



**Florida Gaming
Control Commission**
flgaming.gov

**REQUEST FOR PROPOSALS (RFP)
Information Technology Service Management
RFP No: RFP FGCC 23/24-02**

Questions and Answers

and

Addendum No. 2

Questions and Answers

The Commission has received the following questions, and the Commission’s answers are provided in the table listed below:

No.	Question	Answer
1	Are there any documentations, requirements or more details on this project I could look at or everything listed on the marketplace portal?	Everything you need to review is in the Request for Proposals document, Addendum 1, Addendum 2, and the requirements matrix posted on the Vendor Information Portal.
2	How many ITS personnel(agents) will be managing, updating, resolving ITSM tickets?	Service desk agents/system administrators 25 Approvers 50
3	How many numbers of users who would need login access of the tool?	Service desk agents/system administrators 25 Approvers 50 End-users 250
4	Shall we also consider the product license cost in support and maintenance for different years?	Yes, these should be included in the submission.
5	Are we currently using any ITSM tool? If yes, please provide a brief about it.	FGCC does not currently have an ITSM solution.
6	Is there a preferred engagement model (options below) in which we are expecting this implementation to be delivered? This will help us to provide the cost efficiently. a. Fully onsite model (Most expensive) b. Fully remote onshore model c. Blended/Mix of offshore + onshore. d. Fully remote offshore model with overlapping US working hours (Least expensive)	Preferred engagement models include options A and B from the options outlined within the question.
7	What is the estimated budget for this RFP?	Funding amount for FY 2024-2025 (July 1, 2024 – June 30, 2025) is \$396,480.00. Funding amount for the remaining contract period resulting from this RFP is unknown at this point.
8	What is the contract start and end date?	July 1, 2024 – December 31, 2024. Please refer to Addendum 2 for updated contract term.
9	There is a standard support provided by the ITSM manufacturer (during the business hours) that comes complimentary with the license purchase. Is that enough for the	

	State or do we need dedicated manpower support for faster resolution? Annual Support cost will be calculated accordingly.	The standard support model outlined within the question is acceptable. Dedicated support should be included in cost calculation if dedicated support is being proposed.
10	In paragraph 1.1, the request required SAAS and an hourly rate, along with another request. Our entity provides professional staffing services in Engineering and Information Technology. At your convenience, please provide additional details regarding this role and request.	Expectations for professional services are outlined in the RFP.
11	Can you provide clarification on the specific evaluation criteria that will be used to assess proposals?	The evaluation criteria is provided in Attachment D to the RFP on page 58.
12	Are there any mandatory requirements or certifications that vendors must meet to be eligible for consideration?	Yes. Addendum 1, revised Attachment F provides the mandatory evaluation requirements for vendors to be considered responsive to the RFP.
13	What is the timeline for the evaluation process and when can vendors expect a decision on the award?	Section 1.2 Timeline of Events on page 4 of the RFP provides this information.
14	Are there any specific contractual terms or conditions that vendors should be aware of before submitting their proposals?	Yes. Please review Attachment A, Standard Contract.
15	How will the pricing and cost proposals be evaluated in relation to the overall selection process?	Attachment D provides how the cost proposal will be evaluated.
16	Can you provide more information on the scope of work and any potential subcontracting opportunities available?	Attachment B provides the Scope of Work for this procurement. Section 6 of Attachment B outlines subcontracting opportunities.
17	Are there any restrictions on communication with government personnel during the solicitation period?	Yes. Please review the third paragraph of the cover page.
18	How should vendors address any potential conflicts of interest or confidentiality concerns during the proposal submission process?	Please refer to Addendum 2, incorporated into the RFP document and made part thereof, for the requirements set forth in the newly added section 39 of Attachment A, Standard Contract and Attachment I, Conflict of Interest Certification. Confidential records should be addressed in accordance with section 4, Attachment B, Scope of Work.
19	Is there a pre-proposal conference or site visit scheduled where vendors can ask additional questions or gather more information?	No.
20	Are there any specific requirements for the format or structure of the proposal submission, such as page limits or specific document types?	Please refer to Section 4 "Responding to the RFP" for instructions on how respondents must organize their proposal submittal contents.
21	What are the specific requirements or preferences regarding the location of resources for this project (off-site, on-shore, off-shore, near shore)?	The FGCC does not have a preference regarding location of resources. However, contractor and any subcontractor employees

		assigned to perform work under the resulting contact from this RFP must meet the requirements of Sections 8, 24, and 38 of Attachment A, Standard Contract.
22	Are there any regulatory or compliance considerations that need to be considered when determining the resource model for service deployment?	Services must be deployed in compliance with Florida statutes and rules outlined within the RFP document.
23	What level of control or oversight does the Commission expect to have over resources deployed in different locations?	A Project Manager will be appointed by both the contractor and FGCC. Communication and oversight will be managed through the two Project Managers.
24	How will communication and collaboration be managed between on-site and off-site resources to ensure effective project delivery?	A Project Manager will be appointed by both the contractor and FGCC. Communication and oversight will be managed through the two Project Managers. We have a wealth of digital platforms for communications including Microsoft Teams.
25	Are there any language or cultural considerations that should be addressed when deploying resources in different locations?	No.
26	What security measures and protocols need to be in place for off-site or offshore resources accessing sensitive Commission data or systems?	Please refer to section 8 e. of Attachment A, Standard Contract.
27	How will the Commission ensure that service levels and quality standards are maintained regardless of the resource location?	A Project Manager will be appointed by both the contractor and FGCC. Communication and project oversight will be managed through the two Project Managers.
28	Are there any cost implications or savings associated with different resource deployment models that vendors should consider?	Resource deployment models should be part of the proposal, including the proposed cost.
29	What experience does the Commission have with managing projects that involve a distributed resource model, and what lessons have been learned from past implementations?	FGCC IT does have experience with managing distributed resource models. As a new agency, no formal lessons learned sessions have been held.
30	How will the Commission evaluate the effectiveness and efficiency of the chosen resource model throughout the project lifecycle?	Evaluations will be based on the measurable deliverables and metrics established for the contract for services.
31	Does Florida Gaming Control Commission have a designated budget for this project?	Please see answer to question 7.
32	Are there specific cost ranges they are considering?	No. However, the cost cannot exceed the maximum funding level provided above.

33	What is the Month-by-Month breakdown of the total call and ticket volume for the last 12 months?	<p>April 2024 – 439 March 2024 – 420 February 2024 – 366 January 2024 – 348 December 2023 – 183 November 2023 - 245 October 2023 – 351 September 2023 – 286 August 2023 – 318 July 2023 – 290 June 2023 – 347 May 2023 - 385</p>
34	What is your current average time to answer?	There are currently no tools to measure average response times.
35	What is your current average call length?	There are currently no tools to measure average call length.
36	What is your current accepted percentage?	There are currently no tools to measure accepted percentage.
37	What is your current abandoned percentage?	There are currently no tools to measure abandoned percentage.
38	What is your current callback percentage?	There are currently no tools to measure callback percentage.
39	What is the expected retention time for recorded calls?	All retention should follow the Florida Department of State general retention standards.
40	What internal systems will we as the vendor need access to for the successful administration of the service?	It is not anticipated the vendor will be required to access FGCC systems.
41	What are the current pain points for the program?	FGCC does not currently have an ITSM solution. The current method of ticketing limits the ability of the agency to use multiple assignments, efficiently report on data, and manage ticket lifecycle.
42	Can you provide an example of current monthly reporting provided by the program?	Currently, ticket counts are available for created and resolved tickets by week, month and year.
43	What are the current SLA expectations for the program?	FGCC does not currently have an ITSM solution and has no documented SLAs at this time.
44	Can there be an extension on RFP No: RFP FGCC 23/24-02 - Information Technology Service Management?	No. Vendors shall follow the timeline of events provided in the RFP.
45	On your RFP for IT Service Management, can you tell me who is your current vendor and what is their contract pricing?	FGCC does not currently have an ITSM solution.
46	Section 4.3.1 describes the submission requirements of one original, signed, and sealed technical proposal + 2 paper copies of the signed original, plus one technical proposal on electronic media. What mailing address should be used to submit the proposal?	<p>Attn: Shane Phillips Florida Gaming Control Commission 4070 Esplanade Way, Suite 250 Tallahassee, FL 32399</p>

47	Is there a template for the cost reply (Excel document) and reference form (Word)? If not, we'll create from the PDF.	The cost reply is located in Attachment C of the RFP. The Reference form is located in Attachment E of the RFP.
48	Do you have a budget for licensing and implementation? a. If yes, will you share it?	Please see answer to question 7.
49	Is the vendor allowed to use offshore people resources to support the contract work?	Please see answer to question 21.
50	What are your asset management requirements?	Page 38, Section E outlines asset management requirements.
51	How many incidents are created daily/weekly?	The average number of the past 12-month period for weekly tickets is 84 tickets per week.
52	Are you migrating from a legacy system? Will data need to be transferred? If yes, from what systems?	FGCC does not currently have an ITSM solution.
53	What security tools or monitoring tools will this integrate with?	Splunk and Splunk Cloud FortiAnalyzer FortiNAC FortiToken Cloud FortiManager FortiClient / EMS FortiGate MS E5 Security / EMS E5 Centrix SentinelOne Cortex Gateway KnowBe4 Sentinel GreyMatter Tanium
54	What 3rd party systems beyond what was mentioned in the RFP, will the agency be interested in integrating with?	Currently, integration with systems outlined in the RFP are the known integrations.
55	Do you envision migrating data from the old system to new?	FGCC does not currently have an ITSM solution.
56	What is the current user authentication system (Azure AD, LDAP, etc.)?	Azure AD
57	Are there restrictions for using near-shore resources?	Please see answer to question 21.
58	Does the organization use any Atlassian products?	No, FGCC does not currently use any Atlassian products.
59	What knowledge base and/or document management solutions do you expect to integrate with?	The solution available repository or mechanism for knowledge-based documents.

60	How many people need access to edit and/or respond to tickets	Service desk agents/system administrators 25 Approvers 50
61	Are you open to custom integration for People First, and Giga Track?	Customization for integrations is within scope.
62	Is FedRAMP certification a mandatory requirement? Will you accept FedRAMP on the roadmap or must it be available at the time of bid?	FedRAMP or equivalent certification is required and must be available.
63	Regarding the requirement for two (2) paper copies of the signed original Technical Proposal, is the FGCC expecting vendors to courier these documents to a specified address? If so, please provide the precise address for submission.	Attn: Shane Phillips Florida Gaming Control Commission 4070 Esplanade Way, Suite 250 Tallahassee, FL 32399
64	Is FGCC looking at the ability to build the employee, onboarding & offboarding processes both from both HR and IT perspectives or only to provide employee onboarding with IT requests for devices, assets, application access, etc.,	On-boarding and off-boarding should include both HR and IT perspective.
65	Could FGCC further clarify the specific IT management systems, particularly inventory tools, with which the solution is expected to integrate?	Currently, integration with systems outlined in the RFP are the known integrations.
66	How many Service request catalogs is FGCC anticipating the vendor to build?	A specific number is not known and a specific number will be identified in planning.
67	Is FGCC expecting integration solely with the mentioned tools (People First, Giga Trak, Remedy Force, M365), or are there additional external systems that the proposed solution should integrate with? If so, please provide a comprehensive list of these external systems.	Currently, integration with systems outlined in the RFP are the known integrations.
68	Could FGCC provide a list of the specific security tools the solution will integrate for security alerting and ticket creation?	See response to question 53
69	Are there any existing security monitoring solutions in use? If so, please provide details on the list of solutions the IT Service Management solution should integrate with to generate incidents from these external monitoring tools.	See response to question 53

70	Could you provide detailed requirements or guidelines on creating incidents using security tools within the IT Service Management solution?	Requirements will be identified in planning but may include alerts for Downed connectivity, malware detection.
71	Is FGCC looking to integrate with any Identity Access Management tools in the current scope? If so, can you please elaborate on the list of systems?	Currently, integration with systems outlined in the RFP are the known integrations.
72	Based on the scoping review, the implementation covers IT Service Management, IT Asset Management, SAM, HAM, and CMDB, which is comprehensive and extensive. Has FGCC considered this enlarged scope, or are there any limitations from the initial implementation perspective	Scope was considered for the RFP as well as established implementation dates.
73	Is FGCC open to a hybrid delivery model that includes offshore resources? INRY proposed to utilize offshore resources for development and testing; they do not request access to the production environment	Please see answer to question 21.
74	Do you currently use any ITSM tool? If so, do you plan to migrate the data from the ITSM tool? If yes, could you please provide details on the volume of data involved?	FGCC does not currently have an ITSM solution.
75	What is the expected average number of tickets you anticipate receiving per day or per month?	The average number of tickets received per month over the previous 12-months is 337 per month. It is anticipated ticket quantities will grow as the agency matures.
76	Do you currently have an existing identity management system such as Microsoft Azure AD or Entra?	Azure AD
77	What is the expected number of integrations, their types, volume, and frequency?	Currently, integration with systems outlined in the RFP are the known integrations. Volume and frequency will be identified during planning.
78	How many types and how many hardware devices does the agency possess that you would like to include in the discovery process? Additionally, are there any software assets you would like to manage through the proposed solution?	Page 38, Section E includes asset discovery. There are less than 500 devices including, but not limited to, computing and networking devices.

79	Which types of reports do you intend to utilize with this ITSM tool as outlined in the scope of this RFP?	Standard reports should be identified within the proposal. Reports should be flexible to be configured as needed for each module.
80	How many business workflows are currently associated with the IT service desk?	There are currently 7 (seven) ticket workflow types.
81	Should the solution integrate with new or existing risk management tools to offer a comprehensive perspective on potential risks linked to changes?	FGCC does not currently have a risk management system.
82	How many varieties of surveys do you intend to distribute to users or IT staff?	Surveys should be available by general survey type and by module or process type for information related to a specific ticket type.
83	Is SecOps included in the scope? What are some of the security tools currently utilized by FCCG?	See question 53 for a list of tools.
84	What is your current ticketing/ITSM solution?	FGCC does not currently have an ITSM solution. Tickets are currently submitted and tracked through Smartsheet.
85	Will data need to be migrated from that solution to the new solution?	FGCC does not currently have an ITSM solution.
86	What types of software assets will you be tracking? Do you have clear entitlement data?	Tracking should include license counts, support, manufacturers.
87	Can you give more detail on what the FGCC considers "robust onboarding and offboarding"?	On-boarding and off-boarding should include processes, at minimum, to identify assets, all relevant information, facilitate approvals, and validate information related to the request.
88	What is the extent of your request catalog today? What will it be like in this new solution?	FGCC does not currently have a solution for request catalogs.
89	What types of hardware assets are you planning on tracking?	Page 38, Section E includes asset discovery. There are less than 500 devices including, but not limited to, computing and networking devices.
90	What integrations will be utilized for tracking hardware and software assets?	Currently, integration with systems outlined in the RFP are the known integrations.
91	How many knowledge articles do you have today, where do they reside, and in what format?	FGCC does not currently have a knowledge based system. Knowledge articles will be established in the ITSM solution.
92	What security tools will you be integrating with?	See response to question 53.

93	Is there a reason that configuration management or the CMDB is not within the scope of work?	Configuration management will be addressed outside of the scope of this procurement.
94	What 2FA solution are you using?	Microsoft Azure AD
95	What identity access management solution are you using?	Microsoft Azure AD
96	Are there specific onsite requirements for this implementation?	Proposals may include on-site, off-site or hybrid implementation models.
97	Do resources need to be onshore/us citizens?	Please see answer to question 21.
98	May we please submit proposals electronically through the business network portal or email instead of physically mailing in our responses?	No. Proposals are required to be submitted by hardcopy mailing.
99	Can FGCC please provide Word versions of the forms, if possible?	No. Vendors must use the forms provided.
100	How many integrations are expected (for costing purposes)? Please describe the systems to be integrated with and if they have a modern API or will require other integration methods.	Currently, integration with systems outlined in the RFP are the known integrations. It is unknown if all systems have a modern API.
101	Is the intent to establish a bi-directional integration with the State version of People First?	It is anticipated that integration with Peoples First is bi-directional.
102	Do you need a FedRamp certification or similar attestation to be submitted with the proposal? What level of FedRamp is required?	Certification should be included with the proposal and be FedRamp Authorized, or equivalent.
103	Is your intent for the vendor to integration their solution with your SSO tools or only ensure that the tool can do that, and the actual integration is out of scope.	Integration of the solution with existing SSO tools is in-scope.
104	It is unclear how to prepare the proposal response. What is the intended to be in 'technical reply' is this what is referenced on Page 58. There is a cost reply and a cost proposal. What is the intended difference between these sections? Is Tab 2 referring to the technical requirements matrix or the technical approach? Please provide a clear outline for the response.	Yes. The Technical Response/Reply should include the components listed on page 58. There is no difference between cost reply and cost proposal. Tab 2 should include the technical requirements matrix and the technical approach.

105	Are the references indented to be included following the technical response or as a part the mandatory forms section listed in 4.2.1?	Please refer to Attachment F. The reference form shall be included in the mandatory forms required to be submitted.
106	Are the labor categories in the pricing template mandatory or is this intended to be an example of labor categories?	All categories are required if role is proposed.
107	What is meant by provide a detailed pricing breakdown including and payment schedule? Please provide details of what you would like to know.	A detailed breakdown of the cost associated with items and deliverables from the proposal, including the schedule of how and when these costs must be paid.
108	Is the cost proposal and budget summary referenced in the evaluation criteria the same as the cost reply referenced in section 4.2.1 or is the intent to include it in the actual cost volume.	Yes. These are the same.
109	Is it possible to change the submission requirements to electronic only? Paper and the associated publishing requirements add a significant cost and reduces the available time to put together a quality reply.	No. Vendors are required to follow the submission requirements of this RFP.
110	What is the difference between an original, signed, and sealed Technical Proposals and the 2 paper copies.	1 original and signed copy shall be sealed. The 2 paper copies are not required to be sealed.
111	Is the electronic version of the proposal only to include the technical section and not the forms?	The electronic version should include the full proposal being submitted by the vendor.
112	Can the proposals be provided to Gaming in person, or do they need to be mailed?	The proposals can be hand delivered to the procurement officer at the address listed in the RFP by the deadline provided in the timeline of events.
113	Are their page limitations on for the proposal?	No. There is not a page limit.
114	Is this intended to be a FFP, T&M? How do you intend to compare the proposals from a cost perspective when there is no directions and no way to normalize the response to compare costs between vendors.	Vendors shall complete Attachment C, Cost Reply and provide a total cost for their response. Cost will be evaluated as listed in Attachment D, Evaluation Criteria.
115	Do we need to track the time an agent spends on each ticket, or the resolution time for a ticket? how many case templates currently exist?	There are no current case templates. Time tracking should be captured by agent including resolution time per ticket.
116	What monitoring tools currently create incidents automatically. How are automatic	

	outage alerts defined and how are recipients for alerts identified?	There are currently no automations for incidents.
117	Should closing a problem close all incidents associated to the problem?	Tickets or incidents should have the ability to be closed individually or by incident across multiple.
118	Does asset procurement also need to be tracked as a part of the asset management process?	Page 38, Section E, bullet 5 includes procurement deployment.
119	Are any automated asset discovery tools currently in use?	There are currently no automations for incidents.
120	Are all assets joined to a domain?	No. Most are Azure AD joined but there will also be off network resources.
121	What asset operating systems are in scope?	Our computer equipment runs on Windows. There are additional assets that are in scope such as networking devices.
122	is there a defined software lifespan & automatic refresh timeline tracked for each asset type?	We currently have no defined lifespans. We follow end of life and end of service dates to ensure support is available.
123	What tools are currently being used to track assets and is the aim to consolidate those tools into this project or continue to use them separately?	Gigatrack is currently used and will continue to be used separately.
124	Is this intended for internal use only or will their client base be able to submit requests/cases from a service portal?	The current intention is for the internal submission of tickets.
125	What methods of ticket entry are required?	We are open to submission methods, at a minimum direct ticket entry and a self service portal.
126	What systems does the ITSM tool need to integrate with to fully automate onboarding and offboarding?	Currently, integration with systems outlined in the RFP are the known integrations.
127	What defined SLAs do you have in place for tickets currently and what data is used to determine what SLA applies to an incident?	FGCC does not currently have an ITSM solution and has no documented SLAs at this time.
128	What IT security tools are currently in use in your environment?	See response to question 53.
129	What system health monitoring tools are currently in use in your environment?	See response to question 53.
130	What change types are you currently utilizing and what required approvals are needed for each type?	FGCC has an in-process policy to categorize types as well as their required approvals.

131	How are you assessing Impact and Risk for each change, is there a form used to guide those calculations?	Impact and risk are evaluated and voted on a case-by-case basis through the Change Control Board.
132	What tool(s) are currently being used to track & monitor asset health on your network?	See response to question 53.
133	How many assets are on your network?	The current total is 230.
134	How many service catalogs are currently in use?	Currently there are no established catalog since FGCC does not have an ITSM solution. A specific number will be identified in planning.
135	What data are you using to track SLA and OLA calculations?	FGCC does not currently have an ITSM solution and has no documented SLAs or OLAs at this time.
136	Do you have an approval process for Knowledge articles? do you track article usefulness?	Yes, articles go through an approval process. FGCC does not currently have a mechanism to track usefulness.
137	Are all systems available via REST or SOAP API? Do any require the ability to query a database directly? Is any data stored on legacy DB instances such as DB2?	At this time it is unknown and will be identified in planning.
138	Which modules should be available on the mobile app?	Full functionality to utilized the solution end to end, including access, submit and update all modules.
139	Will the mobile app be used to add or update asset records?	Mobile app will be used to add and update.
140	Will mobile devices be managed by the client domain or will devices be BYOD?	Mobile devices are monitored by the client domain.
141	Please provide high-level descriptions of what is intended to be included in Part A. Technical Response Submittal (Sections 1 and 2).	Criteria can be found in Attachment D, Section A.
142	Is there data that needs to be migrated into the system from existing tools. If so, what is the nature of the data and amount?	FGCC does not currently have an ITSM solution.
143	Will the Commission please clarify the expected methodology of proposal submission? The RFP seemingly requests the proposal to be submitted via VIP; however, there is language in several instances stating that two (2) paper copies and one (1) electronic copy of the technical and cost proposal shall be submitted.	Proposals are required to be submitted hard copy to the Procurement Officer in accordance with the submission requirements of the RFP.

144	Is the intent that Respondent email the electronic documents and then send the hard copies to the Procurement Officer for email copies if submission is not through VIP?	No. Vendors should not email documents to the Procurement Officer. Vendors must follow the submission provided in Section 4. Responding to the RFP. Electronic documents must be placed on an electronic media device and submitted with the proposal.
145	If email submission, should the Respondents submit a separate email for the cost and technical proposals to ensure the cost proposal remains separate?	Email submission is not authorized for this procurement.
146	Is it is anticipated that the mandatory responsive requirements will be submitted via a third document separate from the cost and technical proposals?	Yes. Per section 4.2.1, Mandatory Requirements shall be submitted under tab 1 of the Respondent's proposal.
147	Section 3.2 as found on page 10 of the RFP states that the total raw scores provided by each team member will be average together. Will the Commission define who are considered team members?	This refers to the Commission's evaluation team for this procurement.
148	Attachment F on page 62 states that the Proposal shall include a completed copy of Attachment K. Should this be a reference to Attachment H instead which is titled Certifications and Assurances?	Yes. The correct reference should be to Attachment H. Please refer to Addendum 2 revision to this attachment.
149	Section 5.2 on page 15 state that the Commission reserves the right to deem the Respondent non-responsive or non-responsible based on any information provided in or omitted from the Respondent's related to the certification of this section. Please confirm there is an expectation that the proposal will address paragraphs a.-n. of Section 5.2. If required, where in the proposal should these sections be addressed?	By signing the proposal, the Respondent is certifying that the Respondent understands, represents, and acknowledges these paragraphs.
150	Section 20 as included on page 24 states this is a fixed fee contract; however, Section 16 on page 54 states that this is a fixed price contact. Please confirm that fixed price is the correct contract type.	Fixed Price is the correct contract type. Please refer to Addendum 2 revision to this section.
151	Section 32 c. as included on page 29 states that noncompliance involving the provision of service shall result in the imposition of five percent 5%) penalty. Please confirm this is five percent of the total contract payments during the period for which the	

	noncompliance occurred. Please confirm the same applies to the 2% imposition for unacceptable administrative performance.	That is correct. Please refer to Addendum 2 revision to this section.
152	Please confirm that the rights, title, and interest, including copyright, trademark and trade name interest for any intellectual proposal (IP) which was solely created and paid for by Respondent shall remain as the sole property of the Respondent even should the Respondent use said IP in support of the resultant contract. This is in reference to section 3 on page 46 of the RFP.	Please refer to section 14 of Attachment A, Standard Contract, and Section 3 of Attachment B, Scope of Work, for the provisions addressing intellectual property rights.
153	In addition, please confirm that any commercial IP utilized under the contract shall remain the sole property of the commercial provider?	Please refer to section 14 of Attachment A, Standard Contract, and Section 3 of Attachment B, Scope of Work, for the provisions addressing intellectual property rights.
154	Is the total price for items 1.1 through 2.2.2 on the Cost Reply document (Page 57) anticipated to be an annual price per item or total price for the length of the contract? Please advise.	Total price for the contract term including the renewal term. As listed in Attachment C, Respondents are required to provide a detailed pricing breakdown for each year of the contract, including renewal years, including the payment schedule within their response to this RFP.
155	What will be submission page counts, font size, margins, e.g., technical specifications?	This procurement doesn't have these requirements.
156	Will there be a performance specification?	Yes.
157	What level of FedRamp is required?	FedRAMP Authorized or equivalent
158	Is there a budget?	Please see the answer to question 7.
159	Can you use past performances of a subcontractor?	Past performance for references is based on the proposing entity.
160	You mention integration with other IT management systems (inventory tools)– what systems?	See response to question 54.
161	Does FGCC have IT monitoring tools? (E.g. Splunk) If yes, could you please list them?	See response to question 53.
162	Does FGCC have any NOC (network operation center) and/or SOC (Security Operation Center)? If yes on any, could you share the tools used for scanning the IT infrastructure and applications?	FGCC does not have a NOC or a SOC. FLDS serves as a NOC and MFN serves as a SOC. The tools provided through these entities are: MS E5 Security / EMS E5 Centrix SentinelOne Cortex Gateway KnowBe4 Sentinel GreyMatter

		Tanium Splunk
163	What types of IT infrastructure does FGCC plan to manage? (E.g. servers, gaming machines. etc.)	Page 38, Section E includes asset discovery. There are less than 500 devices including, but not limited to, computing and networking devices.
164	What types of IT infrastructure does FGCC plan to manage? (E.g. servers, gaming machines. etc.)	Page 38, Section E includes asset discovery. There are less than 500 devices including, but not limited to, computing and networking devices.
165	What tool does FGCC use for configuration and change management today?	Requests are submitted through Smartsheet and reviewed by the Change Control Board.
166	What tool does FGCC use for IT ticketing today?	Tickets are current submitted and tracked through Smartsheet.
167	Does FGCC desire to generate tickets via emails?	We are open to the ability to generate tickets from email but it is not a requirement.
168	How many cloud providers does FCC have? What tool does FGCC use for monitoring the services in each cloud?	Our infrastructure is housed in one cloud environment. Monitoring tools can be found in the response to question 53.
169	Does FGCC have its own data centers where it owns or hosts physical infrastructure?	FGCC does not own or host physical infrastructure.
170	Does FGCC have any digital asset management applications? If yes, what are they?	No.
171	Does FGCC have any application portfolio management tools? If yes, what are they?	No.
172	How many applications does FGCC have? Can you please list them and specify whether they are SaaS or not?	FGCC has not built applications. If the intent of the question is related to software, the list of software the agency uses is: Microsoft 365 Suite Adobe Acrobat Pro 7Zip Dell Display Manager FileZilla FortiClient Google Chrome HP Click Hyland OnBase KeePassXC Microsoft Visio 2021 Microsoft Visio M365 SentinelOne Slack

		Tanium VLC Media Player Snagit 2023 Snagit 2024 Roxio Creator NXT 8 Silver Adobe Acrobat Reader Axon Capture Google Earth Google Maps GoTo HIWU KeePass Touch Microsoft 365 Admin Microsoft Authenticator Microsoft Edge Microsoft Lens Microsoft OneDrive Microsoft OneNote Microsoft Planner Microsoft SharePoint Microsoft Teams Microsoft To Do Okta Mobile Okta Verify PV Cam Viewer Remote Access Plus Smartsheet SmartThings Waze Zoom Android Auto Firefox Adobe Creative Cloud Articulate Gigatrak Udemy AG Software - Entire Connection Terminal Wells Fargo Deposit Check Scanner WinSCP File Maker Pro Grammarly Kofax VRS PaperStream Capture Easybadges Verify+ (GLI) ARCI Database Mozilla Firefox BlueZone SmartCop Quickbooks Versa: Regulation Axon Redaction
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173	Does FGCC have any audit and compliance standards or controls you must meet? If yes, what are they?	Required standards are set forth in Florida statute, Florida Administrative Code and CJIS.
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Remainder of page left blank intentionally.

Addendum No. 2

The Commission hereby amends RFP No. FGCC-23/24-02 as noted within this Addendum. For revisions, underlines represent additions and strikethroughs represent deletions. In the event of a conflict between previously posted information and the information contained herein, the information herein shall control. The information included in this addendum is hereby made part of this 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. Any protest concerning this agency decision must be timely filed with the Agency Clerk. Protests may be filed by courier, hand delivery, or U.S. mail at Florida Gaming Control Commission, Office of the General Counsel, Attention: Agency Clerk, 4070

Esplanade Way, Suite 250, Tallahassee, FL 32399. Protests may also be filed by email at Clerk@flgaming.gov. It is the filing party's responsibility to meet all filing deadlines.

The Procurement Officer should be copied in such filings.

Please note: This addendum does not need to be returned with the proposal.

1. Section 2.5, Term, RFP Document, is hereby amended as follows:

The term of the Contract will be for ~~2.5 years~~ 6 months beginning on the date of execution.

2. Section 2, Effective and Ending Dates, Attachment A, Standard Contract, is hereby amended as follows:

The Contract shall begin on **July 1, 2024**, or on the date on which the Contract has been signed by the last party required to sign it, whichever is later. It shall end at midnight, Eastern Standard Time, on **December 31, 2026** ~~2024~~, or the date this Agreement is terminated, whichever occurs first.

3. Section 20 Invoices, Attachment A, Standard Contract, is hereby amended as follows:

This is a fixed ~~fee~~ price contract.

4. Subsection c., Section 32 Financial Penalties for Failure to Take Corrective Action, Attachment A, Standard Contract, is hereby amended as follows:

c. Noncompliance involving the provision of service shall result in the imposition of a five percent (5%) penalty of the total contract payments during the period in which the corrective action plan has not been implemented or in which acceptable progress toward implementation has not been made. Noncompliance as a result of unacceptable performance of administrative tasks shall result in the imposition of a two percent (2%) penalty of the total contract payments during the period in which the corrective action plan has not been implemented or in which acceptable progress toward implementation has not been made.

5. Section 39, Conflict of Interest, is hereby added to Attachment A, Standard Contract, as follows:

- a) The Contractor and its employees, affiliates, and subcontractors shall not take any action or fail to take any action if such action or omission gives rise to an actual or potential conflict of interest or to the appearance of a conflict of interest related to the performance of services under this Contract (for purposes of this paragraph, such actual or potential conflict of interest or the appearance thereof is referred to collectively and individually as a "Conflict of Interest").
- b) In the event that the Contractor discovers a Conflict of Interest during the term of this Contract, then the Contractor shall make a full disclosure in writing to the Contract Manager within three (3) business days of discovery. This disclosure shall include a description of the actions that the Contractor has taken or proposes to take (or has caused or will cause its employees, affiliates, and subcontractors to take) to avoid, mitigate, or neutralize the Conflict of Interest.

- c) If an actual or potential conflict or apparent conflict of interest is disclosed by the Contractor and/or discovered by the Commission during the term of this Contract, the Commission, in its sole discretion, may take action to eliminate or address the Conflict of Interest, including but not limited to, mitigating or neutralizing the Conflict of Interest by restricting or modifying the work to be performed by the Contractor under this Contract to avoid or reduce the Conflict of Interest, or terminating the Contract in whole or in part in accordance with Section 33 of Attachment A. The Commission may acquire services from other sources to replace services and work restricted or modified under this Contract due to a Conflict of Interest.

6. Attachment C, Cost Reply, is deleted in its entirety and replaced with the following updated Attachment C, Cost Reply:

Remainder of page left blank intentionally.



**ATTACHMENT C
REQUEST FOR PROPOSALS (RFP)
Information Technology Services Management
RFP No: RFP FGCC 23/24-02
COST REPLY**

No.	Description	Unit Price				Total Price
		Original Contract Term (7/1/24 – 12/31/24)	Renewal Year 1 (1/1/25 – 12/31/25)	Renewal Year 2 (1/1/26 – 12/31/26)	Renewal Year 3 (1/1/27 – 12/31/27)	
1.	Software Licensing					
1.1	IT Service Management Solution	\$	\$	\$	\$	\$
2	Consultancy Services					

2.1	Installation, implementation, integration, and testing	\$	\$	\$	\$	\$
2.1.1	Project Manager	\$	\$	\$	\$	\$
2.1.2	Process Consultant	\$	\$	\$	\$	\$
2.1.3	Technical Consultant	\$	\$	\$	\$	\$
2.1.4	Integration Consultant	\$	\$	\$	\$	\$
2.1.5	Expenses	\$	\$	\$	\$	\$
2.2	Training (both technical and non-technical)	\$	\$	\$	\$	\$
2.2.1	Trainer	\$	\$	\$	\$	\$
2.2.2	Expenses	\$	\$	\$	\$	\$
3.Support and Maintenance						
3.1	Support and Maintenance	\$	\$	\$	\$	\$
TOTAL PRICE (Sum of Total Price for sections 1.1, 2.1, 2.2, and 3.1)						\$

Please note that this is only a summary page. Bidders are required to provide a detailed pricing breakdown, including the payment schedule, within their RFP response.

NOTE: Total Price for Section 2.1 should include subsections 2.1.1 thru 2.1.5.
Total Price for Section 2.2 should include subsections 2.2.1 and 2.2.2.

7. Number 3., Mandatory Evaluation Requirements, Attachment F, is hereby amended as follows:

Attachment ~~K~~ H – Certifications and Assurances

8. Attachment I, Conflict of Interest Certification, is hereby added:

Remainder of page left blank intentionally.



**ATTACHMENT I
REQUEST FOR PROPOSALS (RFP)
Information Technology Services Management
RFP NO. FGCC-23/24-02
CONFLICT OF INTEREST CERTIFICATION
FOR CONSULTANTS/CONTRACTORS/TECHNICAL ADVISORS**

I certify that I have no present conflict of interest, that I have no knowledge of any actual or potential conflict of interest that my company may have, and that if I have an actual or potential conflict of interest based on work or services that I perform for a third party, then I will provide written notice to my company and to the Procurement Officer identified in the Contract within three (3) business days and take appropriate action to mitigate, eliminate, or address the conflict of interest, including recusing myself from performing work or services for the third party or, at the direction of the Florida Gaming Control Commission ("FGCC"), from performing work or services under this Contract.

Contractors are expected to safeguard their ability to make objective, fair, and impartial decisions when performing work for FGCC and therefore may not accept benefits of any sort under circumstances in which it could be inferred by a reasonable observer that the benefit was intended to influence the Contractor's pending or future decision or to reward a Contractor's past decision. Contractors performing work for FGCC should avoid any conduct (whether in the context of business, financial, or social relationships) that might undermine the public trust, regardless of whether such conduct is unethical or lends itself to the appearance of ethical impropriety.

Each undersigned individual agrees to the terms of this Conflict of Interest Certification.

Signature: _____ Date: _____

Printer/Typed: _____ Title: _____

Signature: _____ Date: _____

Printer/Typed: _____ Title: _____

Signature: _____ Date: _____

Printer/Typed: _____ Title: _____

If additional names need to be included, please make additional copies of this attachment, and include with your proposal response.