



INVITATION TO NEGOTIATE 2019-200-01

for

**Customer Engagement Center (CEC) Services and
Customer Relationship Management (CRM) System Services**

ADDENDUM 2

December 2, 2019

Addendum 2 to the ITN is as follows:

- 1. Section 4.D, Tab C-2: Financial Solvency, on pages 26 and 27 of the ITN is deleted and replaced in its entirety as follows:**

Tab C-2: Financial Solvency

Respondent must provide documentation of the financial solvency of the organization, including audited financial statements for the organization's two most recent fiscal years. If the organization's two most recent fiscal years ended within 120 Calendar Days prior to the proposal due date (in accordance with the Calendar of Events and Deadlines in subsection 1.F) and the last audited financial statement is not yet available, FHKC will consider the two immediately preceding fiscal years as the most recent. If financial statements for the organization's two most recent fiscal years do not exist, Respondent must submit an audited financial statement that encompasses the organization's two most recent fiscal years.

The audited financial statements must comprise the complete set of financial statements, including notes and disclosures; the auditor's opinion letter; be certified by a Certified Public Accountant that the financial statements meet the requirements of the U.S. Generally Accepted Accounting Principles; and, if applicable, Form 10-k for any parent and subsidiary companies.

Respondents submitting a CEC Services proposal and a CRM System Services proposal need not provide a duplicate copy of the audited financial statements. Respondents may provide the

audited financial statements in the CEC Services proposal only (hard copy and electronic). A duplicate copy of the audited financial statements is not required in the CRM System Services proposal.

2. FHKC's answers to Respondents' questions begin on the following page.

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#	Document (e.g., ITN, Attachment 1)	Document Section	Document Page#	Question	FHKC Response
1	Addendum 1	Section A. Overview of Addendum	1	<p>Paragraph 3 in the section states that ‘If a Respondent is reasonably susceptible of award for a category, Respondent may be selected for negotiations for any category’.</p> <p>This seems to suggest that a vendor who submit technical proposals for both CEC and CRM may be selected for negotiations for both categories, even if only one category is deemed reasonably susceptible of award.</p> <p>Will FHKC consider modifying this language to indicate that each proposal category will be individually evaluated and must be deemed as ‘within the competitive range’ in order to be selected for negotiations in the respective category?</p>	No.
2	Addendum 1; Attachment C	B.10 Process Flow	12	<p>Should CEC Vendor assume that they will have to manually enter information into the DCF calculator, or should CEC Vendor assume that the CRM Vendor will work with DCF to automate this process?</p> <p>If the CEC Vendor is required to manually enter, it is our experience that the time it takes to do this can vary widely between systems. Please identify the approximate amount of time it takes to use the DCF eligibility calculator.</p>	<p>The CRM vendor will establish an automated process with DCF.</p> <p>Not applicable.</p>

#	Document (e.g., ITN, Attachment 1)	Document Section	Document Page#	Question	FHKC Response
3	Addendum 1	B.12 FHKC's answers to Respondent's questions; Question 15	19	What happens if the Contractor exceeds the 2,000 hours?	The number of System enhancement hours, as well as hourly rates or other method of payment for hours exceeding the to-be-determined number of System enhancement hours (i.e., the 2,000 hours), will be addressed during the negotiation phase.
4	Addendum 1	Section 12 FHKC's answers to Respondents' questions Question 24	22	Can FHKC confirm whether it would be permissible for the contractor to perform development work both pre and post contract award on the CRM solution they are bringing to meet the FHKC needs which will not be owned by FHKC per the answer to question #24 outside of the United States, provided that no Production Data is maintained or Accessed outside of the United States?	Vendor may perform such development work, provided that no Services to Customers are performed outside the continental United States and no Production Data is stored, sent, transmitted, or Accessed outside the continental United States. Attachment 1: Draft Contract will be revised accordingly and provided to Respondents invited to submit best and final offers (BAFOs).
5	Addendum 1	Section 12 FHKC's answers to Respondents' questions Question 36	24	FHKC Answer states Attachment 1: Draft Contract, Sections 3.3.6, 3.3.10, 3.3.11, and Appendix A have been revised accordingly. However, the Attachment 1 Draft Contract available in the procurement website does not have any updates from the original document. Same issue with answer to question 95 in Page 41. When will FHKC publish the updated Attachment1: Draft Contract as stated in the Addendum?	Revisions to Attachment 1: Draft Contract will be provided to Respondents invited to submit BAFOs.

#	Document (e.g., ITN, Attachment 1)	Document Section	Document Page#	Question	FHKC Response
6	Addendum 1	B.12 FHKC's answers to Respondent's questions; Question 41	25	Please provide more details on the data fields that will be checked. Specifically, which data fields will be checked? How will this check occur?	During the Florida KidCare Application process, data elements such as Social Security numbers (SSNs), addresses, and dates of birth would be screened for reasonableness. For example, SSNs would be screened to ensure the first three numbers do not repeat and the 800 and 900 series are not entered, and date of birth would be screened to ensure the date provided is valid and reasonable. Address verification occurs through a USPS service call to confirm the address is valid.
7	Addendum 1	B.12 FHKC's answers to Respondent's questions; Question 41	25	Please provide more details about the expectations for the website. We believe FHKC is looking to merge the KidCare and FHK websites into a single site. Is this understanding correct? If so, would FHKC like one landing page or two?	See answer to #115 in ITN Addendum 1. One landing/home page is expected.
8	Addendum 1	B.12 FHKC's answers to Respondent's questions; Question 42	26	Would FHKC provide more details surrounding the automated program calls from other systems to gather missing information? What systems are used? What data points are validated? Are there any other systems the CRM Contractor should integrate with to obtain missing information?	See answers to #10 and #13 in Addendum 1. In addition, the Florida Department of Revenue, Florida Department of Economic Opportunity, AHCA Medicaid Match, and DCF Federal Hub are utilized for validating information such as income, identity, household size and composition, and citizenship. During implementation planning, detailed instructions regarding how each data feed is to be used will be provided.

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9	Addendum 1	B.12 FHKC's answers to Respondent's questions; Question 74	34	Would FHKC provide more detail regarding question 74? We anticipate that FHKC and DCF both use MAGI rules. How can there be differences in the rules? Are the rules integrated into the eligibility calculator? If so, how can they be different?	Rules for the eligibility calculator maintained by DCF are the same for both Medicaid and CHIP. Policy and data source differences for the inputs account for any discrepancies.
10	Addendum 1	B.12 FHKC's answers to Respondent's questions; Question 74	34	What is the manual process to resolve discrepancies? What is the average turnaround to process discrepancies? On average, how many discrepancies occur each month? Is the Contractor responsible for processing overrides and provisional charges? If so, please describe this process. How many overrides should the Contractor expect to process each month?	FHKC intends to use the implementation of this Contract to address discrepancies as permitted by the rules that govern the Program. The average turnaround time to process discrepancies and exact counts of manual overrides are not available.
11	Addendum 1	12 FHKC's answers to Respondent's questions; Question 74	34	For applicants who are referred from DCF:	
				<ul style="list-style-type: none"> Has all supplemental/missing information been requested and included in the file? 	DCF performs a preliminary screening to determine if an applicant is eligible for Medicaid. If the applicant appears to be CHIP or Full-Pay eligible, the applicant is referred without supplemental/missing information being provided, requested, or verified.
				<ul style="list-style-type: none"> How is a preliminary determination/recommendation included in the case sent from DCF? 	Information provided by DCF occurs through a file exchange.
12	Addendum 1	B.12 FHKC's answers to Respondent's questions; Question 74	34	Would FHKC please detail the specific steps the Contractor is to take on all applications received from DCF (e.g., which steps does DCF take and what steps does the Contractor take)?	In the event a referral is received for which DCF indicates information is verified, the CEC vendor is expected to process for enrollment without requesting additional information from the Applicant. In all other cases, the CEC vendor is

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					expected to perform all aspects of the eligibility process.
13	Addendum 1	B.12 FHKC's answers to Respondent's questions; Question 74	34	Because the rules for eligibility determination are slightly different between DCF and FHKC, will FHKC provide the contractor with both sets of rules during the implementation period so the Contractor can understand where discrepancies may arise?	Yes, to the extent feasible and to the extent that FHKC is able to provide such information.
14	Addendum 1	Dis enrollment, Question 78	36	• What is the end product of Dis Enrollment?	The CEC vendor sends a disenrollment notice to the Customer and conducts an exit survey. The CRM System vendor provides disenrollment information to the Insurers.
				• Any follow up or survey required?	Yes. See Attachment 1: Draft Contract, Section 3.4.22.3.
				• Would there be any Auto Dis Enrollment required and are there any rules for Auto Dis Enrollment?	Yes, certain events, such as turning age 19 and moving out of Florida, require auto disenrollment. Auto disenrollment rules are in place.
				• Any escalation mechanism needed to be provided for this?	Dispute rights pursuant to Rule 59G-14.001, Florida Administrative Code, must be provided.
15	Addendum 1	Family Account Termination Process, Question 89	39	• Do we need notification for such Termination and is there any escalation mechanism need to be provided for this?	This question is unclear, and FHKC is unable to respond.
				• What to do with the related Enrollments of such Family Accounts?	This question is unclear, and FHKC is unable to respond.
16	Addendum 1	New Training Material scope, Question 93	40	• Do we need to Fetch these existing doc from any legacy document management system?	No.

#	Document (e.g., ITN, Attachment 1)	Document Section	Document Page#	Question	FHKC Response
17	Addendum 1	B.12 FHKC's answers to Respondent's questions; Question 110	45	For children referred from the FFM who are passed through DCF, what level of processing, if any, does DCF take on the case? Specifically, does DCF:	Applications submitted via the FFM that appear to be CHIP-eligible are a direct passthrough to the third party administrator.
				<ul style="list-style-type: none"> Request missing information? 	No.
				<ul style="list-style-type: none"> Pass data validations with external systems? 	If DCF verifies income or other data, then DCF passes that verification to the current third-party administrator.
				<ul style="list-style-type: none"> Include the results in a case file from the Contractor? 	The question is unclear, and FHKC is unable to respond.
	Addendum 1		61	<p>Provide a detailed implementation plan as described in section 3.1 of Attachment 1: Draft Contract that clearly demonstrates Respondent's ability to meet FHKC's requirements for the successful implementation of the Contract by the Effective Date of Services:</p> <p>a. Include a list of specific implementation tasks and transition protocols and a timetable to initiate and complete such tasks, beginning with the anticipated Contract award and continuing through the Effective Date of Services. The implementation plan should be specific about requirements for information and Data transfer, as well as any services or assistance required from FHKC during implementation. The implementation plan should also identify the type and length of any support tasks that would continue past the Effective Date of Services.</p> <p>This implementation plan response does not count toward the total page limit.</p>	A detailed implementation plan is required for ITN section 4D, Tab D, item 8; this implementation plan will be evaluated as described in ITN section 6. Respondents may, at their option, provide a short narrative of up to 150 words with the implementation plan; this narrative will not be evaluated.

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				<p>Addendum 1 Answer to question 165 states that Respondents may provide a narrative not to exceed 150 words of their implementation approach with the implementation plan. Such narrative will not be evaluated.</p> <p>Please confirm the requested format for response, as the answer to this question seems to imply that a task list / project plan is expected with very minimal introductory narrative.</p> <p>This format does not allow for a sufficient response to the ITN specifications, which require a detailed implementation plan, including specific requirements for information and data transfer, any services or assistance required from FHKC, and the type and length of any support tasks continuing past the Effective Date of Services.</p> <p>Will FHKC remove the 150-word limit, and allow for a sufficiently detailed narrative to accompany a tasks-based implementation plan?</p>	
18	Addendum 1	B.12 FHKC's answers to Respondent's questions; Question 201	75	FHKC alludes to a significant increase in Medicaid referrals? Should Vendors assume this increase to continue during the term of the contract?	See answer to #200 in ITN Addendum 1.

#	Document (e.g., ITN, Attachment 1)	Document Section	Document Page#	Question	FHKC Response
19	Addendum 1	B.12 FHKC's answers to Respondent's questions; Question 217	78	FHKC indicates cost proposals are for evaluation purposes only. Does this mean that the actual payment mechanism will not be determined until negotiations (fixed monthly fee, PMPM, per application)?	The payment mechanism will be determined during the negotiation phase. FHKC is willing to discuss a variety of payment mechanisms, such as fixed price, fixed price plus variable costs, etc. Respondents invited to submit BAFOs will submit their BAFOs with the payment mechanism defined during the negotiation phase.
20	Addendum 1	Question 217	78	FHKC stated as an answer to question 217 "These cost proposals are for evaluation purposes only and not for structuring payment invoices, which may be discussed during the negotiation phase." The payment mechanism(s) of a contract is a critical element in providing accurate, sound, and competitive pricing. To help all vendors understand the financial implications of the contract(s), please clarify how vendors will be paid for the services requested, i.e. price per call, fixed price, PMPM, per renewal, per application.	See answer to #19 in ITN Addendum 2.
21	General	General	N/A	What is the average lag time to receive requested documents from parents/guardians?	FHKC does not have this data.
22	General	General	N/A	Please provide more information regarding data checks. Will the Contractor need to build integrations to perform these checks? Or, will the Contractor be able to leverage DCF's data check tools?	See answer to #8 in ITN Addendum 2.
23	General	General	N/A	For applications that are Medicaid transfers:	No. See answer to #12 in ITN Addendum 2.
				<ul style="list-style-type: none"> Are requested documentation for program eligibility that has already been obtained from the applicant forwarded to the Contractor? 	

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				<ul style="list-style-type: none"> Are applicant's information that have been processed using DCF eligibility calculator accessible by the Contractor? 	Yes. See answer to #11 in ITN Addendum 2.
24	General	General	N/A	It appears that a significant number of applications are not translating into FHK enrollments. Please provide a breakdown of the:	
				<ul style="list-style-type: none"> Percent of applicants eligible for Medicaid 	FHKC does not have this data.
				<ul style="list-style-type: none"> Percent of applicants eligible for CHIP 	FHKC does not have this data. On average, 41,000 Applicants are determined eligible for CHIP each month.
				<ul style="list-style-type: none"> Percent of applicants ineligible 	FHKC does not have this data. On average, 38,000 Applicants are determined ineligible each month.
25	Draft Contract	Section 3: Scope of Services	20	What are your top challenges/hurdles that you face in your operating environment today that you would like a new vendor to specifically solution for / address? Please explain	Respondents should submit proposals based on the information requested by FHKC in the ITN.
26	ITN2019-200-01 Attachment 1 Draft Contract	Section 3: Scope of Services	20	Is there an opportunity for rebadge/rehire scenario from current workforce with incumbent vendor?	FHKC is unable to answer questions regarding the business decisions of third parties.
27	Attachment 1	3.3.8.3	31	Can FHKC elaborate on the number of customers who use the customer portal on a daily basis for all types of self-service actions, including the submission of applications, renewals, premium payments, viewing communications/notifications, insurance plan selections etc.?	On average, approximately 5,000 customers/users access the customer portal on a daily basis.

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28	Attachment 1	3.3.8.3	31	Can FHKC elaborate the current registration process for a new customer to create an account and link their account to their applications and cases?	<p>Applicants do not create an account but are given a confirmation number during the Florida KidCare Application process, which allows them to continue an in-progress Application during another session.</p> <p>Newly enrolled Customers enter their Family Account Number and either the parent's SSN or the parent's date of birth to establish an online account. The current online parent account is not linked to the Florida KidCare Application or to the Customer's cases.</p>
29	Draft Contract	3.3.5.1 Requests for Change Initiated by FHKC	27	The draft contract states, "Support level: Trainers, quality analysts, and business analysts performing User training or business/data gathering and analysis, and any other resources performing business operational or repetitive tasks will consume one half System enhancement hour each for every hour of effort provided". Will the Corporation please consider changing this to, "Support level: Trainers, quality analysts, and business analysts performing User training or business/data gathering and analysis, and any other resources performing business operational or repetitive tasks will consume one System enhancement hour each for every hour of effort provided".	See answer to #16 in ITN Addendum 1.
30	Draft Contract	Section 3, 3.4 Florida	38	We reviewed the call stats and other information shared. Additionally, we have a requested a slight	

#	Document (e.g., ITN, Attachment 1)	Document Section	Document Page#	Question	FHKC Response
		Kid Care Customer Engagement Center Services		drill down, could you please provide individual response for each line channels and language:	
			a) Historical volume data for the last 12 months by line of business and language	FHKC does not have this data.	
			b) Please share the intraday & day of the week call / email/letters work arrival pattern –half hourly intervals for last 6 to 12 months)?	FHKC does not have this data.	
			c) Please share the Average handling time for all channels especially outbound, emails and letter/correspondence.	For inbound calls, the average handling time is about six minutes on average. FHKC does not have average handle time data for emails and letters.	
			d) Please confirm the turnaround time (TAT) for each of above channel	FHKC does not have this data.	
			e) For outbound calling, please share AHT and right party connect rate?	FHKC does not have this data.	
			f) Please confirm if there are any peaks and troughs observed (e.g.: weekend vs weekday, spikes during scheduled sporting or entertainment events). What is the approximate % increase in volumes for all other channels	FHKC does not have this data.	
			g) Please provide Service Level (e.g.: 80% calls in 20 seconds) and Abandoned %	See answer to #211 in ITN Addendum 1.	
31	Draft Contract	Section 3, 3.4 Florida KidCare Customer Engagement Center Services	38	What are the expected SLAs for CEC contracts and any baseline over last 12 months?	See Attachment 1: Draft Contract, Appendix B Performance Standards. Current performance standards do not align with the performance standards described in Appendix B, so baseline data is not available.

#	Document (e.g., ITN, Attachment 1)	Document Section	Document Page#	Question	FHKC Response
32	Draft Contract	Section 3, 3.4.8.1 Inbound Calls, 3.4.9 Outbound Calls	41-43	Could you please provide top 5 Call types at IVR and CSR in brief?	According to the latest Call Driver Analysis report (including most 2019 data through September 2019), the top five call drivers were Insurer-related (25%), coverage verifications (16%), document status (13%), payments (13%), and "other" (13%).
33	Draft Contract	Section 3, 3.4.16.3 Annual Renewals 3.4.17 Enrollment	48	Billing, Payment collection and reconciliation AND Renewal and reinstatement communications - Is there a RACI matrix in place between FHKC, TPA and the payment vendor?	No.
34	Draft Contract	3.3.10	34	What are the different types of users currently available in website? Do we need to migrate those users to new website?	Customers, as defined in Attachment 1: Draft Contract, use today's online parent portal. Determining whether to migrate Customers from today's portal to the Customer Portal will occur during implementation planning.
35	Draft Contract	3.3.10 and 3.3.11	34 and 35	We understand your payment processing is handled through a separate vendor, and Portal is integrated with Payment vendor's gateway through "Pay Premium online" button. Please confirm if our understanding is correct.	Confirmed.
36	Draft Contract	3.3.10 and 3.3.11	34 and 35	Can you please share the inventory of pages / contents [including images and PDFs] that need to be migrated to the new portal?	It is anticipated that the website and Customer Portal will be redesigned as part of this process, making the existing pages obsolete. The relevant images and PDFs will be provided as part of the implementation process.
37	Draft Contract	3.3.10 and 3.3.11	34 and 35	Is the current website integrated with any enterprise search platform? Please specify.	No.

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38	Draft Contract	3.3.10 and 3.3.11	34 and 35	Are pages from Portals going to be called from other third party sites/applications?	Depending on the design of the Customer Portal, third parties may utilize the Customer Portal through a sign-on mechanism or a back-end process.
39	Draft Contract	3.3.10 and 3.3.11	34 and 35	We assume 3rd party applications will share the Iframe data as per the format they are doing it today. Please confirm this statement.	Confirmed.
40	Draft Contract	3.3.10 and 3.3.11	34 and 35	Paying Premium Online / Calculator is redirecting to a FloridaKidsCare.org. Who administers this website?	See answer to #136 in ITN Addendum 1.
41	Draft Contract	3.3.11	34 and 35	Can we get sample credentials of registered users for My Account?	No. FHKC anticipates changing this process and the required credentials as a result of this procurement.
42	Draft Contract	3.3.10	34	Who is responsible for maintaining Provider data that ensures smooth operation of Provider Search functionality?	Each Insurer is responsible for providing updated health care provider data.
43	Draft Contract	3.3.10	34	Is social media integration with FHKC Website in scope? Do you have any social media analytics tool(s) in place, which you plan to, retain?	Yes, social media integration is within the scope of this procurement. FHKC currently uses Google Analytics, but is open to new ideas of integrating social media analytic tools with the CRM System.
44	Draft Contract	3.3.10 and 3.3.11	34 and 35	Is web analytics in use today? If yes, how it's used to track the performance of various websites?	Yes, we currently use web analytics. We combined Google Analytics with Tableau and created multiple dashboards that track web metrics performance (e.g., sessions, total visits, clicks, and others).

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45	Draft Contract	3.3.10 and 3.3.11	34 and 35	We assume FHKC will be sharing: 1. Contents for various static pages and 2. Search Engine Optimization (SEO) strategy and guidelines. Please confirm the validity of our assumptions.	Confirmed.
46	Draft Contract	3.3.11	34 and 35	How many applications (or) what % of applications are getting enrolled through portal as of now?	On average, 21% of the web applications are converted to enrollment.
47	Draft Contract	3.3.11	34 and 35	Do you have a mobile app that covers enrollment features? If yes, how many applications (or) what % of applications are getting enrolled through mobile app as of now?	No.
48	Draft Contract	3.3.11	34 and 35	What are the challenges faced by members or prospects in using portal (or) mobile app for enrollment?	Primary challenge is the initial sign-in. The lack of comprehensive decision tree functionality renders the current online application a time-consuming and inefficient process. Applicants are asked irrelevant questions (e.g., child employment and or male children being pregnant). The lack of an initial account creation makes resuming an incomplete application challenging. Families inadvertently erase an application by exiting the application screen before reaching the "save" button, which is located later in the application process. The online application is not efficient or aesthetically effective on a mobile device or table. This process is expected to be redesigned. No mobile app exists today.

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49	Draft Contract	3.3.11	34 and 35	What if any, are the challenges faced by members or prospects in using portal (or) mobile app for premium payment?	When making an online payment, the portal leads members to an external payment site, creating confusion and possible distrust in the validity of the external source. Members are unable to modify their recurring and/or AutoPay payments through the portal.
50	Draft Contract	3.3.15 Eligibility and Enrollment	36	What percent of applications received today are fully processed systematically and do not require manual processing by an agent/CSR (i.e. no-touch)?	FHKC does not have this data.
51	Draft Contract	4.1.1 Key Personnel	56	Can FHKC please clarify the role & responsibilities of the CEC correspondence manager?	Depending on Respondent's business and organizational models, a CEC correspondence manager may be responsible for all printing and mailing services, inventory, outgoing letters, and any other activities related to outgoing correspondence.
52	Draft Contract	5.6	73	The requirement states that "within 10 Calendar Days after execution of this Contract by both Parties, Vendor shall provide a surety commitment letter to provide the performance and payment bonds required by this Section 5.6." If the Vendor is able to provide the actual performance and payment bonds required within 10 Calendar Days after execution of this Contract, must the Vendor also provide the surety commitment letter?	No. A surety commitment letter is not required if both bonds are provided within the required timeframe.
53	Draft Contract	Attachment 1		In several responses to questions, it was indicated that there were revisions in Attachment 1: Draft Contract. These revisions have not been incorporated in the version posted on the healthykids.org procurement site. When will FHKC	See answer to #5 in ITN Addendum 2.

#	Document (e.g., ITN, Attachment 1)	Document Section	Document Page#	Question	FHKC Response
				provide vendors an updated Attachment 1: Draft Contract that incorporates those updates?	
54	Draft Contract and ITN	3.4.8.3 and Section 23 [Knowledge Management]	43 and 40 respectively	Should customers be able to post to the forum anonymously or there is an expectation of registration so that users can be notified of postings relevant to them?	There is an expectation of registration.
55	Draft Contract and ITN	3.4.8.3 and Section 23 [Knowledge Management]	43 and 40 respectively	Would the content / site be moderated, would all content need to be moderated? Are there any concerns of PII / PHI being posted on this public forum?	Yes, the content would need to be moderated to comply with FHKC policies. The public-facing website would have to comply with Health Insurance Portability and Accountability Act and section 624.821, Florida Statutes.
56	Draft Contract and ITN	3.4.8.3 and Section 23 [Knowledge Management]	43 and 40 respectively	Would FHKC want to be in the business of maintaining users and registrations? Would it be expected that the vendor would provide resources to support this, if so, for what duration?	It is expected that the CRM vendor maintains users and registrations following retention requirements pursuant to Section 10.27 in the Draft Contract.
57	Draft Contract and ITN	3.4.8.3 and Section 23 [Knowledge Management]	43 and 40 respectively	Would FHKC be providing responses on this platform, or is it solely for Customer to Customer?	FHKC and Contractor would provide responses to Customers based on predefined policies.
58	Draft Contract and ITN	3.4.8.3 and Section 23 [Knowledge Management]	43 and 40 respectively	Is FHKC willing to leverage existing functionality of publicly available social media platform such as Facebook or looking for its own solution? If latter is your preference, please share the list of minimal acceptable functionalities?	FHKC currently leverages its Facebook, Instagram, and Twitter social media platforms. As part of this ITN, FHKC is exploring the feasibility of alternative methods.
59	Draft Contract and ITN	Section 3: Scope of Services	Generic	What are the key process improvements, digital solutions or industry solution implemented in the last 3 years? What were key outcomes delivered through these implementations	Electronic address verification in the Florida KidCare Application process led to a reduction in the number of bad addresses and returned mail.

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60	Draft Contract and ITN	Section 3: Scope of Services	Generic	Are there any transformations or technology improvement currently underway that impacts the operations or technology directly?	No.
61	ITN	Section 2: Scope and Goals	9	Technology Infrastructure: Applications, software, and hardware: Question: Is current IVR system support Speech, Voice bio Metric Inputs other than DTMF if not is it under new enhancement	The current IVR does not support speech.
62	ITN	Tab C2 Financial Solvency	26	In the ITN document under Tab C-2 Financial Solvency it states that "Respondent must provide documentation of the financial solvency of the organization, including audited financial statements for the organization's two most recent fiscal years." We understand and agree with FHKC that vendors need to be financially viable and strongly support requirements to prove that stability and solvency. Large, private partnerships are leaders in providing advisory and technology work to State Governments, including on projects with significant Federal funding. Partnerships are not held to the same financial disclosure and accounting rules as public companies making it impossible for us to provide many of the forms of proof recently being required by FHKC. Conversely being a partnership and not having the same type of financial statements as a corporation has never prevented us from being awarded work in any state or with the Federal government. Would FHKC restate the Financial Solvency requirement to include alternative documentation that may include "annual consolidated financial statements	See paragraph 1 in ITN Addendum 2.

#	Document (e.g., ITN, Attachment 1)	Document Section	Document Page#	Question	FHKC Response
				prepared for limited liability partnership that include consolidated balance sheets and financial statement notes OR annual Dun & Bradstreet credit reports”? This would create a fair and competitive procurement and give FHKC an opportunity to consider services from firms with considerable financial strength and the capabilities to deliver the requested services.	
63	ITN	Tab D - 5. Reporting	32	The ITN states that “c. Proposed reports beyond what is required in Attachment 1: Draft Contract;”. However, the draft contract contains multiple documents around plans, letters and technical reports. Can FHKC confirm if the intent of this requirement is to address only the functional/ program reports? Also, can FHKC provide the current list of reports from the existing CRM system?	ITN Section 4.D, Tab D, Item 5.c., is for functional/program reports. See file posted on the FHKC website labeled Q&A2_Number_63.
64	ITN	Section 4: Submission Requirements, 12. CEC Services	35	“Interactive voice response System self-service options and ability to select a live representative option;” <copied from the ITN>	
				Question – Do we have information available on approximate number of inbound call flows in scope	For purposes of preparing a proposal, Respondents may assume six inbound call flows: live representative, make a payment, check benefit status, update account information, get Florida KidCare Application information, and make a plan change. Final call flows will be determined during implementation planning.
				Questions – Do we have information available on approximate number of outbound call flows in scope	No.

#	Document (e.g., ITN, Attachment 1)	Document Section	Document Page#	Question	FHKC Response
65	ITN	FHKC Website	34	In 3.3.10 it states: "Design, substantive content, and navigation changes may be subject to the Change Management Process described in Section 3.3.5 at FHKC's sole discretion." 3.3.5 is the Change Management process, but it lists CRM specifically. It goes on to state: "FHKC shall be allotted [TBD] System enhancement hours annually to be used for RFCs that are not covered under Section 3.3.5. Up to [TBD] unused and uncommitted System enhancement hours shall be carried forward to the next fiscal year."	FHKC is unable to respond to statements.
66	ITN	3.3.10 FHKC Website	34	In 3.3.10 it states: "Vendor shall provide content update access to FHKC, including the ability to post documents." Can the vendor assume FHKC will post documents that comply with the provisions of Americans with Disability Act (ADA), section 508 of the Rehabilitation Act, and the security requirements of Section 3.3.8. and are available in all required languages (English, Spanish and Haitian Creole)?	FHKC will ensure documents are available in required languages and meet security requirements. FHKC may rely upon the CRM System vendor to review documents for compliance with ADA and section 508 of the Rehabilitation Act.
67	ITN	Customer Portal	35	How many websites should the vendor estimate will have Single Sign On?	The number will vary over the Contract Term. Based on current contracts, FHKC estimates seven websites for single sign on (three FHKC health Insurers, three FHKC dental Insurers, and the payment processing administrator).
68	ITN	4.D Section 20	39	FHKC in response to question 179 state they are "FHKC is investigating both a mobile application and a mobile responsive website through this ITN." Should all vendors include pricing for a mobile application, or include their experience about deploying mobile applications only?	Respondents should describe their experience as required in ITN section 4.D, item 20. Pricing for a mobile application is not required at this time.

#	Document (e.g., ITN, Attachment 1)	Document Section	Document Page#	Question	FHKC Response
69	ITN	Tab D	40	Should the vendor assume that the TBD hours will include hours for website, text, chat, etc. changes?	If Respondent is referencing Attachment 1: Draft Contract, Section 3.3.5.1, the answer is yes.
		Information for Respondents proposing CRM System Services, Sub Section 21 (Staffing)		Is FHKC expecting the CRM Services Vendor to prepare training materials and deliver training to CEC services staff?	No.
70	Attachment2B CRM System Services Cost Proposal	CRM Proposal Tab	1	The instructions section in the Cost Proposal template states that “Respondent should assume there will be no payments for implementation, development, or other activities, until Services are provided to Customers on October 1, 2021”. This approach puts non-incumbent vendors at a disadvantage.	FHKC is unable to respond to statements.
		Instructions		Would FHKC allow the submission of an additional cost proposal in order to demonstrate a deliverables-based payment approach that would reduce the overall cost for FHKC and create a more competitive procurement?	No.

#	Document (e.g., ITN, Attachment 1)	Document Section	Document Page#	Question	FHKC Response
71	Attachment 2B CRM System Services Cost Proposal	CRM Proposal Tab Instructions	1	The instructions section in the Cost Proposal template states that “Respondent should assume there will be no payments for implementation, development, or other activities, until Services are provided to Customers on October 1, 2021”. Can vendors request payments for all the development and implementation activities prior to October 1, 2021 to be paid during the first year of operations? Also, does the payment amounts need to be divided into equal monthly payments?	Respondent may propose its costs in Attachment 2B, CRM Out Years Assumptions tab, as best fits its business model; however, FHKC is subject to the legislative budget process and may not be able to accommodate unequal payment streams. See answer to #114 in ITN Addendum 1. Monthly payments will be addressed during the negotiation phase. See answer to #19 in ITN Addendum 2.
72	Pricing Sheet			We noted that the updated pricessheet included pricing for Postage for outbound mailings. Can FHKC please clarify if they have a postage account the bidder may leverage to cover postage costs? If there is not a postage account to be used by the bidder can FHKC provide the cost of postage today?	FHKC does not have a postage account vendors may leverage. Postage currently paid by the incumbent is first class, bulk rate.
73	Questions and Answers Round 1	Question #23	Question #23	The requirements as the Corporation answered in the question that was asked contradict other security measures referenced in the ITN. Would the Corporation considering removing the requirement as answered in the question and allow the other security measures in the ITN to govern password resets?	Respondents may propose revisions and/or submit comments to Attachment 1: Draft Contract as permitted by ITN section 4. FHKC will consider revisions to the Contract during the negotiation phase.
74	Questions and Answers Round 1	Question #58	Question #58	What specific data points does FHKC require us to use to validate the caller?	Final data points for caller validation will be determined during implementation planning. Options may include the following: Family Account Number, last four of the SSN, date of birth, address, and special password/security questions.

#	Document (e.g., ITN, Attachment 1)	Document Section	Document Page#	Question	FHKC Response
75	QA	Question 203		Can FHKC please provide the percentage or volume of Inbound documents received by channel (Paper, Web, Other)?	FHKC does not have this data.
76	General			How many outbound calls are related to campaigns for non-enrolled parties and if the objective is marketing for the program?	Currently, outbound call campaigns are for Enrollees.

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- 3. To the extent Addendum 2 conflicts with any previous written or oral ITN specifications, instructions, or information provided by FHKC, this Addendum 2 shall control.**

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Any party that has standing to challenge an FHKC Intended Decision must file a written notice of intent to protest, formal written protest, and any required bond or other security as set forth in Appendix B of the Invitation to Negotiate. Failure to timely file a notice of intent to protest, formal written protest, or any required bond or other security shall constitute a waiver of proceedings.