

**Request for Proposals 22-RFQ-017-TH
Business Process Optimization (BPO)
Technical Questions and Answers**

The Department's responses to timely submitted questions are provided below:

Respondent Question Number*	RFP Page Number, Section Number, Subsection Reference*	Question*	Answers
1	General	Would the winning bidder for this BPO project be precluded from bidding on the 19 future proposed projects and/or related work for RA Modernization?	The awarded vendor would be precluded from bidding on any future procurement for the Incremental Customer Experience (CX)/User Experience (UX) Mobile-Responsive Software Transformation and Systems and Software Integration Projects.
2	General	Which of the projects would the selected bidder be precluded from bidding on for the 19 future proposed project related to RA Modernization?	The awarded vendor would be precluded from bidding on any future procurement for the Incremental Customer Experience (CX)/User Experience (UX) Mobile-Responsive Software Transformation and Systems and Software Integration Projects.
3	General	Is there a desired start date for the project?	The desired start date for the contract is within 5 days of contract execution.
4	Attachment D - Cost Page (pg 176)	Is it the intent of Florida DEO to limit the number of each of the listed Job Titles to a single person? If no, what is the departments preference on how to list multiple hourly rates for a single Job Title? Example: More than one Consultant working on separate Business Processes.	Multiple rates cannot be proposed for the same job title. Please see Attachment D.
5	3.0 Deliverables, Tasks, Minimum Level of Service, and Financial Consequences (pg 63)	Is the department open to alternative timelines associated with each of the deliverables provided the project end reaches the same desired outcome and timeline?	The Department is not open to alternative timelines.

6	1.0 General Description and Purpose of this Request for Quote (RFQ) (pg 1)	In addition to the analysis of existing processes and specifications to improve business and technical processes effectiveness and efficiency, the RFQ outlines the need to conduct a full evaluation of the RA Information Technology program and a partial evaluation of the RA Tax program however, there limited information provided and no deliverables associated with these evaluations in the RFQ document. Could the department elaborate on the expected business outcomes of these evaluations?	It is expected that the vendor would need to understand the existing business and technical processes in order to determine new processes that are more efficient and effective. Please see section 2.2 for additional information.
7	5.1 Elaborate Response (pg 69)	The RFQ states that it is not necessary to prepare responses using elaborate brochures and artwork. Can a respondent provide graphical support within its response where visualization are beneficial for additional understanding?	We expect the vendor to provide detailed responses. Visualization in the form of graphs and grids may be used to supplement a response.
8	Section 5.3 (pg 70)	Could DEO please describe what it would like respondents to provide when we are asked to include "project plans, reports, and letters describing the work performed and the results of the work"? Would DEO like us to provide work samples from previous similar projects, or reference letters (or both)?	We are expecting the vendor to provide examples from previous projects that are similar in size and scope. Reference letters are also welcomed.
9	Attachment E (pg 178)	Could DEO please clarify what information should be provided in the third column of the table provided in Attachment E?	Please provide the Value Added Service Cost to the third column.
10	Section 1.4 (pg 18-19)	How many of the processes to be mapped by the awarded vendor are currently mapped/diagrammed, and how accurate are they? Through the attachments, it looks like DEO has some business processes/requirements already developed/gathered. Should the awarded vendor be planning to use these products as inputs to	Please see Attachment B for a high-level Reemployment Assistance process description overview. DEO will provide subject matter experts and other staff, as necessary, to facilitate the process mapping and requirements

		<p>the current state processes/requirements? If so, how complete are they—from DEO’s perspective?</p> <p>How many DEO stakeholders are expected to be involved with business process mapping?</p> <p>How many DEO stakeholders are expected to be involved with requirements gathering/development?</p>	gathering/development processes.
11	General (pg 2)	<p>Certain tasks DEO is asking the awarded vendor to perform are specifically identified in the RFQ as needing to be performed “on-site.” Can you please confirm that these tasks do in fact need to be performed on-site and that only the tasks identified as such in the RFQ must be performed on-site?</p>	We prefer the vendor to be on-site for all tasks but would only require those identified in the document.
12	Attachment D (pg 176)	<p>Can you please confirm that DEO is only allowing the 5 positions listed to be proposed (i.e., no additional team members may be proposed)?</p>	DEO limits the titles to the 5 positions listed. The vendor should not add additional job titles but can have more than one person in each title.
13	Section 5.3 (pg 69)	<p>Is DEO’s use of the term “tab” synonymous with “header” in the context of our proposal response format? In other words, is it acceptable to use headers that mirror the tab descriptions (e.g. Tab 1 – Executive Overview, Tab 2 – Past Performance and Experience, etc.) to meet this formatting requirement?</p>	The vendor is free to use the terms “tab” and “header” synonymously.
14	General	<p>What is the Estimated Budget for this Opportunity?</p>	The Department is seeking a vendor to provide the best value to the State.
15	General	<p>Are there any incumbents for this Opportunity? If so, please provide the details.</p>	There are no incumbents for this project.
16	General	<p>What are the labor categories that would cover the work described in the RFP?</p>	Management Consulting Labor Categories I, L, and E under State Term Contract Number 80101500-20-1 do not cover the work described in this RFQ.

17	General	How many resources are expected to work on this RFP?	The Department expects the vendor to provide adequate resources to meet the deliverables by the due dates provided in the RFQ.
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