



**STATE OF FLORIDA
FLORIDA GAMING CONTROL COMMISSION
REQUEST FOR INFORMATION
FOR A
REGULATORY, LICENSING, and ENFORCEMENT SYSTEM SOLUTION
RFI NO. FGCC 24/25-05**

**Refer ALL Inquiries to:
Shane Phillips, General Services Purchasing Manager
Division of Administration
Florida Gaming Control Commission
4070 Esplanade Way, Suite 250
Tallahassee, FL 32399-7033
Email: Shane.Phillips@flgaming.gov**

Begin Date: August 12, 2024
End Date: September 26, 2024

Pursuant to rule 60A-1.042, Florida Administrative Code (F.A.C.), an agency may request information by issuing a written Request for Information. Agencies may use Requests for Information in circumstances including, but not limited to, determining whether to competitively procure a commodity or contractual services, determining what solicitation process to use for a specific need, or researching general, special, and/or technical specifications for a solicitation.



I. INTRODUCTION

The Florida Gaming Control Commission (Commission) is issuing this Request for Information (RFI) to the vendor community to obtain information on Regulatory, Licensing, and Enforcement system solutions.

This is an RFI as defined in section 287.012(22), Florida Statutes (F.S.), for planning purposes only. **This is not a solicitation for offers.** The information gathered from this RFI may be used to develop a future competitive solicitation, legislative budget request or other planning documents. Please monitor the Vendor Information Portal for any changes or notices prior to submitting a response.

II. PURPOSE OF AN RFI

Rule 60A-1.042 of the Florida Administrative Code (F.A.C.), provides that an agency may request information by issuing a written RFI. Agencies are authorized to use an RFI in circumstances including, but not limited to, determining whether to competitively procure a commodity or contractual services, determining what solicitation process to use for a specific need, or researching general, special, and/or technical specifications for a solicitation. A vendor's response to an RFI is not an offer, and the agency may not use the vendor's submission to justify a contract with that vendor without otherwise complying with Chapter 287, Florida Statutes, and rule 60A-1.042, F.A.C. Vendors submitting a response to an agency's RFI are not prohibited from responding to any related subsequent solicitation.

Any further purchase of the commodity or services will be conducted in accordance with applicable law. The responses to this RFI may be used to prepare one or more competitive solicitations and as the basis for any subsequent vendor meetings.

III. GOAL

The Florida Gaming Control Commission (FGCC) is seeking information on cloud-based Software as a Service solutions that meet the needs of the Commissions Regulatory, Licensing, and Enforcement activities. FGCC recently conducted requirements gathering to identify the core functions needed within a solution. It is the goal that this RFI will provide the Commission with key information including cost ranges, system availability, scale, and feasibility. The information received in the RFI will help the Commission to seek funding for a system solution. Quality, comprehensive, information is key to allow FGCC to move forward with planning for a solution that meet the Commissions responsibilities.

FGCC currently facilitates systematic regulatory licensing activities through a sister agency's licensing system. FGCC uses the licensing system to issue and manage 34 pari-mutuel license types, including over 340,000 licensees, license types, or permit holders. Additionally, FGCC uses the OnBase document management system to handle para-mutuel license documentation. Information related to licensing and enforcement would cover the following business processes:

- Licensure application processing
- Mobile inspections
- License renewal
- License updates
- Enforcement activities, including complaint intake, investigations, case management, and legal activities.
- Payment tracking and audit functions
- Document management.
- Reporting
- Configurable workflow solution
- Batch and web service exchanges of information.
- Cyber security management



FGCC is seeking information on system solutions that can meet the following goals:

- Configurability and Deployment: Easily configurable and deployable to accommodate changes.
- User Interface: Fully compatible with mobile devices, including Apple and Android, and easy to maintain.
- Hosting Options: Flexible, cost-effective hosting options, including public cloud.
- API Service Layer: Modern, secure web application programming interface for back-end interaction.
- Security: Robust security at all levels.
- Workflow Solution: Streamlined business processes across multiple groups.
- Extendable Source Code: This code is designed for future growth, allowing technical staff to build extensions and enhancements without impairing existing functions.
- Data Conversion: Seamless data conversion from the existing system.
- FedRAMP Compliance: Secure, cloud-based solution compliant with FedRAMP.
- Automation: Automate business processes and communications to reduce application processing times and manual review.
- Document Management: Manage documentation related to para-mutuel licensing and all FGCC documents, eliminating the need for other solutions for non-license-based documents.
- Migration from the current Versa Regulation/OnBase solution hosted by the Department of Business and Professional Regulation.

IV. RESPONSE

To gather relevant information to determine the appropriate method of procurement for this program, the Commission is requesting that vendors provide the following information:

1. Business organization's information, including:

- a. Business name
- b. Primary contact
- c. Address
- d. Phone
- e. Email

2. Overview of what your response should include:

a. Product/Service Information:

- Detailed descriptions of the products or services offered
- Unique features or benefits
- Compatibility with existing systems or requirements

b. Technical Capabilities:

- Specifications and technical details
- Standards compliance (e.g., ISO, industry-specific standards)

c. Implementation and Support:

- Implementation timeline and process (FGCC contemplates implementing the solution in at least two phases and over two fiscal cycles.) Please provide information for a two-phase approach and what would be included in each phase.



- Training and support services
 - Post-implementation support and maintenance
- d. Configuration, Customization and Integration:
- Options for configuration
 - Options for customization
 - Integration capabilities with other systems
 - API availability and documentation
- e. Scalability and Flexibility:
- Ability to scale the solution
 - Adaptability to future needs and growth
- f. Security and Compliance:
- Security features and protocols
 - Compliance with relevant laws and regulations (e.g., Fed Ramp, GDPR, HIPAA)
 - Data protection and privacy policies
3. Appendix A outlines FGCC's list of desired system requirements. Please complete Appendix A of this document.
4. Pricing and Licensing:
- Pricing models and cost structures (e.g., one-time fees, subscriptions, per-user costs). Since FGCC assumes a multi-phase implementation, pricing should also differentiate the cost per phase.
 - Implementation costs including migration of data from existing system
 - Ongoing cost post implementation.
 - Licensing terms and conditions

Please Note: Any submitted material is subject to the Public Records Act, section 119.07, Florida Statutes. See section X regarding the treatment of confidential, proprietary, or trade secret information.

V. RESPONSE SUBMISSION

- 1) Responses shall be submitted via email at Shane.Phillips@flgaming.gov
- 2) A redacted copy must be submitted, if applicable (please see section X)
- 3) The email Subject Line shall be titled: **RFI FGCC 24/25-05**
- 4) Response Files should follow this naming convention:
Company Name_RFI_FGCC 24/25-05

****** All emails should contain the RFI number in the subject line of the email.**

VI. PROCESS

Responses to this RFI will be reviewed by the Commission for informational purposes only and will not result in the award of a contract.

Responding to the RFI does not prevent a vendor from being eligible to contract with an agency pursuant to section 287.057(19)(c), F.S.



VII. TIMELINE

Listed below are important dates and times when actions should be taken or completed. If the Commission finds it necessary to update any of the dates and/or times noted, it will be accomplished by addendum to the RFI posted on the Vendor Information Portal (VIP). Respondents are responsible for submitting all required documentation by the dates and times (Eastern Time) specified below (or as revised by addenda).

Timeline of Events		
Date	Time (Eastern Time)	Event
August 12, 2024	By 5:00 p.m.	Release of RFI
August 19, 2024	4:00 p.m.	Questions due to the email address in Section V.
August 27, 2024	5:00 p.m.	Answers to vendor questions are posted on the Vendor Information Portal.
September 26, 2024	5:00 p.m.	Responses are due to the email address in Section V.

VIII. CHANGES TO THE RFI

The Commission will post addenda to the RFI on the Florida Vendor Information Portal(VIP) at <https://vendor.myfloridamarketplace.com/search/bids> The vendor may view addenda by selecting “Florida Gaming Control Commission” in the “Agency” drop down box. Each vendor is responsible for monitoring the VIP for new and changing information.

IX. RFI QUESTIONS AND CONTACT WITH THE FLORIDA GAMING CONTROL COMMISSION

Vendors shall address all questions regarding this RFI in writing to the email address identified in Section XII. Answers will be posted to the questions on the VIP as noted in Section VII, Timeline.

X. CONFIDENTIAL, PROPRIETARY OR TRADE SECRET INFORMATION

If the vendor considers any portion of the documents, data, or records submitted in response to this solicitation to be confidential, proprietary, trade secret or otherwise not subject to disclosure pursuant to Chapter 119, Florida Statutes, the Florida Constitution or other authority, vendor must mark the document as “Confidential” and simultaneously provide the Commission with a separate redacted copy of its response and briefly describe in writing the grounds for claiming exemption from the public records law, including specific statutory citation for such exemption. The redacted copy shall contain the



Commission's solicitation name, number, and the name of the vendor on the cover, and shall be clearly titled "Redacted Copy." The Redacted copy should only redact those portions of material that the vendor claims are confidential, proprietary, trade secret or otherwise not subject to disclosure.

In the event of a request for public records pursuant to Chapter 119, Florida Statutes, the Florida Constitution, or other authority to which documents that are marked as confidential are responsive, the Commission will provide the Redacted Copy to the requestor. If a requestor asserts a right to the Confidential Information, the Department will notify the vendor such an assertion has been made. It is the vendor's responsibility to assert that the information in question is exempt from disclosure under Chapter 119 or other applicable law. If the Commission becomes subject to a demand for discovery or disclosure of the Confidential Information of the vendor in a legal proceeding, the Commission shall give the vendor prompt notice of the demand prior to releasing the information (unless otherwise prohibited by applicable law). The vendor shall be responsible for defending its determination that the redacted portions of its response are confidential, proprietary, trade secret, or otherwise not subject to disclosure.

By submitting a reply, the vendor agrees to protect, defend, and indemnify the Commission for all claims arising from or relating to the vendor's determination that the redacted portions of its reply are confidential, proprietary, trade secret, or otherwise not subject to disclosure. If the vendor fails to submit a redacted copy of the information it claims is confidential, the Commission is authorized to produce the entire documents, data, or records submitted to the Commission in answer to a public records request for these records.

XI. VENDOR COSTS

Vendors are responsible for all costs associated with preparing, submitting, and any potential meeting to discuss this RFI. The Commission will not be responsible for any vendor-related costs associated with responding to this request.

XII. PROCUREMENT OFFICER

If you have questions concerning the RFI, please contact:

Shane Phillips, General Services Purchasing Manager
Division of Administration
Florida Gaming Control Commission
4070 Esplanade Way, Suite 250
Tallahassee, FL 32399-7033
Email: Shane.Phillips@flgaming.gov

XIII. SPECIAL ACCOMMODATIONS

Any person requiring a special accommodation due to a disability should contact the FGCC's Americans with Disabilities Act (ADA) Coordinator at (850) 794-8028 or ADA.Coordinator@flgaming.gov at least five (5) Business Days prior to the scheduled event. If hearing or speech-impaired, please contact the ADA Coordinator by using the Florida Relay Service at (800) 955-8771 (TDD).

XIII. PRESENTATIONS

After the Commission receives responses to this RFI, and at the sole discretion of the Commission, one or more Respondents may be selected to discuss and demonstrate the Respondent's services related to the information submitted to the RFI response. The purpose is to learn about the most current, innovative and effective solution(s) to provide and promote a regulatory, licensing, and enforcement system to the Commission to facilitate systematic regulatory licensing activities.