



---

**State of Florida**  
**Agency for Workforce Innovation**

## **UC Modernization Project - Phase 2b**

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

**Accenture Interim Revised Proposal Instructions #2**

## **TABLE OF CONTENTS**

<b>TABLE OF CONTENTS .....</b>	<b>2</b>
<b>1 OVERVIEW.....</b>	<b>3</b>
<b>2 CLARIFICATIONS AND INSTRUCTIONS .....</b>	<b>4</b>
<b>3 BILL OF MATERIALS .....</b>	<b>8</b>

## 1 OVERVIEW

The purpose of this document is to provide Vendor instructions in order to obtain an Interim Revised Proposal (IRP) that will be used as input to the negotiation process. The vendor is instructed to submit an Interim Revised Proposal in accordance with the instructions in this document and the attached forms and to submit them electronically to Fran Shewan and Sonja Strickland of AWI Purchasing by **12:00pm on November 10, 2010**.

Please refer to ITN section B.15.4 (page 32), which provides that "the Agency, upon completion of each step, reserves the right to finalize the negotiations process at any time in the process that the Agency determines such selection would be in the best interest of the State."

Accordingly, this may be the only opportunity you have to revise your proposal. **Do not hold back an offering of value for any hardware, software, or services (to include the rate card), on the assumption that you will offer it later.**

The Agency intends to conduct a public meeting at 3:00 P.M. Friday November 12, 2010.

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

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

Procurement Officers (Points of Contact):

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

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

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

## 2 CLARIFICATIONS AND INSTRUCTIONS

Please review the following clarifications and instructions and respond as instructed.

Item	Vendor Instructions
1	<p>The Agency accepts the vendor’s recommendation to eliminate the following options as provided to the Agency in your response to IRP 1 in Exhibit 2 Alternative Cost Table: Training (Item 2), Natural Speech Recognition (Item 5), Microsoft Dynamics (Item 6), and Advanced Search (Item 7). Reflect the removal or accepted changes to the approach in your Attachment B – IRP 2 Revised SDLC Cost Breakdown. In the space below provide a detailed description of the changes made to adjust the costs in Attachment B – IRP 2 Revised SDLC Cost Breakdown.</p> <p><b>Vendor Response:</b></p>

Item	Vendor Instructions
2	<p>The Agency has dedicated staff to the project to perform the Agency responsibilities as defined in Exhibit - 1 Statement of Work in the ITN. The Agency does not accept any additional responsibilities from those specified in Exhibit -1 Statement of Work in the ITN. Provide an updated resource loaded and resource leveled Microsoft Project Schedule to include the effort associated with each activity.</p> <p>The dedicated staff the agency will provide to perform the agency responsibilities as defined in Exhibit -1 Statement of Work in the ITN include:</p> <p># Role -----</p> <p>(1) Project Director</p> <p>(4) Project Management Office - Project Management Monitoring &amp; Controlling, Communications, Budget, etc.</p> <p>(3) Business Analysts - Business Process Continuity, BPR, Organizational Change Management, Benefits Realization</p> <p>(17) Subject Matter Experts</p> <ul style="list-style-type: none"> <li>- (2) Managers</li> <li>- (5) Claims/Wage Determination</li> <li>- (2) BPC</li> <li>- (2) Special Payments &amp; Special Programs</li> <li>- (3) Adjudication</li> <li>- (2) Appeals/Federal Audit</li> <li>- (1) Workforce</li> </ul> <p>(5) Technology Transition - Systems Architect, DBA, Sr. Developer, Legacy Integration</p> <p><b>Vendor Response:</b></p>

Item	Vendor Instructions
3	<p>The development, test, and production environments shall be a physical configuration. The environments shall be used as:</p> <ol style="list-style-type: none"> <li>1. Production: Production</li> <li>2. Development: Sandbox, Development, Quality Assurance</li> <li>3. Test: Training and Test</li> </ol> <p>The Genesys servers may be virtual.</p> <p>The Agency expects at a minimum the capacity for each environment to be relative to the production environment as follows:</p> <ol style="list-style-type: none"> <li>1. Production: Capacity needed to support your solution</li> <li>2. Development: 25% of production capacity</li> <li>3. Test: 25% of production capacity</li> </ol> <p>The network load balancer should be a physical hardware appliance specifically for such function. The solution shall be redundant as not to have a single point of failure for any environment. Load balancing shall be provided for each environment listed above.</p> <p><b>Vendor Response:</b></p>

Item	Vendor Instructions
4	<p>The Redundancy for each environment shall be as follows:</p> <ol style="list-style-type: none"> <li>1. Production: All servers shall be redundant and in an Active/Active configuration. This includes Web servers, App servers, Databases (hardware/software), Document management, Document generation, IVR. All servers should be physical with the exception of Genesys. The Genesys solution may be virtual.</li> <li>2. Development: All servers shall be redundant with the exception of the following. The database servers can be in an Active/Passive configuration. The document management servers can be in an Active/passive configuration. All other server should be in an Active/Active configuration. All servers should be physical with the exception of Genesys. The Genesys solution may be virtual.</li> <li>3. Test: All servers shall be redundant and in an Active/Active configuration. This includes Web servers, App servers, DB, Document management, Document generation, IVR. All servers should be physical with the exception of Genesys. The Genesys solution may be virtual.</li> </ol> <p><b>Vendor Response:</b></p>
5	<p>Provide a revised cost estimate that incorporates the cost impacts of these instructions using Attachment B – IRP2 Revised SDLC Cost Breakdown. In the vendor response space below please provide an explanation of the methodology and assumptions used to calculate the pricing for each phase in Attachment B – IRP 2 Revised SDLC Cost Breakdown. Ensure cost for hardware and software development and production maintenance are provided in Phase 8 Operations and Maintenance. As discussed during the IRP presentation on November 3, 2010 include your most aggressive discounts as applied to hardware, software, and services (including rate card).</p> <p><b>Vendor Response:</b></p>

Exhibit 1 Instructions and Clarifications Table

### 3 BILL OF MATERIALS

Complete the following table with a complete list of all proposed hardware (servers, work stations, etc.), software and related information. This table must include everything required to stand up the environments as we discussed in our negotiation session on November 3, 2010. **Include everything required to establish all environments including but not limited to: chassis, blade servers, developer work stations, load balancers, document scanning equipment, databases, correspondence generation, document management, IVR, fax, report generation, operating system, storage area network, CRM, address validation, hardware and software development and production maintenance costs.** Nothing shall be omitted from this list. All items in the bill of materials must be included in Attachment B – IRP 2 Revised SDLC Cost Breakdown. Per the ITN: “The Agency reserves the right to purchase any of the items on the Bill of Materials from another source instead of acquiring them from the Contractor if it is in the best interest of the Agency.” As such, sufficient detail should be provided to allow the Agency to procure the hardware and software components separately. Add to, or alter the environment descriptions as needed to match your proposal:

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



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

**Exhibit 2 Bill of Materials**

In the following table, please provide the assumptions for the proposed hardware and software components that were provided in Exhibit 2 Bill of Materials:

Description	Assumptions (Ex: # of users, performance levels, etc.)
<b>Development Environment</b>	
<b>Hardware</b>	
<b>Software</b>	

Description	Assumptions (Ex: # of users, performance levels, etc.)
<b>Test Environment</b>	
Hardware	
<b>Software</b>	
<b>Production Environment</b>	
Hardware	
<b>Software</b>	

**Exhibit 3 Bill of Materials Assumptions**