Charlie Crist
Governor

Cynthia R. Lorenzo
Director

ADDENDUM ACKNOWLEDGEMENT FORM
ITN #10-ITN-001-SS
Addendum No. 1

Agency for Workforce Innovation
107 E. Madison Street
Caldwell Building
Tallahassee, FL 32399

SOLICITATION NO.: 10-ITN-001-SS

SOLICITATION TITLE: Unemployment Compensation Claims and Benefits Information System Design, Development, and Implementation

OPENING DATE: July 16, 2010, 3:00 P.M., EST

ADDENDUM No.: One (1) **DATE:** June 18, 2010

THE ADDENDUM ACKNOWLEDGEMENT FORM SHALL BE SIGNED BY AN AUTHORIZED COMPANY REPRESENTATIVE, DATED AND RETURNED WITH THE REPLY AS INSTRUCTED IN, SECTION B.2 CALENDAR OF EVENTS.

Changes to Specifications are coded as: words ~~**stricken**~~ are deletions; words **underlined** are additions.

Please be advised that the following changes are applicable to the original specifications of the above-referenced ITN:

1. **Section A.6, Statement of Need, "Supporting Documentation" the following 14 documents have either been revised or added:**

Supporting Document Description	Link Description	Link
Schedule IV-B Feasibility Study	• CBA Forms • Risk Assessment • Project Schedule	www.floridajobs.org\unemployment\ITN
As-Is Process Documentation and Diagrams	• UAC	www.floridajobs.org\unemployment\ITN

Supporting Document Description	Link Description	Link
Invitation to Negotiate Attachments	• Attachment S – Cost Response Revised (version 2) • Attachment Q – Requirements Response Revised (version 2) • Vendor Conference Sign-in Sheet • Attachments Revised	www.floridajobs.org\unemployment\ITN
Current IVR Documents	• IVR Script 1 • IVR Script 2 • IVR Script 3 • IVR Overview • Call Center Hardware and Software Configuration	www.floridajobs.org\unemployment\ITN

2. Section B.7.1, Technical Response, Tab 1, "Response Cross Reference Table", is hereby amended to read as follows:

ITN			Response	
Page(s)	**Section**	**Subject**	**Section Title**	**Page(s)**
1	B.7.1 – Title Page	Title Page	Title Page	#
2	B.7.1 – Tab 1	Tab 1	Tab 1	#
#	-	-	-	#
#	-	-	-	#
#	-	-	-	#
20	B.7.1 – Tab 4:1	Approach	Approach	#

3. Section B.7.1, Technical Response, Tab 5, "Value Added Services - Innovative Ideas" is hereby amended to read:

Value added services are services beyond those services previously outlined that you may provide to offer additional benefits to AWI. Describe and clearly label any value added services offered to the Agency. Although the Agency has provided a statement of need and mandatory requirements for Respondents, these are not intended to limit Respondent's innovations or creativity in preparing a response to accomplish these goals. Innovative ideas, new concepts and partnership arrangements other than those presented in this Invitation to Negotiate, will be considered. ~~For example, these might include unique business features, special services, offer costs or shared savings, discounts or terms and conditions specific to each Respondent.~~

Additional costs or shared savings associated with value added services or innovative ideas shall not be included in the technical response and shall ~~should~~ not be included in Attachment S, Cost Response but ~~should~~ shall be included as an appendix to the Cost Response.

4. **Section B.7.1, Technical Response, Tab 8, "Attachments", Attachment A – Reference Form, the second paragraph is hereby amended to read as follows:**

Attachment A - ~~Past Performance References~~ Reference Form

In the spaces provided in Attachment A, the Respondent must provide the required information for ~~a minimum of~~ three (3) separate and verifiable clients that will serve as references. The clients listed must be for work similar in nature to that specified in this ITN. Confidential clients shall not be included. **Do not list the AWI as a client reference.**

The same client may not be listed for more than one (1) reference. For example, if the Respondent has completed a project for the Florida Department of Transportation – District One and one project for the Florida Department of Transportation – District Two, only one of the projects may be listed because the client, the Florida Department of Transportation, is the same.

Firms that are currently parent or subsidiary companies to the Respondent will not be accepted as ~~Past Performance references~~ a client reference under this solicitation.

In the event that the Respondent has had a name change since the time work was performed for a listed reference, the name under which the Respondent operated at the time that the work was performed must be given at the end of the project description for that reference in Attachment A.

In the event that Respondents submit a response as a joint venture, at least one (1) ~~past performance~~ client reference must be listed for each member of the joint venture. However, the total ~~minimum~~ number of client references to be provided remains three (3).

Failure to provide the required information for ~~a minimum of~~ three (3) separate and verifiable clients in the spaces provided in Attachment A shall result in the Respondent receiving a score of zero (0) for the ~~Past Performance~~ Reference Questionnaire section of the evaluation.

5. **Section B.7.1, Technical Response, Tab 8, "Attachments", Attachment G – Reference Questionnaires, the 2nd paragraph and Item No. 5 is hereby amended to read as follows:**

2nd paragraph: The reference questionnaire provided as Attachment G must be completed by an individual representing each of the clients listed in Attachment A, Reference Form. These individuals may not be current or former officials or staff of the Agency for Workforce Innovation ~~State of Florida.~~

5. Enclose all sealed reference envelopes within a larger, labeled envelope for inclusion in the Technical Response. The Agency will make copies to distribute for evaluation.

6. **Section B.7.1, Technical Response, Tab 8, "Attachments", Attachment S – Cost Response is hereby amended to read as follows:**

Attachment S – Cost Response (to be submitted in accordance with Section B.7.2)

7. **B.8 Submission of Responses, 1st and 9th paragraphs are hereby amended:** *(This section supersedes Section C, PUR 1001, Instructions #3, Electronic Submission of Responses)*

   1st paragraph: The Respondent shall return one (1) original, signed and sealed **Technical response** including the client references; along with seven (7) copies and twenty (20) electronic copies (on compact disc).

   9th paragraph: Responses that do not meet all material requirements of this response or which fail to provide all required information, documents or materials will be rejected as non-responsive. Material requirements of the response are those set forth as mandatory, or without which an adequate analysis and comparison of responses is impossible. Respondents whose replies, ~~past performance~~ client references or current status do not reflect the capability, integrity or reliability to perform fully and in good faith the requirements of the contract may be rejected as non-responsible.

8. **Section B.12, Response Evaluation, Item No. 1, "Scoring" is replaced in its entirety:**

   1. **Scoring**

   There will be a total of 1,000 points possible to be assigned for each Response broken out by the following major categories:

Technical Response		
Management Summary and Solution	Response Tabs 4 & 5 and Attachment Q	500 points
Respondent's History, Experience, and Team	Response Tabs 6 & 7 and Attachment G	200 points
Cost Response	Appendix S	300 points
Total Points		**1,000 points**

Technical Response Scoring. The content of Respondent technical responses will be reviewed in fifteen (15) categories as follows:

Response Tab	ITN Section #	ITN Section Title	Max. Points
Management Summary and Solution			**500**
Tab 4 - Project Approach and Methodology			
4.1	B.7.1 Tab 4.1	Approach	50
4.2	B.7.1 Tab 4.2	Project Management	30
4.3	B.7.1 Tab 4.3	Project Schedule	20
4.4	B.7.1 Tab 4.4	Project Management Plans	30
Tab 5 - Proposed Solution			
5.1	B.7.1 Tab 5.1	Solution Overview	80
5.2	B.7.1 Tab 5.2	System Development	60
5.3	B.7.1 Tab 5.3	Technical Description	60
5.4	B.7.1 Tab 5.4	Warranty, Maintenance and	30

		Operations	
5.5	B.7.1 Tab 5	Value Added Services - Innovative Ideas	20
8.16 Att. Q	B.7.1 Tab 8	Attachment Q – Functional Requirements Response Matrix	80
8.16 Att. Q	B.7.1 Tab 8	Attachment Q – Non- Functional Requirements Response Matrix	40
Respondent's History, Experience and Team			**200**
Tab 6 - Company Profile and Experience			
6.1	B.7.1 Tab 6	Respondent's History and Experience	50
6.2	B.7.1 Tab 6	Company Profile	50
8.8	B.7.1 Tab 8	Attachment G – Reference Questionnaire	30
Tab 7 - Personnel			
7.1	B.7.1 Tab 7	Resumes and Experience	70

Each section or sub-section will be reviewed by at least three evaluators, working independently. The completed evaluation scoring forms will be forwarded to the Procurement Office for inclusion in the final score.

Cost Response Scoring. The Cost Response will be awarded a pro rata portion of points based on the formula below. The formula awards points for cost based on two factors. First is the ratio of each Respondent's cost versus the lowest proposed cost. The second factor is based on each Respondent's technical score. A ratio is created based on the Respondent's technical score divided by the maximum available technical points. Each of these ratios are applied to calculate the total cost score as follows:

(Lowest Price / Respondent Price) * (Respondent Technical Score / Max Technical Score) * Max Cost Points = Cost Score

Lowest Price = Lowest cost of all responsive bids
Respondent Price = Cost for a specific Respondent
Respondent Technical Score = Score of a specific Respondent's technical response
Max Technical Score = Maximum points available for the technical response (700 points)
Max Cost Points = Maximum points available for the cost data response (300 points)
Cost Score = Cost points awarded to the Respondent

9. **Section B.14, Demonstrations and Preliminary Negotiations, is hereby amended to read as follows:**

The Agency shall conduct Preliminary Negotiations and Demonstrations with the short-listed Respondents prior to the final determination of contract award. ~~All participants will start out on an equal basis.~~

10. **Section B.15, Contract Negotiation, is hereby amended to read as follows:**

~~The Agency will proceed to negotiate with one or more selected Respondents, based on the Demonstrations and Preliminary Negotiations results.~~

The Agency will proceed to negotiate with one or more selected Respondents, based on the response evaluation described in Section B.12, and based on the Demonstrations and Preliminary Negotiations described in Section B.14.

11. Exhibit 1, Scope of Work, Section 8.1, "Planning", Item 16. Document management plan is hereby stricken.

~~16. Document management plan~~

12. Exhibit 1, Scope of Work, Section 9.1, Training, Items 1 and 2 are hereby amended to read as follows:

1. Provided for all end users (approximately 1,600 ~~664~~ at the time of the ITN)

2. Conducted in three (3) ~~six (6)~~ locations
   a. Tallahassee (approximately 470 end users)
   b. Orlando (approximately 870 end users)
   c. Ft. Lauderdale (approximately 260 end users)
   ~~d. Jacksonville~~
   ~~e. Pensacola~~

13. Attachment A, Reference Form has been corrected to expand the text field to read:

Service Dates: Dates must demonstrate at least one (1) continuous year.

14. Attachment Q – Requirements Response Matrix has been revised, requirement NF.0150 is hereby stricken.

(See replacement Excel document "Attachment Q – Requirements Response (Revised- version 2)" on the following web link: http://www.floridajobs.org/unemployment/ITN).

15. Attachment S – Cost Response has been revised.

(See replacement Excel document "Attachment S – Cost Response (Revised- version 2)" on the following web link: http://www.floridajobs.org/unemployment/ITN).

16. Mandatory Pre-Response Conference Sign-In Sheet

(A copy of the sign-in sheet is provided on the VBS).

17. Questions and Answers

(Questions and answers (UCMod-10-ITN-001-SS-Vendor-Questionsv-1.00.pdf) are provided on the VBS).

The Agency hereby provides answers to questions as provided in ITN Section B.5. Unless otherwise expressly indicated in the answer and in a formal amendment set forth above, these answers do not amend the terms of the solicitation.

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.

RESPONDENT:	Accenture LLP	**BY:**	John G. Martin, Senior Executive
ADDRESS:	2002 Old St. Augustine Road, Suite E-45	**PHONE:**	(850) 513-3560
CITY, STATE:	Tallahassee, FL 32301	**DATE**	July 8, 2010

AUTHORIZED SIGNATURE: