.

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27	27	Datamatics Tech			"Create a matching technique to identify documents from customers where those documents arrive without bar codes, case numbers or other identifiable information and use this technique to create a document index for those documents" – Please elaborate.	This is an example where we're looking for innovations from the private sector to better serve our customers
28	28	Datamatics Tech			"Create reports to assist managers to achieve optimum processing efficiency" – what is the requirement on reporting?	Will depend on vendor solution. We now have reports
29	29	Datamatics Tech			"Provide flexibility to support the capability to eliminate data entry into line-of-business processes" – please elaborate on this requirement. Does DCF need an application to run on premise to satisfy this requirement?	This is an example where we're looking for innovations from the private sector to better serve our customers. See also Unique ID 191
30	30	Datamatics Tech			"Enable the ability to push data into existing applications from XML, delimited files, image capture, screens, and other business applications; automating transactional data entry while eliminating redundant keystrokes" – Please elaborate this requirement. "Does DCF need an application to run on premise to satisfy this requirement?"	This is an example where we're looking for innovations from the private sector to better serve our customers See also Unique ID 191
31	31	Datamatics Tech			"Enable the ability to automatically import and index documents, reports and forms to content management solutions from other documents and forms generating solutions" – Please elaborate this requirement. "Does DCF need an application to run on premise to satisfy this requirement?"	Currently customers are able to upload documents through My ACCESS Account. We are interested in other solutions for customers to send in documentation that would include indexing information.
32	32	Datamatics Tech			Enable the ability to integrate with existing Department hardware and software including Multi-Functional devices, Fax Servers, and any other applications that automatically create documents – what kind of integration is required, please elaborate?	The objective of using the ITN procurement model is to encourage proposals for Florida solutions from Vendor's based on their experience from other engagements and projects. While a basic understanding of the current state of the FL ACCESS Mail / Scanning / Indexing Services may help, DCF is looking to advance the program and the supporting solution.
33	33	Datamatics Tech			What are the different DCF systems to be integrated with and for what specific purpose?	Currently we have My ACCESS Account (MAA) integrated with ACCESS Document Imaging (ADI). Other systems that could be integrated are ACCESS Management System (AMS) and Integrated Benefit Recovery System (IBRS).
34	34	Datamatics Tech			How are exceptions to be handled in case of incorrect or missing information?	If the vendor is unable to determine how to index the document, it should be error reported to DCF for additional research.
35	35	Datamatics Tech			"Enable Email communications continuing auto indexing while assisting with increasing client self-indexing" – does the supplier have to conduct auto indexing? Would DCF need an indexing option to index documents on their own?	See Unique ID 257 There is currently no auto-indexing of emails. DCF is looking for auto-indexing as much as possible.
36	36	Datamatics Tech			What kind of systems, servers, DCM tools would the service provider need to integrate and for what functions?	See Unique ID 33 See also Unique ID 191
37	37	Datamatics Tech			Is DCF looking for any for any applications to be installed at their own premises?	If ADI is not replaced then it will remain on DCF premises.

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38	38	Datamatics Tech			What is the TAT for the processing? Is there different TAT for different document types	All turnaround times are 4 hours.
39	39	Datamatics Tech			RFP has the fax volumes, what is the paper based volume?	approx 15%. Better data will be made available during negotiations.
40	40	Datamatics Tech			What is the quality SLA on the indexing?	See Unique ID 140
41	41	Datamatics Tech			How would additional volume come to us? Via fax or hard copy?	Both
42	42	Datamatics Tech			What is the difference between SNAP and CASH unduplicated volumes?	In regards to the caseload count, this would indicate the number of unduplicated cases. It does not include multiple assistance groups that might be receiving in one case or number of customers of each case.
43	43	Datamatics Tech			Is ICR a requirement? What is the split between handwritten documents and printed?	ICR is not a requirement .From what is faxed / scanned in the split is approx 40 / 60 handwritten to printed. What is mailed in is a much lower ratio 10 / 90
44	44	Datamatics Tech			Would multiple records be received in a single fax where the service provider would have to split into individual documents?	Yes. Also see Unique ID 21 and Unique ID 22
45	1	Iron Mountain	Appendix 1, Section 2.1	39	Is there any plans to eliminate and consolidate any of the 273 high volume sites?	Yes
46	2	Iron Mountain	Appendix 1, Section 2.1	39	Are there any other media types other than paper (e.g. Microfilm or fiche?)	We receive other image types from customer upload in My ACCESS Account, but they are converted to pdf prior to sending to ADI.
47	3	Iron Mountain	Appendix 1, Section 2.1	39	Is there a database available that contains all index values (for match and merge purposes)?	See Unique ID 142 Yes.
48	4	Iron Mountain	Appendix 1, Section 2.1	40	What is the current workflow process?	Data is faxed or scanned in from locations all around the state to the ADI Main Inbox, where if it is verification data it is indexed onto the case, or indexed into one of the other boxes for processing. Mail is also forwarded from all around the state.
49	5	Iron Mountain	Appendix 1, Section 2.1	40	What is the anticipated period of time for storing the physical documents?	See Unique ID 25
50	6	Iron Mountain	Appendix 1, Section 2.1	40	Following the above timeline, what is the ultimate destination of the documents?	The objective of using the ITN procurement model is to encourage proposals for Florida solutions from Vendor's based on their experience from other engagements and projects. While a basic understanding of the current state of the FL ACCESS Mail / Scanning / Indexing Services may help, DCF is looking to advance the program and the supporting solution. Mailed documents will be shredded after imaging.
51	7	Iron Mountain	Appendix 1, Section 2.1	40	If the provider is to destroy the documents, is there restrictions on off-site vs. on-site destruction?	See Unique ID 25 On-site destruction due to the confidentiality of personal information.

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52	8	Iron Mountain	Appendix 1, Section 2.1	40	Explain the "Quality Assurance Review" Process?	See Unique ID 140
53	9	Iron Mountain	Appendix 1, Section 2.1	40	Will bar codes always be in the same place on documents?	See Unique ID 252.
54	10	Iron Mountain	Appendix 1, Section 2.1	40	What information is represented by a bar code?	See Unique ID 252. The new functionality using a barcode that will be implemented late July 2012 will only contain the customer's Medicaid ID/PIN.
55	1	MCCi	2.1 and Appendix XI	39 and 77	In addition to the log detailing the estimated number of incoming faxes, can you please provide some idea of the estimated number of incoming postal mail items and their image counts?	This data is currently not available. Better estimates may be available at time of negotiations.
56	2	MCCi	2.1	40	In regards to the physical document storage timeframe, it is understood that the timeframe will be at minimum the time necessary for the images to be reviewed for thoroughness and quality. Assuming the images are sent to the DCF review team on a daily basis can you provide an estimate of how long the necessary storage period will be?	See Unique ID 25
57	3	MCCi	2.1	39	Will the incoming faxes be coming from a pre-determined directory of phone numbers (i.e. Individual DCF offices/locations) or from an unknown set of numbers (i.e. directly from citizens taking part in one or more of the ACCESS programs)?	Incoming faxes can come from an unknown set of numbers (directly from customers taking part in one or more ACCESS program).
58	1	Pitney Bowes	Attachment I, 2.3.1.1	41	Please clarify "the Department prefers to keep the same toll free numbers", are customer service numbers currently in place? If so, how many?	We currently are utilizing approx. 60 toll free numbers for faxes. We have now centralized so a single toll free can now support operations
59	2	Pitney Bowes	Attachment I, 2.3.1.1	41	Please clarify the requirements and expectations related to "special account maintenance functions assistance"	This is dependent on the vendor solution and whether DCF or vendor will maintain a part of the solution. This can be determined during negotiations.
60	3	Pitney Bowes	Attachment I, Appendix XI	76	Do the facsimile volumes represent source (paper) documents that are received and captured in the regional and local sites, or are these volumes true facsimile documents?	The volume is true fax documents.
61	4	Pitney Bowes	Attachment I, Appendix XI	76	Please provide volumetrics for the expected volume of mail to be centralized and processed (mail pieces, documents and pages)?	See Unique ID 55
62	5	Pitney Bowes	Attachment I, Appendix XI	76	Please provide volumetrics (mail pieces, documents and pages) for the expected volume of mail and documents that will continue to be decentralized e.g. walk-up to regional centers and Florida DCF service partners ?	See Unique ID 55
63	6	Pitney Bowes	Attachment I, Appendix XI	76	The table provides volumetrics for a single month, can data for additional months be provided?	See Unique ID 55 Yes.

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64	7	Pitney Bowes	Attachment I, Appendix XI	76	Please provide a description or guidance relative to seasonal volume spikes and declines	Take case load count average over a period of time, apply industry standards based on your previous experience and then estimated based on case average what the expected volumes could be.
65	8	Pitney Bowes	Attachment I, Appendix XI	76	Does Florida DCF anticipate total volumes to change over the next 3 years? If so please describe	As customers receiving benefits from ACCESS programs increase so will the volume of documents received.
66	9	Pitney Bowes	Attachment I, Appendix XI	76	Does Florida DCF anticipate facsimile volumes to change over the next 3 years? If so please describe	We currently expect volume to go down
67	10	Pitney Bowes	Attachment I, Appendix XI	76	Does Florida DCF anticipate mail/source volumes to change over the next 3 years? If so please describe	We currently expect volume to go down
68	11	Pitney Bowes	Attachment I, Appendix XI	76	Does Florida DCF anticipate PDF volumes to change over the next 3 years? If so please describe	We currently expect volume to go down
69	12	Pitney Bowes	Attachment I, Appendix XI	76	Please describe the source/originator for the documents listed as PDF's? Also, please confirm if these are in fact received as facsimiles as implied by being included within the facsimile volume table, otherwise please describe the method of receipt	Documents may be received via fax, Upload through My ACCESS Account, physically scanned onsite, mailed in or dropped off. There is also a process for workers to submit screen print captures as PDF files. They are received through the same method as a fax by being placed directly on the FileServer by the user.
70	13	Pitney Bowes	Attachment I, Appendix XI	76	Can volumetrics be provided for emails that would be processed by the service provider?	See Unique ID 55
71	14	Pitney Bowes	Attachment I, Appendix XI	76	If emails are to be received and processed, approximately what percentage include attachments	See Unique ID 257
72	15	Pitney Bowes	Attachment I, Appendix XI	76	Please provide volumetrics be provided for return mail?	See Unique ID 55
73	16	Pitney Bowes	Attachment I, Appendix XI	76	What percentage of documents received originate as documents mailed by Florida DCF to specific participants and enrollees?	Better data may be available at the time of negotiations. Data will be posted to the following document library: <a href="http://www.dcf.state.fl.us/admin/contracts/mailscan/">http://www.dcf.state.fl.us/admin/contracts/mailscan/</a>
74	17	Pitney Bowes	Attachment I, Appendix XI	79	Please describe the relationship between case load counts and document processing volumes (e.g. is there an average number of documents or pages associated with each case)?	This data is currently not available. Better estimates may be available at time of negotiations.
75	18	Pitney Bowes	Attachment I, Exhibit B	54	Will the data elements be provided prior to the submission of bids? If not, can a high level summary of these be provided?	Data will be posted to the following document library: <a href="http://www.dcf.state.fl.us/admin/contracts/mailscan/">http://www.dcf.state.fl.us/admin/contracts/mailscan/</a>
76	19	Pitney Bowes	Attachment I, Exhibit C	55	Please confirm that the sample report provided is an example, and that the tasks described within the sample are not additional to those specified in Section 2 of the ITN	This is a SAMPLE report. All sample data contained within should be ignored.
77	20	Pitney Bowes	Attachment I, Section 2	39	Please provide a description of the current applications and hardware in use today to perform document scanning, imaging and indexing	See Unique ID 165

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78	21	Pitney Bowes	Attachment I, Section 2	39	Please provide a high level overview of the overall document and mail process flow in the current state	See Unique ID 165
79	22	Pitney Bowes	Attachment I, Section 2	39	Does Florida DCF anticipate that the service provider's solution will be resident or operating within the Florida DCF network? Would this be permitted?	Yes, vendor can operate within DCF networks
80	23	Pitney Bowes	Attachment I, Section 2	39	Please identify the document/content management program that supports the Florida ACCESS system? Is this the application that will receive the images processed by the service provider?	ACCESS Document Imaging (ADI). Yes, this is the application that will receive the images processed by the service provider. See also Unique ID 191
81	24	Pitney Bowes	Attachment I, Section 2	39	Please define Home Agent Solutions	See Unique ID 10
82	25	Pitney Bowes	Attachment I, Section 2	39	Please define Front End Services	See Unique ID 11
83	26	Pitney Bowes	Attachment I, Section 2	39	Is there an overall timeline for the consolidation of mail to a central processing center?	See Unique ID 165
84	27	Pitney Bowes	Attachment I, Section 2.1	39	Although the ITN does not state the requirement, should we anticipate supporting languages other than English? If so, please advise as the required languages and the approximate percentage of documents for each language	Yes. English, Spanish, and Creole are most common
85	28	Pitney Bowes	Attachment I, Section 2.1.13	40	Please clarify the requirement to "store an image that has been rotated, de-skewed, cropped or otherwise corrected", will images be released to a Florida DCF document/content management system or retained and maintained by the service provider? If the latter, please provide additional requirements such as expected number of concurrent users and image retention period.	See Unique ID 25
86	29	Pitney Bowes	Attachment I, Section 2.1.15	40	Post receipt/capture what is the required image retention period? Will Florida DCF staff require direct access (e.g. search and retrieval) to these images while they are resident in the service providers imaging system?	See Unique ID 25
87	30	Pitney Bowes	Attachment I, Section 2.1.15	40	Please clarify the term and the requirements/expectations relative to "online capture" as used in the context of the ITN?	Saving documents to a server
88	31	Pitney Bowes	Attachment I, Section 2.1.17	40	Will searchable PDF's be required? What other formats will be required and how will this be determined?	No, The current system converts to the appropriate PDF version.
89	32	Pitney Bowes	Attachment I, Section 2.1.20	40	What is the anticipated post capture storage requirement for source/paper documents?	See Unique ID 25
90	33	Pitney Bowes	Attachment I, Section 2.1.21	40	What percentage of documents are barcoded?	Barcoding is currently only used for the CMU units which will not be handled by the vendor.
91	34	Pitney Bowes	Attachment I, Section 2.1.21	40	What data elements are contained within the barcode?	The new functionality using a barcode that will be implemented late July 2012 will only contain the customer's Medicaid ID/PIN.
92	35	Pitney Bowes	Attachment I, Section 2.1.22	40	Can Florida DCF provide guidance as to the frequency of mail being returned as undeliverable to the same address more than one time.?	See Unique ID 73

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93	36	Pitney Bowes	Attachment I, Section 2.1.25	40	Please clarify the requirement and expectations relative to "provide flexibility to support the capability to eliminate data entry into line-of-business processes"	See Unique ID 25 See Unique ID 191
94	37	Pitney Bowes	Attachment I, Section 2.1.26	40	Please clarify the requirement and expectations relative to "enable the ability to push data into existing applications from XML, delimited files, image capture, screens, and other business applications; automating transactional data entry while eliminating redundant keystrokes"	See Unique ID 30, DCF is looking for vendor suggestions to possibly improve on current process.
95	38	Pitney Bowes	Attachment I, Section 2.1.26	40	Please clarify the expectations for "enable the ability to automatically import and index documents, reports and forms to content management solutions from other documents and forms generating solutions"	See Unique ID 165 - Leadtools and Atlalasoftware are proprietary software that we use.  Data will be posted to the following document library: <a href="http://www.dcf.state.fl.us/admin/contracts/mailscan/">http://www.dcf.state.fl.us/admin/contracts/mailscan/</a>
96	39	Pitney Bowes	Attachment I, Section 2.1.27	40	Please clarify the expectations and requirements for "enable the ability to push data into existing applications from XML, delimited files, image capture, screens, and other business applications; automating transactional data entry while eliminating redundant keystrokes"	See Unique ID 30 DCF is looking for vendor suggestions to possibly improve on current process.
97	40	Pitney Bowes	Attachment I, Section 2.1.30	40	Please define "exception" in the context of the ITN	See Unique ID 17 and Unique ID 34
98	41	Pitney Bowes	Attachment I, Section 2.1.31	40	Please clarify the expectations and requirements for "enable Email communications continuing auto indexing while assisting with increasing client self indexing"	See Unique ID 257
99	42	Pitney Bowes	Attachment I, Section 2.1.31	40	Will emails be received from parties outside Florida DCF?	No - We do not use email to receive documents from clients.
100	43	Pitney Bowes	Attachment I, Section 2.1.4	39	Is there a requirement for the number of PO boxes to be established, or does Florida DCF prefer a single PO box for the centralized location?	See Unique ID 14
101	44	Pitney Bowes	Attachment I, Section 2.1.5	39	Does Florida DCF have any requirements or guidance regarding the number of facsimile lines that would be recommended based upon historic transmission frequency?	See Unique ID 165
102	45	Pitney Bowes	Attachment I, Section 2.1.5	39	Are the facsimile number(s) to be toll-free?	See Unique ID 165
103	46	Pitney Bowes	Attachment I, Section 2.1.8	40	Will Florida DCF provide a data extract file that contains a list of customer names, social security numbers, Florida Case Numbers and birth dates?	No
104	47	Pitney Bowes	Attachment I, Section 2.1.8	40	What percentage of documents received are from individuals that are not in the Florida DCF system (i.e. for which no pre-existing data is on record)?	Unknown at this time
105	48	Pitney Bowes	Attachment I, Section 2.1.8	40	For approximately what percentage of the documents is the data to be captured handwritten?	See Unique ID 43



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106	49	Pitney Bowes	Attachment I, Section 2.1.9	40	Is it required to scan envelopes?	Yes
107	50	Pitney Bowes	Attachment I, Section 2.10.1	44	Are there restrictions or requirements concerning the recovery site and minimum or maximum distance from the primary processing center?	See Unique ID 202 No.
108	51	Pitney Bowes	Attachment I, Section 2.6.1	42	Can further details or specifications regarding the required interface be provided?	Data will be posted to the following document library: <a href="http://www.dcf.state.fl.us/admin/contracts/mailescan/">http://www.dcf.state.fl.us/admin/contracts/mailescan/</a>
109	52	Pitney Bowes	Attachment I, Section 2.6.1	42	Please provide further details and specifications relative to the requirement to support "data interface requirements as specified by the Department"	see Unique ID 108
110	53	Pitney Bowes	Attachment I, Section Appendix XI	76	The table provides the number of documents and pages, can guidance be provided as to the number of facsimile calls or transmission requests?	Data will be posted to the following document library: <a href="http://www.dcf.state.fl.us/admin/contracts/mailescan/">http://www.dcf.state.fl.us/admin/contracts/mailescan/</a>
111	54	Pitney Bowes	Attachment I, Section Appendix XI	76	Please confirm the average number of pages per document. The table provided indicates 5.12, but this appears to be an average of the averages, and when dividing the total pages by total documents the average is 4.33.	The average number of pages per document is 5 based on a query of the documents table in the database.
112	55	Pitney Bowes	Exhibit D	56	What is the turn-around-time SLA for documents received via facsimile?	All indexing and processing will be required within a 4 hour timeframe
113	56	Pitney Bowes	Exhibit D	56	What is the turn-around-time SLA for documents received via remote scan/capture (i.e. scanned at a local Florida DCF center by Florida DCF staff or at a Service Partner facility) ?	See Unique ID 112
114	57	Pitney Bowes	Exhibit D	56	What is the turn-around-time SLA for documents received via mail received at the central processing facility?	See Unique ID 112
115	58	Pitney Bowes	Exhibit D	56	What is the turn-around-time SLA for documents received via email?	The agency does not receive customer documentation in email
116	59	Pitney Bowes	General	No specific section	Are applications and forms that are completed on-line by applicants and participants ingested directly into the Florida DCF ACCESS system or will these be rendered to some format to be received and processed by the service provider?	Both
117	60	Pitney Bowes	General	No Specific section	Who currently performs prepping, scanning, and indexing of your incoming mail and documents? To allow us to develop cost savings and ROI projections please provide approximate staffing levels and hours associated with these tasks.	We will have 90 individuals working various duties between the indexing and the mail / scanning. Their hours are currently M - F / 8 - 5 but we are exploring the possibility of moving to M - Sa / 7 - 7.
118	61	Pitney Bowes	Appendix 1, section 7(Contract)	29	After satisfaction of the interim storage requirement what will be the expected final disposition of the processed documents? If secure destruction, will that task be included within the service providers scope of work?	See Unique ID 25 The vendor needs to be able to ensure continued operations.
119	62	Pitney Bowes	2.3	41	Does DCF currently provide inbound phone, chat, or email to Customer Service to resolve customer issues, answer questions, provide information?	Yes, but this in not within the scope of this ITN.
120	63	Pitney Bowes	2.3	41	Will the customer service call center be required? service be required?	This ITN does not seek a DCF client support call center. DCF has a customer call center. The vendor will need to provide telephone support to DCF.

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121	64	Pitney Bowes	2.3	41	Would this call center be to support internal DCF inquires or will it be open to applicants and participants?	This would be in support of DCF, not DCF's clients.
122	65	Pitney Bowes	2.3	41	How many calls would be expected on a normal day?	Unknown - we should probably have a limited number of internal contacts with the vendor
123	66	Pitney Bowes	2.3.1.1	41	How many toll free numbers would we be required to maintain?	See Unique ID 58
124	67	Pitney Bowes	2.4	41	Would training be localized and for how many users?	This would be vendor specific and determined at the time of negotiations.
125	1	Ricoh, USA	2.14.2	10	What facilities and operations does the Department intend to inspect? Please confirm that this provision is limited solely to the ITN and vendor-selection process	The Department reserves the right to inspect a vendor's facilities and operations for purposes of ranking of replies for negotiation and for purposes of making a final selection. Those activities occur only during the ITN process.
126	2	Ricoh, USA	4.2.3.2	14	Section 4.2.3.2 (pg. 14) and Appendix IV.a. (pg. 59) states that by executing Appendix IV, the vendor is indicating its acceptance and agreement to the terms and conditions in the ITN, the resulting contract, and the State of Florida, Department of Children and Families Standard Contract; however, the ITN discusses and contemplates that the vendor and ITN will negotiate. If the vendor acknowledges in its response that vendor's proposal represents its commitment with respect to pricing, equipment specifications and vendor's proposed solution, does the Department acknowledge that contract terms and conditions are open to discussion during the negotiation phase?	The Department will consider reasonable changes to terms during negotiations, as part of the Department's pursuit of best value.
127	3	Ricoh, USA	2.4.1	8	Please describe the courier requirements in more detail including locations and frequency	Courier to be established by the vendor to pick up and deliver mail daily.
128	4	Ricoh, USA	2.2.1	40	Please provide more detail as to your expectations and requirements for back-up facilities	See Unique ID 218
129	5	Ricoh, USA	2.1	39	Does vendor provide 1 location or are multiple locations acceptable	See Unique ID 57
130	6	Ricoh, USA	2.6.1	42	What software data interface is being used for scanned documents	Our web system is written in .net and we use Atalsoft for document manipulation. The desktop scanning application is called ESS Scan and was originally written in vb6 and was converted to .net it also uses LeadTools.
131	7	Ricoh, USA	2.1	39	How long do you anticipate scanned documents needing to be stored	See Unique ID 25
132	8	Ricoh, USA			Is DCF open to vendors partnering to bring a solution that is in the best interest of DCF	The objective of using the ITN procurement model is to encourage proposals for Florida solutions from Vendor's based on their experience from other engagements and projects. While a basic understanding of the current state of the FL ACCESS Mail / Scanning / Indexing Services may help, DCF is looking to advance the program and the supporting solution.
133	9	Ricoh, USA	2.10.1	44	How much outgoing mail is sent out on a daily/monthly basis, i.e. USPS; Accountable Mail?	Data is currently not available.

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134	10	Ricoh, USA	2.1	39	How many people do you currently have working in the scanning/mailroom? What are their hours?	See Unique ID 117
135	11	Ricoh, USA	Additional Questions Related to the ITN		Can we tour the facility where the work is being done today? What is the square footage of the facility that is doing the production? What percentage of the facility is used for storage (envelopes, preprinted documents, supplies, etc.) What are the hours of the production facility? How many shifts are run at the production facility?	Yes, the current square footage is for the Mail and Scanning is 5000 sq ft. Currently the area for storage is less than 1/4.
136	1	Source Corp	2 SOW	39	It is stated that the state maintains 273 high volume sites in which the department can track and log material. Is it correct to assume that each site has the capabilities to send its case file documents via fax and/or scanning to a centralized State location for processing into DCF's systems? Please explain current operations for incoming documents.	See Unique ID 57
137	2	Source Corp	2 SOW	39	Where is the current location(s) for operations receiving the incoming documents?	See Unique ID 57
138	3	Source Corp	2 SOW	39	How many various types of documents that will require sorting and/or special handling? Can you provide the current business rules concerning the sorting and reception of documents?	Data will be posted to the following document library: <a href="http://www.dcf.state.fl.us/admin/contracts/mailescan/">http://www.dcf.state.fl.us/admin/contracts/mailescan/</a>  User guide page 59
139	4	Source Corp	2.1 item 16 SOW	40	Are there a set of forms and documents that are needed within each of the case files in order to realize completeness?	This is determined by the state and is not necessary for this project.
140	5	Source Corp	2.1 item 18 SOW	40	It is stated that the scanned image must have an accuracy rate of 99.97% concerning acceptable image quality. What is the accuracy rate for indexing at the document level?	98%
141	6	Source Corp	2.1 item 8 SOW	40	Can you please provide the document type categories and types. How many document types are there?	A Document Type/Sub-Type list can be provided. There are currently 26 active Document Types. Under Notices we have 2 Sub-Types and under Permanent Record we have 6 Sub-Types.  Data will be posted to the following document library: <a href="http://www.dcf.state.fl.us/admin/contracts/mailescan/">http://www.dcf.state.fl.us/admin/contracts/mailescan/</a>
142	7	Source Corp	2.1 item 8 SOW	40	Is there an existing database that can be referenced to extract and populate data/information into the required index fields?	Yes for many customers but not all.
143	8	Source Corp	2.1 item 20 SOW	40	What is the length of time requirement for the temporary storage of the physical documents, once delivered?	See Unique ID 25

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144	9	Source Corp	2.1 item 21 SOW	40	Is it correct to assume that the incoming faxes will contain a referencing bar code? If so, what is the bar code referencing? Is it also correct to assume that the incoming physical mail will also contain a referencing bar code? Are there cover sheets containing indexing information inserted with the incoming mail/faxes?	See Unique ID 252. See Unique ID 73
145	10	Source Corp	2.1 item 26 SOW	40	What is the DCF's legacy systems for receiving digital images and indices (i.e. FileNet, Documentum, proprietary, etc.)?	See Unique ID 165 Leadtools and Atlasoft are proprietary software that we use. Data will be posted to the following document library: <a href="http://www.dcf.state.fl.us/admin/contracts/mailescan/">http://www.dcf.state.fl.us/admin/contracts/mailescan/</a>
146	11	Source Corp	2.10.1 Transition	44	Are we to assume that transitioning from the current operations center for DCF is in the Tallahassee Area?	No
147	12	Source Corp	8 Security	52	Can the indexing services be rendered through an in-home indexing solution?	Security limitations will be worked out at time of negotiations.
148	13	Source Corp	1 Volumes	79	The list of sites that received faxes during the month of September 2012 contains 106 Workgroups. What is the relationship of a workgroup to a site?	A site is a location that sends a document to a workgroup. Current changes to process will only require vendor to work on one work group.
149	14	Source Corp	1 Volumes	79	Can you provide a breakdown of the volume of mailed documents and number of pages received at the PO Box(es) or DCF Operations— per day and or month?	Better data may be available at the time of negotiations. Data will be posted to the following document library: <a href="http://www.dcf.state.fl.us/admin/contracts/mailescan/">http://www.dcf.state.fl.us/admin/contracts/mailescan/</a>
150	15	Source Corp	1 Volumes	79	Can you please explain the caseload counts. What is SNAP unduplicated? What is Cash Unduplicated?	In regards to the caseload count, this would indicate the number of unduplicated cases. It does not include multiple assistance groups that might be receiving in one case or number of customers of each case.
151	16	Source Corp	2.1 Tasks	39	Can we expect that there will a bar coded unique ID case file number or name of the case file?	See Unique ID 252.
152	17	Source Corp	2 SOW	39	Are the 273 high volume sites capable of receiving electronic documents and attachments outside the DCF systems itself?	See Unique ID 57
153	18	Source Corp	2.3 Customer Service	41	Are we to assume the call center is setup to interface to the DCF high volume sites, or DCF only, combination of sites and DCF, or the sites, DCF, and DCF Clients?	See Unique ID 121
154	19	Source Corp	2.1.20 Tasks	40	Are the original documents converted to fax retained by the submitter for a short timeframe and then stored permanently or destroyed altogether?	See Unique ID 25
155	20	Source Corp	9 Training	52	Can we obtain the Training and Operating Manuals for DCF Mailroom Operations?	Data will be posted to the following document library: <a href="http://www.dcf.state.fl.us/admin/contracts/mailescan/">http://www.dcf.state.fl.us/admin/contracts/mailescan/</a>  This is an example where we're looking for innovations from the private sector to better serve our customers

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156	21	Source Corp	8 Security	52	Based on typical human service records management requirements for other Department of Children and Families, do the records fall under current State and Federal HIPAA and Privacy Act legislation?	Yes, many of the records the vendor will be responsible for do fall under HIPAA and the Privacy Rule. Several ACCESS programs are part of the Medicaid system, and HIPAA 's requirements apply to Medicaid programs. Any records that do not fall under HIPAA would still be covered by confidential provisions contained in other state and federal laws.
157	22	Source Corp	Exhibit C Reports	55	Is the "cardholder" the resident of Florida the residents? If not, please describe the cardholder.	yes
158	23	Source Corp	Exhibit C Reports	55	Please describe the reference of IVR Application.	This is a SAMPLE report. All sample data contained within should be ignored.
159	24	Source Corp	Exhibit C Reports	55	What are the ATM and POS Transactions? Or, are we to merely report the transactions only?	This is a SAMPLE report. All sample data contained within should be ignored.
160	25	Source Corp	2 SOW	39	Who is sending documents through the USPS Mail?	DCF Access Customers
161	26	Source Corp	2 SOW	39	Who is sending e-mails for indexing?	We do not receive documents via email
162	27	Source Corp	4.2.2 Vendor's Cross Reference Table	13	The ITN includes the required format of the cross reference table, and also a sample table. Can the vendor utilize a more streamlined table that includes the following components: ITN Requirement Number, Requirement Subject, Compliant (Y/N), and Location of Requirement Response within Proposal (Section and/or Page Number)?	Yes, subject to the minimum requirements being met as identified in the table provided on page 14 of the ITN
163	28	Source Corp	4.5 Public Records and Trade Secrets	23	Please confirm our understanding of this requirement as it relates to the Programmatic Reply. Vendors will use, as a starting point, its full Programmatic Reply response, remove any material considered to be a trade secret and in its place insert the words 'trade secret.' The material that was removed will be placed into a separate hardcopy document and labeled 'Attachment to Reply, ITN No. 01F12GC1- Trade Secret Material.' This hardcopy document will contain an explanation of its trade secret status, and will also use a numbering system that is similar in nature to the full Programmatic Reply response. Should a public records request be received by the Department, the Department will request a redacted Programmatic Reply response from the vendor. The vendor will not be required to submit a redacted version on the current reply date of July 3, 2012, but only the full Programmatic Reply (1 original and 6 copies) and the related trade secret document (1 copy).	Section 4.5.3 does not specify how the Programmatic Reply will address the separate trade secret information other than to state that "appropriate cross-references should be included in nonexempt materials." The "Trade Secret Attachment to Reply" need not "explain" the basis for the trade secret status. That effort is reserved for a response to any public records request. The redaction requirement applies to the "Trade Secret Attachment to Reply," which may include nonexempt information simply because of the necessity of providing context to the trade secret information in that document. It is assumed that the rest of the Reply can be provided unredacted in response to a public records request, because it was to be submitted without any trade secret information.

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164	29	Source Corp	Appendix IV. Vendor Statements and Certifications	59	The following certifications are contained within Appendix IV, but the ITN does not list these as being mandatory requirements in proposal submission: i. Certification of a Drug-Free Workplace j. Certification of a Certified Minority Business Enterprise k. Certification of a Service Disabled Veteran's Business Enterprise l. Certification of a Florida Business m. Certification of a Foreign Manufacturer with a Factory in Florida Please confirm that these forms are not to be included.	Section 4.2.3.10 of the ITN and the "NOTE" on the bottom of Page 62 of the ITN both provide that completion of those five Tie Breaking Certifications is optional for qualifying vendors, but that a vendor waives all rights to consideration of a "tie breaker" if it fails to submit the certification for the "tie breaker.
165	30	Source Corp	2	39	"The DCF is seeking a Provider for a solution that builds upon the Departments existing capabilities for document scanning, imaging, and indexing." In order to provide the proposed solution we need to better understand the current operations. Will the DCF please provide an overview / workflow diagram of the existing capabilities?	Data will be posted to the following document library: <a href="http://www.dcf.state.fl.us/admin/contracts/mailescan/">http://www.dcf.state.fl.us/admin/contracts/mailescan/</a>
166	31	Source Corp	2	39	Emails are currently being auto-indexed...". How is this being performed and what information is captured in the auto-indexing process?	See Unique ID 257
167	32	Source Corp	2.1 #1	39	Is there a requirement that the document indexing occur at the same physical location of the mail room, or can it be located elsewhere?	There currently exists no requirement to this effect. It can be located anywhere within the USA as per 4.2.6.2 of the ITN
168	33	Source Corp	2.1 #1	39	If the document indexing location can be located outside of the mailroom, are there any geographical limitations on where the indexing location can be (must be within Florida, must be in the Eastern Time Zone, must be performed domestically in the United States, etc.)?	See Unique ID 167
169	34	Source Corp	2.1 #2	39	What is the annual volume of documents that will be scanned at various offices and will be transferred to vendor's image server (please include the average number of pages per document, or total pages, as well).	See Unique ID 55
170	35	Source Corp	2.1 #4	39	Is there a required number of PO Box pickups per day?	See Unique ID 14
171	36	Source Corp	2.1 #5	39	Will the DCF maintain its existing fax lines and forward them to vendor's fax server, or must vendor establish and maintain the lines? Will vendor need to have a 1-1 relationship of DCF existing lines to vendor established lines, or can DCF re-direct its lines to vendor's single fax server line?	See Unique ID 245 AlsoSee Unique ID 58
172	37	Source Corp	2.1 #6	39	Please provide the volume of mail that must be scanned, on an annual basis. Within this volume, please break it down in the following manner: Total Envelopes received, Total Documents received, Average Pages per Document.	See Unique ID 55
173	38	Source Corp	2.1 #6	39	Is each document typically bound (paper clip, staple) together, or are the pages loose?	All of the above
174	39	Source Corp	2.1 #7	39	What percentage of the pages have information that needs to be captured on the back side?	See Unique ID 55

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175	40	Source Corp	2.1 #7	39	Will the documents contain Post-It Notes that will need to be captured as part of the document? If so, please provide the average number of Post-It Notes per document.	See Unique ID 55
176	41	Source Corp	2.1 #8	40	Are the Index Fields to be captured present on every document? What is the average length of the FLORIDA Case Number? How many total document types are there that will need to be classified?	1) Documents may contain some or very few of the index field information. Documents that cannot be indexed based on insufficient information should be error reported to DCF for further research. 2) The FLORIDA Case Number is 10 digits in length. 3) There are currently 26 active Document Types. Under Notices we have 2 Sub-Types and under Permanent Record we have 6 Sub-Types.
177	42	Source Corp	2.1 #8	40	Of the total population of document types, what percent are standard documents that are easily identified (through the use of a Form ID or Form Name)?	The majority of the documents are easily identifiable.
178	43	Source Corp	2.1. #8	40	Do the documents have Barcodes that identify their document type? If so, what percent of the documents contain this barcode?	See Unique ID 252.
179	44	Source Corp	2.1. #8	40	For documents received via fax, what percentage of the time will there be a cover sheet that contains the Index information?	See Unique ID 252.
180	45	Source Corp	2.1 #8	40	For documents received via fax, is each transmission considered to be one document? If no, on average, how many documents are received per transmission?	There are times when multiple "documents" are received via fax that require splitting the image with different indexing information. We have no data on the averages.
181	46	Source Corp	2.1 #9	40	Does the 4-hour TAT reflect business hours only?  Given that mail volumes would decrease once a vendor solution is in place, is this 4-hour requirement related more to electronic receipt and not physical mail?  If this TAT is related to hardcopy documents, is this specific to certain document types such as certified mail vs standard mail?	Both physical mail and electronic documents will need to be processed within the 4 hr TAT during business hrs.
182	47	Source Corp	2.1 #11	40	Please provide more information regarding the requirement to switch between black & white and color modes. Is this a requirement, or is it more of an item that would be "nice to have"? How is it used today, and for what purpose?	We already have this ability. It is sometimes easier for an indexer to switch between color formats.
183	48	Source Corp	2.1 #14	40	Please provide more information regarding the requirement to capture partial images from pre-determined areas of specific documents. What is the need for this in the current processing environment? How is it currently performed? Is this a requirement, or is it more of an item that would be "nice to have"?	Electronic documents are often sent with multiple pieces of information on them, ie DL, SSN, other, that may belong to different persons on the same case or different cases. This will need to be cropped and indexed to the correct case.

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184	49	Source Corp	2.1 #16	40	What percentage of the documents are hand-written vs machine-printed?	See Unique ID 43 Better data may be available at the time of negotiations.
185	50	Source Corp	2.1 #16	40	Will the DCF consider providing vendor with a table containing all of the FLORIDA case numbers to assist in Indexing as well as to provide more accurate OCR/ICR results? If so, please provide the list of fields that would be contained in the database table (Customer First/Last Name, SSN, DOB, etc.)	There is an extract from FLORIDA called FLODS that is available for pulling indexing information with the current system.
186	51	Source Corp	2.1 #17	40	"Deliver all scanned / indexed documents in varying formats (e.g. PDF)". Please clarify: Will vendor be providing multiple image formats (PDF, TIFF, JPG, etc.) for each scanned image, or will the export format vary from image to image? If the latter, how is this determined (by document type? Other?)? Also, if the file formats vary, please provide a list of all potential image file formats.	For the current system, any image formats would need to be converted to pdf to be brought in and indexed.
187	52	Source Corp	2.1 #18	40	What method(s) will the DCF use to determine image quality (size of sample, frequency of sample, etc.)? Oftentimes vendor will utilize a "PQ" (Poor Quality) sticker (small, not blocking text) on an original document that is of poor quality, prior to scanning. These items are typically exempt from the Quality measure. If this is an acceptable practice, will this be the case with the DCF?	See Unique ID 140
188	53	Source Corp	2.1 #20	40	For how long will vendor have to store the physical documents? 30 Days? 60 Days? Upon completion of the storage period, what will be done with the documents (returned to the DCF, shredded, etc.)?	See Unique ID 25
189	54	Source Corp	2.1 #21	40	This requirement is unclear to the vendor. Please re-state the requirement in a different manner, or provide a workflow diagram, to assist in our comprehension of this requirement.	Where readily identifiable customer information is not available, DCF is looking for innovative methods to quickly index these document types that currently require more thorough review
190	55	Source Corp	2.1 #22	40	Is it vendor's responsibility to perform outbound mailing? If so, please provide volumes of outbound mail, whether the mailings will be black and white or color, what types of mailings they will be, frequency of mailings, etc. If vendor is not providing outbound mailing, how is it being performed? Will vendor have a say in updating the current process to meet the necessary requirements outlined in this step?	See Unique ID 55



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191	56	Source Corp	2.1 #25	40	Is this statement asking vendor to provide a data file of sorts (XML, Flat File, Excel, etc.) that the DCF can use to automatically load the data captured by vendor into its existing LOB systems / processes? If not, please provide more information regarding this requirement.	DCF is trying to incorporate innovative solutions. The Department is not expecting the vendors to build a new system. We are looking for solutions in the process to ensure compliance with the time frame allowed for scanning / indexing of a document. The selected vendor must be able to take over the process the first day of the effective date for the contract. Should the vendor deem it cost effective to provide services utilizing a new, non-DCF, system then the vendor may do so at their discretion and this solution should be included in their pricing model and solution summary.
192	57	Source Corp	2.1 #26	40	Please provide more information regarding this requirement, as what is being asked for is unclear to the vendor.	See Unique ID 165 - Leadtools and Atlalasoftware are proprietary software that we use.  Data will be posted to the following document library: <a href="http://www.dcf.state.fl.us/admin/contracts/mailscan/">http://www.dcf.state.fl.us/admin/contracts/mailscan/</a>
193	58	Source Corp	2.1 #27	40	Is this requirement asking vendor's system to be able to electronically receive an imaged document, along with an index data file, and automatically ingest it into its system? If so, what is the estimated volume of documents that will need to be ingested via this method? If not, please provide more information regarding this requirement.	It is not a requirement for the vendor to have a "system" There is a system in place the vendor can use to index documents.
194	59	Source Corp	2.1 #28	40	Via what method will the existing hardware/software submit created documents to vendor (sFTP, Email, VPN, etc.)?	sFTP
195	60	Source Corp	2.1 #29	40	What information will be contained on the barcodes? What percentage of documents will have a barcode? What types of barcodes will be used?	Currently none, Barcoded documents would only be worked by the vendor if there was an error.
196	61	Source Corp	2.1 #31	40	How is the auto-indexing of emailed documents performed today? Are the index values in a pre-determined location in every email? What is the total annual volume of email received? What is the exception process if an email does not meet the requirements to be auto-indexed (is lacking the pre-defined index information)? What percentage of emails received will not meet the auto-index requirements?	See Unique ID 257 See Unique ID 55
197	62	Source Corp	2.1 #31	40	Please provide more information regarding "assisting with increased client self indexing". How is this self indexing occurring today? Is it via an electronic interface where the customer submits a document and then indexes it? Is it performed by putting data in certain locations in an email? Other?	The current self-indexing (which is only pre-indexed) is accomplished through My ACCESS Account Upload. There is no process for emails at this time.

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198	63	Source Corp	2.1 #32	40	Is vendor expected to provide pricing for the "other services" mentioned here, or to just let the DCF know whether or not vendor can perform these types of tasks / services? If it is the former, what information should be used in the pricing effort (example: If "Client Communication" means Inbound and Outbound Call Center, we will need to know the average number of expected inbound/outbound calls, average call duration for each type of call, whether or not there are any SLA requirements on answering inbound calls, etc.).	This is an example where we're looking for innovations from the private sector to better serve our customers. Pricing on these services would be expected from the responding vendors.
199	64	Source Corp	2.2	40	What is the expected Return to Operation time in the event of a Disaster that requires moving to the backup site?	See Unique ID 218
200	65	Source Corp	2.3	41	A customer service center function is required. In providing this service, are we to assume that the customer will be DCF Management Staff, high volume site centers, and residents? Please clarify.	See Unique ID 120
201	66	Source Corp	2.6.1	42	What are the Department's Data Interface Requirements (legacy systems' interface to DCF)?	Data will be posted to the following document library: <a href="http://www.dcf.state.fl.us/admin/contracts/mailescan/">http://www.dcf.state.fl.us/admin/contracts/mailescan/</a>
202	67	Source Corp	2.10.1	44	Does this requirement mean that any configuration / development of the system must be performed within the United States, and not from any offshore / near-shore location?	The ITN provide, "The Provider shall deliver services including programmatic changes that are done for the DCF Mail, Scan, Image and Indexing Service, data in production and lower environments, and operational support provided from within the continental United States for the duration of this contract."
203	68	Source Corp	2.14.2	45	Should vendor include in the pricing table a line item for transitioning to a subsequent supplier?	Yes, the text contemplates the vendor being responsible for transition to the next contracted provider, if there are any transition costs associated with a transfer, they must be included in the pricing table
204	69	Source Corp	Exhibit B	54	Please provide an example of the type of data that will be included in the table in Exhibit B.	Data will be posted to the following document library: <a href="http://www.dcf.state.fl.us/admin/contracts/mailescan/">http://www.dcf.state.fl.us/admin/contracts/mailescan/</a>
205	70	Source Corp	Exhibit C	55	Please provide the information required for vendor to properly determine Customer Service pricing (Inbound and Outbound Call Center, we will need to know the average number of expected inbound/outbound calls, average call duration for each type of call, whether or not there are any SLA requirements on answering inbound calls, etc.).	This is a SAMPLE report. All sample data contained within should be ignored.
206	71	Source Corp	Exhibit D	56	Section 2.1 #18 (page 40) states that there is a 99.97% image quality requirement. Is the 2 transactions per every 10,000 part of this, or is it referencing a different SLA measure?	Final performance measures will be determined during negotiations.
207	72	Source Corp	Exhibit D	56	Is there a SLA in place for the document type identification? Indexing?	Final performance measures will be determined during negotiations.

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208	73	Source Corp	Appendix IX	74	The Cost Reply Form is looking for a "Cost per Document" which includes Mail, Fax, Scan, Image Optimization, and Indexing. Based on the different levels of labor required, paper documents are typically priced separately from faxed documents. Is it acceptable for vendor to alter the table accordingly, or should the vendor blend the physical paper and fax pricing together into one per-document price?	The vendor may alter the table by adding additional rows as necessary to differentiate services being offered.
209	74	Source Corp	4.3.3	21	The solicitation states that "unit costs must be downward scalable as quantity increases". If the DCF is looking for tiered pricing, please provide the different volume tiers that should be taken into consideration for this pricing.	DCF is looking forward to seeing tiered price breaks that the vendor may provide based on known case loads, apply industry standards based on your previous experience and then estimated based on case load average what the expected volumes could be
210	75	Source Corp	Appendix XI	76-79	Besides the fact that there are fewer days in February than any other month, should vendor consider these volumes as "standard" across the remaining months in the year?	yes
211	76	Source Corp	Appendix XI	76-79	Besides the differing Document Imaging Workgroups, are the documents received from the different locations the same, or do specific documents come from specific offices?	On average they are the same
212	77	Source Corp	Appendix XI	76-79	Do each of the Document Imaging Workgroups have a dedicated fax number? Are these documents sent from the clients to the Document Imaging Group, or are they sent from the Document Imaging Group to a centralized location?	Customer to Document Imaging Group and the Doc Img'ing Group has been centralized
213	78	Source Corp	Appendix XI	76-79	Are there known peak periods when faxes are received? For example, are 50% of the daily faxes received between 11:00 AM and 1:00PM? Are 50% of the faxes received on Monday? Etc...	This is an example where we're looking for innovations from the private sector to better serve our customers. Pricing on some or all would be expected from the responding vendors. Peak load times are the first 15 days of the month.
214	79	Source Corp	Appendix XI	76-79	Is it the DCF's intention to maintain the current fax lines, including the cost of the fax lines, or is the DCF looking to have vendor maintain and pay for the fax lines? If the latter, are the fax lines toll, or toll-free?	See Unique ID 245 See Unique ID 58
215	80	Source Corp	Appendix XI	76-79	What is the average number of documents received in each fax transmission? If more than one, are they separated with an easily identifiable document separator?	There can be multiple documents received in one fax. There are many times where there is no separator.
216	81	Source Corp	Appendix XI	76-79	Please provide the overall volume, on a monthly basis if possible (annual basis otherwise) of each method of submission (Paper, Fax, Email, Electronically Submitted, other).	See Unique ID 55
217	82	Source Corp	General	N/A	Is it the DCF's intention to maintain an internal image repository, requiring vendor to submit captured images/data to the DCF for ingestion into its own system? Or will vendor be providing the image repository that will be the "final location" for all captured images/data?	DCF will be the "final location". Business requirements will be determined after a vendor is selected. See also Unique ID 191

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218	83	Source Corp	2.2.1	40	Can back-up data for recovery be stored in a secure location outside the State of Florida? Can the designated disaster recovery site be located outside the State of Florida? (this would be a short-term relocation in case of a natural disaster, such as hurricane damage that renders the primary site unusable)	See Unique ID 202
219	84	Source Corp	Appendix I	28	Will Florida entertain limitation of liability language in the indemnification section?	The contract terms applicable to this procurement are provided in the contract documents included in the ITN. Respondents should refer to Appendix IV.a., Acceptance of Contract Terms and Conditions. The Department will not address alternative contract terms prior to negotiations, where reasonable changes to terms will be considered as part of the Department's pursuit of best value.
220	85	Source Corp	Appendix I #10		Section 10 requires that the Provider maintain insurance and provide evidence of the insurance. What amounts of coverage does the state require?	Adequate liability insurance coverage must be maintained. The amount of coverage is to be determined by the vendor and the documentation of the determination regarding amounts of coverage shall be provided to the Department upon contract execution. This area is subject to additional negotiations as necessary.
221	86	Source Corp	Appendix XI Caseload Counts	79	How many of these case files are active?	Unknown
222	87	Source Corp	General		In order for vendors to respond with the best possible solution and pricing, would DCF consider granting an extension to the due date of this ITN? We believe that the extra time spent at this stage of the process will allow all vendors to put together the best possible proposal for DCF.	NO
223	88	Source Corp	General		Can DCF provide samples of the types of documents to be processed?	yes these documents can be provided after a vendor is selected.
224	89	Source Corp	Attachment I, 2.1 #28	40	Please provide a list of the standard equipment utilized at DCF centers to automatically create documents.	(For current system) Scanners must be 100% Twain compliant to work with the desktop software ESS Scan. No other specific requirements are necessary other than it must be in pdf format when sent to the FileServer for processing into ADI.
225	90	Source Corp	General		Did DCF utilize the services of a professional consulting firm to develop a comprehensive recommendation/analysis of DCF's future mailroom approach?	No
226	1	TDEC	General	General	Can DCF provide the flowcharts and procedures for their current processes that they are looking to outsource?	See Unique ID 165
227	2	TDEC	General	General	Can DCF provide samples of the form types that the mail processing center will receive? Can DCF provide volumes for each form type by month? For each form type, can DCF provide the turnaround time required?	Samples will be provided after vendor selection. All turnaround times are 4 hours. Data will be posted to the following document library: <a href="http://www.dcf.state.fl.us/admin/contracts/mailescan/">http://www.dcf.state.fl.us/admin/contracts/mailescan/</a>

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228	3	TDEC	General	General	How much is DCF spending on an annual basis to provide the mail processing services currently?	The Department is seeking a vendor based on the vendor's capabilities, proposed solutions and prices, not prior Department expenditures
229	4	TDEC	General	General	How many FTE does DCF have performing the mail processing services at this time? Does it have seasonality to the volume and what is the min/max number of FTE at DCF's mail processing facility?	See Unique ID 117
230	5	TDEC	General	General	Where is DCF's mail processing facility in Tallahassee (physical address)? Will DCF allow the vendor to visit the current mail facility and see the current process?	See Unique ID 14 Yes
231	6	TDEC	General	General	Can DCF provide the file layouts for all data files that the vendor would be sending to DCF? Can DCF provide the file layouts for the index and files that the vendor would be sending to DCF?	Data will be posted to the following document library: <a href="http://www.dcf.state.fl.us/admin/contracts/mailescan/">http://www.dcf.state.fl.us/admin/contracts/mailescan/</a>
232	7	TDEC	General	General	Can DCF provide a process flow from customer to end result that shows each step of the current process and the timeframes that it takes to currently perform the step?	See Unique ID 165  Data will be posted to the following document library: <a href="http://www.dcf.state.fl.us/admin/contracts/mailescan/">http://www.dcf.state.fl.us/admin/contracts/mailescan/</a>
233	8	TDEC	General	General	Within the 273 high volume sites, can DCF provide a flowchart as to what they are doing along with samples of the documents that they handle?	Yes  Data will be posted to the following document library: <a href="http://www.dcf.state.fl.us/admin/contracts/mailescan/">http://www.dcf.state.fl.us/admin/contracts/mailescan/</a>
234	9	TDEC	Appendix XI	76	What is the breakout of form types within each of the 273 high volume site locations?	See Unique ID 55
235	10	TDEC	Attachment I	39	E-mails – Can DCF provide the architecture (software platform) of the DCF auto indexing system? What is the monthly volume of e-mails received and will the vendor be responsible for processing e-mails with DCF's software or our own?	See Unique ID 55 We can provide information regarding the process for My ACCESS Account Upload documents by the customer. We consider these pre-indexed.
236	11	TDEC	Appendix XI	76	What is the breakdown of the monthly volume of faxed and mail documents?	See Unique ID 55 See Unique ID 35
237	12	TDEC	General	General	Just to clarify, none of this can be performed outside of the United States? Can this work be performed by independent home contractors?	The ITN provides: "The Provider shall deliver services including programmatic changes that are done for the DCF Mail, Scan, Image and Indexing Service, data in production and lower environments, and operational support provided from within the continental United States for the duration of this contract." There is no express prohibition on the use of "home contractors," provided that they meet the above limitation, all security requirements and any terms developed during negotiations.
238	13	TDEC	General	General	Is overnight mail received at the mail facility? If so, what is the monthly volume of this activity and what is the processing timeframe?	Overnight mail is processed in the same 4 hr TAT

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239	14	TDEC	General	General	Is certified mail received at the processing facility? If so, what is the current process to handle this work? What is the current monthly volume of certified mail?	Certified mail is signed by an authorized rep
240	15	TDEC	General	General	Will the mail facility be performing any lockbox functions? Will the mail facility received any checks or cash? What is the process should this occur?	This process will have to be established during negotiations.
241	16	TDEC	General	General	How long does the vendor need to store the paper documents? After the storage period, do the hard copy documents need to be shredded? If so, can the vendor use a 3 <sup>rd</sup> party shredding company to provide these services?	See Unique ID 25
242	17	TDEC	General	General	Back-up site: Can the back-up site be outside of FL? Does the back-up site need to provide the same level of production as the primary site?	See Unique ID 202
243	18	TDEC	2.3	41	Is customer services required under this contract? If so, what is the functions that need to be performed? What are the current processes and procedures? Does the call center need to be located in Florida?	See Unique ID 120
244	19	TDEC	Exhibit C	55	Are these reports applicable to this bid? If so, where are the volumes of calls received and the statement of work to perform these services?	See Unique ID 158
245	20	TDEC	2.6	42	What is the data interface requirements? How many interfaces will there be? Will these interfaces use dedicated telecommunication lines or internet-based communication? What type of bandwidth expectations are required of the vendor? Is the vendor responsible for supplying the fax lines? If so, how many fax lines does the state have in place right now? How many 800 numbers are supporting these lines?	Vendor will need a MFN connection. We currently utilize approx. 60 toll free numbers with approx 250 fax lines. We are currently maintaining mail and indexing operations with a 22mb MFN connection.  Also See Unique ID 58
246	21	TDEC	General	General	Does the State have available space for the vendor to locate their mail facility?	The state can not provide available space to a non-state agency however current facility is in a non-state owned facility.

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247	22	TDEC	3.4	46	Is the 1% transaction fee applied against every invoice submitted to DCF by the vendor for the term of the contract?	<p>The State of Florida applies the one percent fee to all transactions processed through the MyFloridaMarketPlace system to provide vendors with electronic access to state buyers and to provide vendor support activities.</p> <p>There is no initial registration or ongoing subscription fee charged to vendors.</p> <p>Please note that business conducted with the State of Florida outside of MyFloridaMarketPlace is still subject to the one percent transaction fee unless specifically exempt by rule. Vendors pay the one percent transaction fee to the State of Florida after they receive payments from the state.</p> <p>60A-1.030 addresses MFMP vendor registration;          60A-1.031 addresses the use of Transaction Fee language in purchasing transactions (unless exempted); and          60A-1.032 addresses the MFMP Transaction Fee exemptions.</p> <p>For additional resources regarding the MFMP Transaction Fee and Reporting, please visit the vendor toolkit at:  <a href="http://www.dms.myflorida.com/business_operations/state_purchasing/myfloridamarketplace/mfmp_vendors/vendor_toolkit/mfmp_transaction_fee_and_reporting">http://www.dms.myflorida.com/business_operations/state_purchasing/myfloridamarketplace/mfmp_vendors/vendor_toolkit/mfmp_transaction_fee_and_reporting</a></p>
248	23	TDEC	General	General	Does the State of Florida have a state minimum wage?	Yes. See Section 448.110, Florida Statutes.
249	24	TDEC	General	General	Can you provide a breakdown of the total monthly quantity of faxes, standard mail and undeliverable mail?	See Unique ID 55
250	25	TDEC	2.1 item 8 SOW	40	How many index types are to be used by the vendor and can you let us know what they are?	Yes, there are classifications/different document types and sub-types. A Document Type/Sub-Type list is included in the Document Imaging User Guide.
251	26	TDEC	2.1 item 8 SOW	40	Can like documents be indexed together or does each one need to be indexed separately (eg: 4 pages of supporting documentation if there is a "SUP" index)?	All documentation submitted as one document for an individual can be indexed by Document Type/Sub-Type with the exception of Confidential Medical and Confidential DDD. Different cases require separation if submitted together.
252	27	TDEC	2.1 item 21 SOW	40	Is it correct to assume that the incoming faxes will contain a referencing bar code? If so, what is the bar code referencing? Is it also correct to assume that the incoming physical mail will also contain a referencing bar code? Are there cover sheets containing indexing information inserted with the incoming mail/faxes? Are there barcodes on the outside of the envelopes?	At this time there are no documents received with a barcode. In late July will be receiving barcode cover sheets for medical bills from Providers & Pharmacies that will be auto-indexed. This may be expanded at a future date. Many faxes sent will have a coversheet included by the sender.

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253	28	TDEC	2.1 #6	39	Please provide the volume of mail that must be scanned, on an annual and Monthly basis. Within this volume, please break it down in the following manner: Total Envelopes received, Total Documents received, Average Pages per Document, Total Undeliverable received.	See Unique ID 172
254	29	TDEC	2.1. #8	40	Do Fax cover sheets get indexed? If so, do they get indexed separately or with other indexed docs (eg: along with the next form to be indexed)?	See Unique ID 252 Yes. There is a Document Type = Notices and a Sub-Type = Coversheet.
255	30	TDEC	General	General	Does undeliverable mail need to prepped and scanned or does it just need to captured in a data file as such?	scanned and indexed
256	31	TDEC	2.1 #26	40	Where would these files originate? Would this be used for large files received via disc or compressed file that would be programmatically entered into the system by IT personnel?	See Unique ID 165  Leadtools and Atlalasoftware are proprietary software that we use.  Data will be posted to the following document library: <a href="http://www.dcf.state.fl.us/admin/contracts/mailscan/">http://www.dcf.state.fl.us/admin/contracts/mailscan/</a>
257	1	Xerox	2. SOW, 1st paragraph	38	What index data are currently being captured automatically from emails?	No index data is currently being captured from emails. There is index data captured from My ACCESS Account Upload.
258	2	Xerox	2.1 Provider Tasks, #1	39	Is the vendor responsible for document destruction or will the documents be returned to the Department? If the vendor is responsible for destruction, what is the retention period prior to destruction? If the vendor is responsible for destruction, should this responsibility be included in the document pricing or in optional service?	See Unique ID 25
259	3	Xerox	2.1 Provider Tasks, #15	40	In requirement #15, can the Department clarify "using online capture" in the context of "where data images are stored immediately, upon capture?"	To be stored on server(s)
260	4	Xerox	2.1 Provider Tasks, #31	40	Would the Department please clarify the requirement stated in Provider Task #31?	See Unique ID 257 See Unique ID 55 See Unique ID 99 See Unique ID 197
261	5	Xerox	2.10.1 Service Delivery and Location	44	Is the Transition Phase referenced in the ITN a transition period that precedes the start of the contract or a transition at the end of the contract period?	The reference is to a transition phase as the contract expires or is terminated.
262	6	Xerox	Appendix XI	76	What is the average number of documents per month from all channels – mail, fax, etc. – that the Department estimates the vendor will need to process?  The ITN indicates that about 564,000 documents are faxed each month. Is there an estimate of the number of documents currently sent via the mail for scanning and indexing? Via other channels such as email or remote scanning?	See Unique ID 55



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263	7	Xerox	4.18	12	The ITN States: "Replies must be typed single-spaced in a font size of at least 11 points and printed double-sided on 8-1/2" x 11" paper." Is it acceptable to use a smaller font for tables, graphics, and MPP project plan?	Yes
264	8	Xerox	4.18	12	The ITN states: "Replies must be typed single-spaced in a font size of at least 11 points and printed double-sided on 8-1/2" x 11" paper. " Is it acceptable to use 11x17 paper, folded to fit within 8.5x11, for large tables, graphics, or MPP project plan?	No
265	9	Xerox	4.1.11, 4.2.1 and 4.3.1	13 and 21	The ITN states: "The outside of each envelope must be clearly marked with the title of the reply, the ITN number, the vendor's name, and identification of enclosed documents (i.e., Programmatic Reply for Florida ACCESS Mailing, Scanning, Indexing Services; Cost Proposal for Florida ACCESS Mailing, Scanning, Indexing Services; or Electronic Copy of Reply for Florida ACCESS Mailing, Scanning, Indexing Services)." Would the Department please clarify the difference between "title of the reply" and "identification of enclosed documents"?	The 'Title of the reply' is the ITN Number and description. Identification of enclosed documents includes i.e. Programmatic Reply or Cost Reply
266	10	Xerox	4.1.10 and 4.1.11, 4.1.5	13 and 22	The ITN states: "Two (2) copies of an electronic version of the reply, each containing both parts of the reply (programmatic and cost), identical to the hard copies, must also be submitted with the hard copies... ...The original and each copy of the Programmatic Reply and the Cost Reply, and the electronic versions must be individually sealed in separate envelopes." "The electronic media must be clearly labeled in the same manner as the hard copies and submitted with the corresponding hard copies." Is it the Department's intent that the Programmatic Reply and Cost Reply be sealed separately from each other? Should both replies be on the same CD, with two copies provided? Or does the Department want 2 CDs of the Programmatic Reply, and 2 CDs of the Cost Reply? Can the CDs be sealed with their corresponding books or should each copy be separately sealed? Do the CD copies need to be numbered 1 of 2 and 2 of 2?	Yes - it is the Department's intent that the Programmatic Reply and Cost Reply be sealed separately from each other.  No - both replies (Programmatic and Cost) should be on separate CD's. the Department wants 2 CDs of the Programmatic Reply, and 2 CDs of the Cost Reply.  The CD's can be included with their corresponding hardcopy responses. CD's should be numbered Programmatic Copy 1 of 2 and Programmatic Copy 2 of 2; Cost Copy 1 of 2 and Cost Copy 2 of 2 - as specifically detailed in Section 4.1.10, 4.1.11 and 4.1.5

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267	11	Xerox	4.3.2	21	The ITN states: "The vendor must submit completed and signed Cost Reply Forms in the Microsoft Excel response template provided in Appendix IX of this ITN. In addition to the signed original printed version, the Cost Reply Forms shall be submitted as both a Microsoft Excel 2007 version and an Adobe Acrobat PDF file format." Where is the MS Excel response template? Can the Department please provide this file?	Please recreate the table from the ITN, page 74
268	12	Xerox	4.5.3	23	The ITN states: "If the vendor considers any portion of the documents, data or records submitted in its reply to be trade secret and exempt from public inspection or disclosure pursuant to Florida's Public Records Law, the vendor must submit all such information in a separately bound document (or in the case of electronic media, a separate CD, with the words "Trade Secret" included in the file name) clearly labeled "Attachment to Reply, ITN No. 01F12GC1- Trade Secret Material". How many hard copies and/or CDs of this material should be submitted?	Same as required for other materials within the ITN as per section 4.1.10
269	13	Xerox	2.1	5	Is the Department amenable to considering alternative contract language during contract negotiations?	See Unique ID 126
270	14	Xerox	3.4, Appendix I, 46	11 - 12 37	Will the Department incorporate by reference the Q&A into the Contract and into the order of precedence?	See Unique ID 219
271	15	Xerox	4.2.6.2	15	May any work of any kind be performed outside of the United States?	See Unique ID 202 No
272	16	Xerox	4.5.5, Appendix I, 9 PUR 1000, 19.	23, 29, PUR 1000, p.7	Will the Department consider limiting vendor indemnification liability to damages directly resulting from vendor's own negligent acts or omissions?	See Unique ID 219
273	17	Xerox	General, PUR 1000	28, PUR 1000 pp. 7-8	Will the Department consider capping Bidder liability to an amount equal to the total amount that the customer has paid the Bidder in the 12 months prior to the incident in dispute?	See Unique ID 219
274	18	Xerox	Appendix I, 7e, 8	29	Will the Department agree to limit audit rights to the Provider's invoices?	See Unique ID 219
275	19	Xerox	Appendix I, 24	32	Does the Department agree that all intellectual property developed prior to or independently of this project shall continue to be owned by vendor or any relevant third parties?	See Unique ID 219
276	20	Xerox	Appendix I, 24	32	Will the Department consider granting Xerox a perpetual, non-exclusive license for any intellectual property developed under this contract?	See Unique ID 219

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277	21	Xerox	Appendix I, 36	35	Will the Department add to this provision that the not-to-exceed amount includes payment for any allowable expenses for which the Contractor may request reimbursement under this Contract?	See Unique ID 219
278	22	Xerox	Appendix I, 36	35	Will the Department add to this provision that with respect to fixed unit rate-based expenditures, the parties agree that in the event that funds become unavailable, Xerox shall be under no obligation to continue to perform?	See Unique ID 219
279	23	Xerox	Attachment I, 3.3	46	Will the Department agree to cap all liquidated damages at \$10,000 per month?	See Unique ID 219
280	24	Xerox	4.1	48	Will the Department consider compensating Vendor for any unrecoverable costs incurred by delay of the program due to acts or omissions of the Department?	See Unique ID 219
281	25	Xerox	Appendix I, 42, PUR 1000, 22	57, PUR 1000, p.8	Will the Department consider equitable adjustment of pricing in the event of a termination in part by the Department?	See Unique ID 219
282	26	Xerox	Appendix I, 42.a., PUR 1000, 2.	57, PUR 1000, p. 8	Will the Department agree to compensate Vendor for any unamortized costs and reasonable wind-down costs in the event of a termination for convenience?	See Unique ID 219
283	27	Xerox	Appendix I, 42.c. PUR 1000, 23	57, PUR 1000 p. 8	Will the Department agree to provide Vendor with a reasonable cure period prior to any termination for cause?	See Unique ID 219
284	28	Xerox	PUR 1000, 2	PUR 1000, p. 2	Are purchase orders going to be issued under this contract?	See Unique ID 219
285	29	Xerox	PUR 1000, 4b	PUR 1000, p. 3	Will the Department consider deleting this provision?	See Unique ID 219
286	30	Xerox	General Question	N/A	Will the Department please confirm that any Deliverable will be deemed accepted if the Department has not explicitly rejected the deliverable in writing within 30 days or by the Department's scheduled response time, whichever is later?	See Unique ID 219
287	31	Xerox	General Question	N/A	Will the Department please confirm that in the matter of acceptance of deliverables: (a) the standard is the reasonable, industry-wide standard of material conformance to specifications; (b) the evidence will be in writing; (c) that if not given within fifteen (15) days after Vendor's delivery of deliverable such acceptance will be deemed granted; and (d) such acceptance will be irrevocable?	See Unique ID 219
288	32	Xerox	4.3.3, Cost Considerations	21	Is the Department requesting tiered based pricing based on this requirement? If so, can the Department provide guidance on the volume tiers that Vendors should propose?	See Unique ID 209