Department of MANAGEMENT SERVICES

4050 Esplanade Way
Tallahassee, FL 32399-0950

Ron DeSantis, Governor
Tom Berger, Secretary

ATTACHMENT F – TECHNICAL REPLY INSTRUCTIONS

FOR

MyFloridaNetwork-3

ITN NO: DMS-26/27-025

Introduction

Respondents shall respond to each question and request for information below. Unless instructed otherwise in these instructions or Attachment E - Reply Format, Respondents should respond in-line to all parts of each question or request for information and properly address all requirements detailed within Attachment A – Statement of Work.

All plans described in Attachment A – Statement of Work should be provided as part of the Respondent's Reply and, if selected for negotiations, may be negotiated between the Respondent and the Department. All plans are subject to final approval by the Department at a time determined by the Department.

Executive Summary

The Respondent should condense and highlight the contents of the Reply in a separate section titled "Executive Summary," including how the Respondent meets the requirements described in this ITN. See instructions for TAB 1 in Attachment E – Reply Format.

The Executive Summary should provide a narrative response that describes the Respondent's software, hardware, and technology solution(s) that will be used to administer and support the Services requested in this ITN and all of its attachments.

- Describe the MFN-3 solution the Respondent is proposing, including relevant details of the functionality to be provided.
- Describe how the Respondent's proposed solution will maintain and support the future MFN-3 system, including software, hardware, and technology.
- Describe the enhanced value of the software, hardware, and technology the Respondent proposes using to support the future system, including the Respondent's reasons for proposing them.
- Describe the process for receiving, validating, prioritizing, and estimating level of effort for requested enhancements to the proposed future MFN-3 system.
- Describe the proposed solution's ability to deliver the Services requested in this ITN at the scale required to serve the Customers of services supported by MFN-3.
- Describe how the proposed solution's ability to evolve to meet the expanding needs of the Customers of services supported by MFN-3 as usage increases.
- Provide the technology roadmap for the Respondent's proposed solution detailing planned upgrades to functionality that will be made available to the State and included in the Respondent's Cost Reply.
- Describe the Respondent's plan to ensure the proposed solution is responsive to and able to incorporate technological innovations in telecommunication and network marketplace.
- Provide all available documentation (feature descriptions, use cases, demos, user guides, technology leveraged, etc.) regarding the verifiable functionality to

be delivered by the proposed solution and contemplated in the Respondent's cost assumptions.

Technical Reply Instructions

Each Respondent is encouraged to address its proposed solution's ability to meet expectations directly with a detailed response. Those not specifically requiring a detailed response must at minimum initial to confirm compliance or acknowledgement ("Read, Understood, and will Comply") from the Respondent. See also instructions for TAB 7 in Attachment E – Reply Format.

Technical Solution, Attachment I

Unless instructed otherwise in these instructions or the Reply Format, Attachment E, provide an in-line response following each scored item that describes the respondents approach for providing services and system requirements as described in Attachment A, Statement of Work. Scored items are all requested responses listed within Attachment I, Technical Solution, which are not identified as "Read, Understood, and will Comply" or otherwise stated as not scored.

Performance Measures (SLAs), Attachment I - Section 3

Respondents should indicate acceptance of all performance measures.

Financial Consequences of Non-Performance, Attachment I - Section 4

Respondents should indicate acceptance of all financial consequences.

Migration and Transition Planning (Support Services), Attachment I - Section 5

Respondents should describe how they will satisfy the requirements detailing within the Migration and Transition Planning (Support Services). Provide a Migration Plan that describes the Respondent's approach to providing Migration Services. The plan should include a high-level work breakdown structure that includes tasks, deliverables, and work products (as described below) and due dates showing key milestones and dependencies.