FLORIDA DEPARTMENT OF LAW ENFORCEMENT

WRITTEN ANSWERS TO QUESTIONS

FDLE ITN 1833 - FortifyFL Reporting System

All written questions are reproduced in the same format as submitted by the Vendor.

Question #1		As the mobile app is available for anyone to download we assume that the software for receiving tips from the public will be managed by FDLE and not directly by the schools. It will be FDLE's responsibility to notify the school via email or other means if a tip is received. If the above answer is true, how many FDLE users do you estimate there will be using the system?
Answer #1		No, per the ITN C.2 Functional Requirements Section 4.2 "The system should route tips to contacts specified by state and local administrators." It is unknown at this time the number of estimated users.
Question #2		What is the total number of schools expected to participate in the program?
Answer #2		Any or all Florida schools as defined in C.2 Section 3.1 as including all kindergarten through postsecondary, public and charter schools may participate in the program.
Question #3	Section C.1 (3), Pg. 38	Is a mobile app needed if the web site is fully functional and responsive on a mobile device?
Answer #3		Yes.
Question #4	Section C.2 (1.4), Pg. 38	Who is responsible for providing translations and what dialects of Spanish are required?
Answer #4		The Contractor is responsible for providing translations. Further discussions regarding dialects can be discussed during negotiations.
Question #5	Section C.2 (3.3), Pg. 39	What are the defined tip types and alert levels?
Answer #5		Vendors should propose the best solution available within their product.
Question #6	Section C.2 (3.9, 3.10), Pg. 39	If tips are submitted anonymously, can the user still access/edit?
Answer #6		Yes, each tip should be assigned a unique tip number.
Question #7	Section C.3 (3.3), Pg. 41	Is a self-service type of helpdesk acceptable?
Answer #7		No, per the ITN C.3 Section 3.3 "The Contractor will provide a Help

		Desk that is available during FDLE business hours (Monday – Friday, 8:00 a.m. – 6:00 p.m. Eastern Time) to assist with usability questions, problem analysis and for reports of technical issues."
Question #8	Section C.3 (2), Pg. 41	Is hosting on Azure acceptable for security?
Answer #8		Any vendor provided solution should meet all requirements of the ITN, regardless of hosting location and/or service.
Question #9	Section C.3 (8.2.6), Pg. 40	What reports are expected?
Answer #9		Ability to run reports on any element of the tips (i.e. keyword types, school name, tip level, etc.). Any field should be searchable and the reports should be flexible in nature to record counts by each field as needed.
Question #10	Section C.3 (8.2.7), Pg. 40	What is the extract file format (file type and layout)?
Answer #10		Preference will be given to file formats such as: Microsoft Office formats, texts, csv, etc.
Question #11	Section C.2 (3.6), Pg. 39	What is required to minimize the number of false tips?
Answer #11		Nothing prevents an individual from reporting a "false tip". However if the proposed system includes any features that may lessen the number of false tips received feel free to include this information in the proposal.
Question #12	Section C.2 (3.6). Pg. 39	Is the system expected to perform any analysis on the data to show trends?
Answer #12		No expectation beyond standard reporting functions.
Question #13	Section C.2 (3.6), Pg. 39	Is there anticipated integration with other local smart-city systems (traffic/pedestrian cameras, 911 dispatch, etc.)?
Answer #13		No, however if the proposed system includes any of these features, feel free to include this information in the proposal.
Question #14	Section 2.0, Pg. 6	In order to assure the submission of a quality response, can a two week extension to the 6/7/18 vendor submission date be granted?
Answer #14		No.
Question #15		Is it possible to get a Microsoft Word version of the ITN?
Answer #15		The PDF file can be converted into Microsoft Word.
Question #16	Section 3, Tab 6, Pg. 13	Tab 6-There is a reference to Optional Commodities and Services in the Technical Reply but no reference as part of the Pricing Reply? Should we provide pricing for Optional Services within Tab 6 of the Technical Reply only?
Answer #16		Yes.

Question #17	Section A (8), Pg. 37	Item A. Number 8-Where it states that the vendor should provide monitoring 24 hours per day, is the monitoring referred to as system monitoring or is it referring to staffing a service bureau which receives and reviews incidents submitted through the incident management platform? If the latter, is the Contractor expected to provide this service in-state? And if so should real estate, personnel and all overhead costs be provided for within the Price Reply on Attachment J?
Answer #17		Refers to system monitoring. See C.3 Technical Requirements page 41 System Support.
Question #18	SectionC.1 (2), Pg. 38	C.1.Number2-Are Amazon Web Services or Microsoft-Azure (both large, nationally / globally recognized cloud hosting platforms) considered to be subcontractors and does use of these platforms still comply with Attachment F – C.2, Item 1.1, where it suggest that Contractor should host the reporting system?
Answer #18		See answer #8.
Question #19	Section C.2 (5.3), Pg. 39	Number 5.3-Similar to Question 17, in Attachment F item C.2, 5.3, where it states that Contractor should confirm receipt by initiating telephone call to the specified local agency contract, is Contractor expected to staff a service bureau as per the above question, or rather is this a system-alert function / process that should be directed to State employees who may trigger the call? Or trigger an alert to Contractor employees staffed in Contractor's office to trigger the call? Both of our questions (#18 and #19) are to determine whether there is a manpower requirement to staff the incident management and routing function of this platform; in state or elsewhere.
Answer #19		The Contractor initiates the call to the local agency contact(s). See ITN C.2 Functional Requirements 5.3 Page 39. "… the Contractor should confirm receipt by initiating a telephone call the specified local agency contact(s)."
Question #20	SectionC.1 (2), Pg. 38	Are Amazon Web Services or Microsoft-Azure (both large, nationally / globally recognized cloud hosting platforms) considered to be subcontractors and does use of these platforms still comply with Attachment F – C.2, Item 1.1, where it suggest that Contractor should host the reporting system?
Answer #20		See answer #8.
Question #21	Section C.4, Pg. 43	Regarding Public Awareness and Training Programs, to what level and extent does the state expect this service? Is the expectation delivery of campaign tactics and literature or is it to include media buys and an extensive campaign? (this service can range the gamut of costs depending upon the State's expectations and it is very difficult to determine pricing and bid competitively in the absence of this knowledge)?
Answer #21		See section D, Deliverable 3 Pg. 44. The Contractor will provide and deliver written and online/webinar trainings and training material for the anonymous reporting system in

		accordance with agreed upon curriculum and training schedules.
		Contractor will conduct comprehensive train-the-trainer sessions for a minimum of TBD State personnel on the anonymous reporting system
Question #22	Section D, Pg. 44	Deliverable 3- Does the State envision onsite training at the local and district level, and if so, is there an expectation for frequency (e.g., all 67 counties or regional), or only administrator training in Tallahassee? What training volume should be assumed in the Price Reply?
Answer #22		See answer #21.
Question #23	Section C.2, (5.3) Pg. 39	Requirement 5.3 in the provided Statement of Work indicates a telephone call should be initiated to the specified local agency contacts if receipt of a second notice is not received after TBD minutes. If the contractor is unable to reach the specified contact over the phone to confirm receipt, what actions would the contractor be required to take to fully meet their obligations?
Answer #23		If all local agency contacts are non-responsive the dispatch for the local county should be contacted.
Question #24	Section C.2 (1.2), Pg. 38	Please provide additional information in regard to requirement 1.2, "The Contractor is responsible for operating and maintaining the system." What specifically will the Contractor be responsible for in terms of operating the system on a day-to-day basis?
Answer #24		See section C.3 Technical Requirements.
Question #25		How many people will have access to the administration of this system?
Answer #25		Any or all Florida schools as defined in C.2 Section 3.1 as including all kindergarten through postsecondary, public and charter schools may participate in the program. Along with any or all local law enforcement agencies and State Administrators.
Question #26		How many localities, agencies?
Answer #26		Any or all Florida schools as defined in C.2 Section 3.1 as including all kindergarten through postsecondary, public and charter schools may participate in the program. Along with any or all local law enforcement agencies and State Administrators.
Question #27		We usually deploy our solutions to AWS GovCloud US, are you okay with using AWS Cloud Services?
Answer #27		See answer #8.
Question #28		After a user receives a confirmation about a tip reception, is any further interaction with the user from the admin/CMS side expected?
Answer #28		Question needs clarification. See C.2 Functional Requirements Section 5 Confirmation of Receipt.
Question #29		If a tip involves emergency or immediate threat, it is required to prompt

		user to call 9-1-1. Is it enough just displaying corresponding notification at the top of the tip sending screen?
Answer #29		Yes.
Question #30		Regarding user access to submitted tips: - do you require some kind of user registration for the end users to be able to access these tips? If not, can we suggest alternative methods like keeping the tips in the local device, providing a pin number to access the tips without registration etc.
Answer #30		Vendors should propose the best solution available within their product.
Question #31		Regarding user access to submitted tips: - if it's ok from security perspective, can we store tips locally until the user creates an account?
Answer #31		Vendors should propose the best solution available within their product.
Question #32		Regarding user access to submitted tips: - can storage of submitted tips be optional depending on user's preference?
Answer #32		Vendors should propose the best solution available within their product.
Question #33		Regarding user access to submitted tips: - does accessing them "securely access tips" means using HTTPS to access tips or do you have any other security requirements?
Answer #33		Vendors should propose the best solution available within their product; also see C.3 Technical Requirements Section 2. Security, for additional security requirements.
Question #34		Our system allows routing through emails currently, Is specifying emails enough for tip routing?
Answer #34		See C.2 Functional Requirements Section 4.5 "The system should have the capability to transmit tips to state and local contacts by Email, FAX, message to the system management console, web service, or other similar means." However if the proposed system includes any additional features, feel free to include this information in the proposal.
Question #35		Should we have users/contacts in the system for state and local admins?
Answer #35		Yes.
Question #36		If we need users, do we need internal routing of tips to them other than via emails?
Answer #36		See answer #34.
Question #37		Does transmitting tips by message to the system console means we should have a notification system for users in the dashboard/management console?
Answer #37		See answer #34, and C.2 Section 8 Management console/Dashboard 8.2.2.

Question #38		What is meant by "transmitting tips by web service"
Answer #38		A web service is any piece of software that makes itself available over the Internet and standardizes its communication via XML encoding. A client invokes a web service by sending a request (usually in the form of an XML message), and the service sends back an XML response.
Question #39		Do you have a current system to collect tips and do you want the tips from FortifyFL to be sent there as well?
Answer #39		No, however see answer #10.
Question #40		And which exactly "other means" of transmitting tips are expected?
Answer #40		Vendors should propose the best solution available within their product.
Question #41		Should admins be able to specify timeout for tip confirmation?
Answer #41		No, it will be a system set time based on level of tip.
Question #42		If not confirmed, does "second notice" means sending the same notifications about the tip again?
Answer #42		Yes.
Question #43		If a tip is not confirmed after a second notice, do we, as Contractor, have to perform calls for every not confirmed tip?
Answer #43		Yes, see answer #23.
Question #44		Do you mean system should make an automated voice call?
Answer #44		Detailed requirements have not been defined.
Question #45		Does it also mean changing tip status in management console? Please provide detailed use case for this scenario.
Answer #45		Vendors should propose the best solution available within their product. Further discussions during negotiations.
Question #46		It is said that ownership of tips and associated files should reside with the State of Florida. How should this be reflected in the system?
Answer #46		Pursuant to Attachment K, Section 29, all data received as a result of this Contract are subject to Florida Public Records laws. It is the intent of the FDLE for the Contractor to maintain all data received; however this information will be accessible via user roles as noted in Attachment C, Section 2.6 (TBD) throughout the term of the contract. At the end of the term of the contract, all data owned by the State of Florida shall to be transferred to the State.
Question #47		Where can we have Florida Public records requirements to review for this ITN?
Answer #47		Vendors should consult with an attorney to obtain any legal advice, including advice pertaining to Florida's public records laws. Chapter 119, Florida Statutes, contains provisions governing public records in Florida. If

		the FDLE pursues a contract, the public records requirements and schedules will be provided as necessary to the awarded vendor.
Question #48		Are any kind of searches besides tip and user search are expected?
Answer #48		See answer # 9.
Question #49		Types of reports and their expected content is required.
Answer #49		See answer # 9.
Question #50		What is the difference between exporting and extracting files?
Answer #50		See C.2 Management Console Section 8 Management console/Dashboard. In this document exporting refers to the exporting of one (1) tip and all associated files of that tip. While extracting refers to the extracting of multiple tips or large sets of data in a single extraction.
Question #51		What logical controls of data protection are expected?
Answer #51		See C.3 Technical Requirements Section 2. Security.
Question #52		Are they any different from the role-based system for system access?
Answer #52		Question needs clarification. See C.3 Technical Requirements Section 2. 2.6 states: Access to information in the system should be based on user roles and associated access rights. Access should be assigned on the principle of "Least Privilege" and managed according to documented procedures.
Question #53		Will all schools in Florida be required to participate in the system, or will participation be optional?
Answer #53		See answer #25.
Question #54		Based upon the answer to 47. Above, how many schools in FL will be included in the program?
Answer #54		See answer #2.
Question #55		Will local administrators be required at the district level or for each school?
Answer #55		See answer #25.
Question #56	Section 4	Will each school have a designated contact recipient(s) or will tips be received at the district or county level?
Answer #56		See answer #25.
Question #57	Section 4	After the initial setup of the system will the State of Florida assume responsibility to maintain the accuracy of the contact information and tip routing protocols?
Answer #57		C.2 Functional Requirements 4.2 "The system should provide the ability for state and local administrators to enter contact information."

Question #58	Section 5	With respect to the confirmation of receipt process, will local agencies contacts be required to view tips and confirm receipt 24/7?
Answer #58		Yes, See answer #9.
Question #59		Would your team consider a vendor's proposal that offers a comprehensive solution to the objectives of FloridaFL and goes beyond by allowing for local, district and/or reginal control as well?
Answer #59		Vendors should propose the best solution available within their product. Further discussions during negotiations.
Question #60		Are you considering a custom software developed to your needs or just an existing product?
Answer #60		Vendors should propose the best solution available within their product. Further discussions during negotiations.
Question #61		Will individual schools be able to procure the solution to receive their tips directly if desired?
Answer #61		The 2018 Florida Legislature passed SB7026 s. 943.082 of the Florida Statutes. This procurement includes all entities stated in SB7026 s. 943.082 and made available for no additional fees.
Question #62		Will FDLE be in charge of marketing the program across the state?
Answer #62		The State of Florida will market the program across the state.
Question #63	Section C.2 (3.6), Pg. 39	Is there anticipated integration with other school systems (campus visitor sign in, etc.)?
Answer #63		No, however if the proposed system includes any of these features, feel free to include this information in the proposal.
Question #64	Section A. (1.d), Pg. 37	What are the requirements/timeline for FDLE background investigation?
Answer #64		Contractor staff assigned to work on the reporting system may be required to successfully complete an FDLE background investigation.
Question #65	Section C.1 (1), Pg. 38	Does this need to be an already existing COTS application?
Answer #65		Vendors should propose the best solution available within their product.
Question #66	Section C.2 (3.9, 3.10), Pg. 39	If a tip is submitted anonymously, how can users be enabled to access/edit tips?
Answer #66		Each tip should be given a unique tip number. Further discussions during negotiations.
Question #67	Section C.2 (7.3), Pg. 39	How long must records be retained "per FL public records requirements"?
Answer #67		See Answer #47.
Question #68	Section C.3 (1.2), Pg.	Where are the requirements for the Requirements Validation

	40	Document found?
Answer #68		See Section D, Deliverable 1 Pg. 43.
Question #69	Section C.3 (2), Pg. 41	How are the security requirements tested and measured?
Answer #69		Vendors should propose the best security response to C.3 Section 2 Security. Further discussions of testing and measurements will be discussed during negotiations.
Question #70	Section C.4, Pg. 43	What are the detailed requirements for training users?
Answer #70		See Section D, Deliverable 3 Pg. 44.
Question #71	Section D, Pg. 43	Where do the workshops fit in to the project schedule?
Answer #71		Vendors should propose the best project schedule available provided the solution meets all requirements of the ITN.
Question #72	Section C.2 (8), Pg. 40	Is all login to the system simply by password, or does it require additional login processes (like 2-factor authentication)?
Answer #72		See C.3 Technical Requirements Section 2. Security.
Question #73	Section C.1 (3), Pg. 38	Will mobile apps need to be available in the app stores by August 1, 2018?
Answer #73		Preference is to have the mobile apps available in the app stores within the first week of August.
Question #74	Section C.2 (3.4), Pg. 39	How will anonymous tips be limited to students/school personnel?
Answer #74		The reporting of tips will not be limited to students/school personnel.
Question #75	Section 1.5, Pg. 3	Is this a single contract covering 3 years of operation or is there ongoing billing for operations over those 3 years?
Answer #75		See Attachment J Price Reply, Pg. 55. Subscription/License Fee will be paid annually.