



**ADDENDUM No. 1**  
**INVITATION TO NEGOTIATE No. 21-0002**  
**ENTERPRISE INTEGRATION PLATFORM AS A SERVICE**  
**FEBRUARY 9, 2021**

The purpose of this addendum is to answer questions received prior to the deadline in Section 1.9, Calendar of Events. Citizens received a large number of questions and has attempted to answer the questions in a reasonable manner in the time allotted. Citizens believes the information provided should be sufficient to respond to the Vendor Questionnaire and initial Price Sheet. Further Q&A and information gathering will be allowed during the Negotiations Phase of the ITN with the Vendors who are advanced to that stage.

**SOLICITATION CHANGES:**

Section 1.1 of the Invitation to Negotiate is amended to add the following:

Vendors may submit up to two separate Replies to the ITN if Vendor desires to propose more than one IPaaS platform. No more than two separate Replies will be allowed from a single Vendor. Each Reply will be scored separately during the evaluation phase.

**ANSWERS TO QUESTIONS:**

1. Will Citizens please provide a complete list of endpoints to be migrated/integrated?

**Answer:** Attached as Exhibit A is a list of the endpoints Citizens currently expects the vendor to be primarily responsible for migrating/integrating during system implementation. Some endpoints contain multiple operations. The full list of integration services (approximately 350) will be provided during the negotiations phase. Citizens expects that its staff will be responsible for migrating/integrating approximately 75% of all existing integration services.

2. What are the endpoints connection types? REST, SOAP, Database, FTP, Disk, etc.?

**Answer:** SOAP, REST, HTTP(s), FTP, SFTP, AMQP, JMS, ODBC, and JDBC.

3. Can you please provide any information you have on objects, tables, BAPIs, etc. for each of those endpoints?

**Answer:** Yes, this information can be provided to vendors during the negotiations phase and/or implementation phase.

4. What Frequency?

- a. Batch (hourly, daily, weekly)
- b. Near-Real Time (every minute)
- c. Real time (on-demand, in real time)

**Answer:** Approximately 300 are currently real time or near-real time, and 50 are scheduled integrations. Citizens expects to discuss this topic further during negotiations.

5. Please define the 350 'integrations services'. Are these active integrations created in Oracle? How do these relate to the 95 applications?

**Answer:** Please refer to the answer to question 1 regarding the 350 active integrations. Approximately 90% of the services are developed using SOA/OSB. Less than 10% of integrations are built in Jitterbit or FLUX. Our integration services are designed in BPEL, OSB and Flux (for Managed File Transfer). These integration services connect and interact between 95 unique

systems.

6. Project Timeline/deadline: What is the expectation for August 2022 regarding the number of integrations completed?

**Answer:** 100% of integration services to be completed by August 2022. It is anticipated that the vendor will be responsible to complete only 25% the integrations.

7. Can you please provide a list of other dependencies/project risks? Are you standing up systems that the awarded vendor will be dependent on?

**Answer:** No dependencies/project risks are known at this time. We do not anticipate standing up any systems that the awarded vendor will be dependent on.

8. How complex are the integrations?

- a. Do process workflows require multiple steps, mapping functions, multi-step, third party application look-ups?
- b. Does this require multiple processes and/or mappings to achieve integration goals? Conditional Mappings with status checks, tricky End-point configuration, etc.?

**Answer:** The integrations may involve two or more of following characteristics: communication with 2+ systems, custom library callouts, customized file processing, OAuth2 or KeyPair Authentication, Throttling requirements, and scheduling. The integrations may also involve one or more of following characteristics: customized file processing, OAuth1 Authentication, Throttling requirements, and Scheduling. Citizens estimates that there are 80-High, 100-Medium, and 170-Low complexity integrations using the following definitions:

- Low complexity refers to passthrough integration services with simple value mappings involving separate single systems as source and target and simple managed file transfers.
- Medium complexity refers to integration services that include transformations between XML-JSON/JSON-XML, include some business logic involving more than one system communication.
- High complexity refers to integration services that include complex transformations multiple business logic/conditions along with encryption and/or archival of PII data.

The integrations in Exhibit A vary in complexity. As to questions a and b, the answer is yes.

9. Please describe reporting requirements.

**Answer:** There are no specific reporting requirements at this time. Vendors should use their responses to Attachments D and E to describe the reporting capabilities of the proposed solution.

10. What types of batch processing will Citizens deploy?

**Answer:** See answer to question 4. There are no specific batch processing requirements at this time. Vendors should use their responses to Attachments D and E to describe the batch processing capabilities of the proposed solution.

11. What are the throughput requirements for real time integrations?

**Answer:** There are no specific throughput requirements at this time. Vendors should use their responses to Attachments D and E to describe the throughput capabilities of the proposed solution.

12. What are the Authentication requirements for APIs or web services?

**Answer:** There are no specific authentication requirements at this time. Vendors should use their responses to Attachments D and E to describe the authentication capabilities of the proposed solution.

13. Are any of the integration endpoints behind firewalls, or within data centers that have special connectivity requirements?

**Answer:** No.

14. Are there any log retention related requirements?

**Answer:** There are no specific log retention related requirements at this time. Vendors should use their responses to Attachments D and E to describe the capabilities of the proposed solution.

15. Do you have Compliance Requirements?

**Answer:** There are no specific Compliance Requirements related requirements at this time. Vendors should use their responses to Attachments D and E to describe the capabilities of the proposed solution.

16. How many environments are available in the current implementation and how many are planned for the future (e.g. Dev, Test, Prod)?

**Answer:** Currently we have 6 total standalone environments. We have 1 production (2 clusters), load and test (2 clusters), and 3 other non-clustered test environments.

At this time, Citizens expects the new iPaaS to have one production environment and a ratio of 1:10 for production to test (non-production services deployment capability). Vendors should complete their initial price proposals (Attachment F) using this ratio. Vendors should also provide details in response to Question 8 of Attachment E (Questionnaire).

17. Do you utilize an API Gateway product today?

**Answer:** Yes. We do have Oracle Fusion Middleware as our API gateway.

18. Does the integration layer handle PII data and does it need to be encrypted?

**Answer:** Yes and yes.

19. Are there integrations which do not go through SOA and need to be migrated to iPaaS?

**Answer:** No. All integrations go through SOA.

20. What are the current pain points (operational and technical) with the current platform?

**Answer:** Scalability and Citizens' general desire to migrate systems to the cloud.

21. Do you have automated test tools in use today?

**Answer:** Yes. We have some maintained by our Automation teams.

22. Of the 350 current integrations, how many are real-time vs scheduled?

**Answer:** Please refer to answer to question 4.

23. How many processor cores are used for Production today?

**Answer:** For Production server with 2 clusters, we use 64 GB RAM, 120 GB disk space, 6 CPUs (6 cores for each CPU) for each cluster.

24. What is the current in-house integration team size and structure / role (Architect , Developer , QA, Support etc.)?

**Answer:** Team is comprised of five integrations developers.

25. What is the total number of the composites that are to be migrated as a part of the implementation?

**Answer:** See answer to question 1.

26. Are all of the integrations developed using SOA/OSB or are other platforms also being used?

**Answer:** Approximately 90% of the services are developed using SOA/OSB. Less than 10% of integrations are built in Jitterbit or FLUX.

27. Is technical documentation (such as technical design, interface specifications, network architecture, env details sheet etc.) available for all interfaces? If partially, approx. what % is available?

**Answer:** Details on each service is available and Citizens Integrations team owns and supports these.

28. Are there any architecture/logical sourcing diagrams of the existing environment that capture the different integration systems?

**Answer:** Please see Exhibit B – SIT Architecture Diagram.

29. What are the high-level integration categories/technologies involved such as BPM, BAM, B2B, MFT, OSB etc.?

**Answer:** BPEL, BAM, OSB and MFT in Flux.

30. Is it a clustered environment in PROD as well as the lower environments?

**Answer:** Yes.

31. Does the future implementation require a Disaster Recovery (DR) server?

**Answer:** There are no specific requirements for a DR server at this time. See Section 11.1.4 and Exhibit A of the Attachment G - Draft Agreement for Citizens' anticipated backup and recovery standards. Vendors should use their responses to Attachments D and E to describe the related capabilities of the proposed solution. Specific availability and resiliency strategy will be discussed during negotiations.

32. Is there an external Load Balancer used currently?

**Answer:** Yes, F5.

33. Is there a need to integrate with any version control repositories such as GIT/Maven etc.?

**Answer:** Yes, with GIT.

34. Out of 350 integration services, can you provide a complexity breakdown by Low/Medium/High?

**Answer:** Please see answer to question 8.

35. What is the current version of SOA 12c implemented?

**Answer:** 12.2.1.0.0.

36. How many hours of training are expected and how many team members are expected to be part of the training?

**Answer:** Citizens has not established a specific number of training hours at this time. Training hours are expected to vary based on the proposed solution. For purposes of completing the initial price sheet (Attachment F), Vendors should provide a good faith estimate that includes the cost of training based on other engagements of similar size and scope.

37. Is there a need to create APIs and expose APIs for integration? Do these need to be exposed to external parties?

**Answer:** Yes. We need to create APIs and expose them to external teams.

38. What kind of scripting and embedding support needed? JavaScript/Java/others (please specify)?

**Answer:** Java.

39. Is a desktop-based IDE needed or a web-based IDE would be preferred?

**Answer:** There are no specific IDE requirements at this time. Vendors should use their responses to Attachments D and E to describe the related capabilities of the proposed solution.

40. Can you explain in what capacity is Jitterbit used, is it used for existing integrations or specific use cases? Can you clarify if the integration/connector to Jitterbit means being able to call integrations developed using Jitterbit?

**Answer:** Jitterbit is only used to integrate with Citizens Salesforce systems. All Endpoints in Jitterbit are invoked from Current Oracle SOA platform.

41. Do you have a defined CI/CD process? Should the solution natively support CI/CD or it can be done via external tools e.g. Jenkins?

**Answer:** Yes. Jenkins.

42. How many environments are available in the current implementation and how many are planned for the future (e.g. Dev, Test, Prod)?

**Answer:** See answer to question 16.

43. What is the estimated budget for this ITN? If unknown, please provide the previous spending.

**Answer:** The estimated budget for this ITN is unknown. Over the 10-year contract term for the current system, Citizens has spent approximately \$4.7M for licensing, implementation, and support services. This amount does not include hardware costs or other internal expenses.

44. Please disclose the incumbents' names and if possible please provide the incumbent proposals.

**Answer:** See Section 2.1 of the ITN. We do not yet have a proposal in response to this ITN from the incumbent.

45. To offer you competitive pricing, please share the incumbents' cost proposal

**Answer:** See answer to question 44.

46. How many awards does the Citizens Property Insurance Corporation plan to make?

**Answer:** One or two awards are anticipated. See Sections 2.5 and 3.8(I) of the solicitation.

47. Describe how vendors under contract will receive a fair share of business without vendor rotation of job orders implemented in the procurement process.

**Answer:** Citizens does not anticipate any rotation of job orders as part of this ITN.

48. Please describe the issues/problems that the Citizens Property Insurance Corporation is facing under the current contract?

**Answer:** Expiration of the current contract. See Section 2.1 of the solicitation.

49. How many temporaries are currently working under this contract? Also, please specify whether the new vendor(s) can make the transition of all the current temporaries whose project is ongoing? If yes, how and when the transition of the employees will be done from incumbent to new vendor?

**Answer:** No temporaries.

50. As I read the current architecture, it looks like the current platform is Oracle Fusion Middleware. How many integrations are running in which components of the Fusion Middleware?

**Answer:** 180 OSB, 100 SOA, 70 Flux.

51. How would classify the 350 existing integrations? xxx simple xxx average xxx complex?

**Answer:** See answer to question 8.

52. Is BPEL being using in current SIT deployment?

**Answer:** Yes.

53. What is Citizen's definition of PAAS? How much administration of the recommended IPAAS solution is Citizen's willing to assume responsibility for?

**Answer:** Citizens defines PaaS consistent with commonly understood industry definitions. Citizens prefers an IPaaS solution that is cloud native, with limited "administration" responsibility. However, this is a topic that can be explored during negotiations.

54. Could you share your network requirements (compliance)?

**Answer:** There are no specific compliance-related requirements at this time. Vendors should use their responses to Attachments D and E to describe the capabilities of the proposed solution.

55. Are you considering a private cloud, with a private network access to IPAAS?

**Answer:** Yes, Citizens would consider that option.

56. What environments do you require; production, test, development...?

**Answer:** See answer to question 16.

57. How many APIs are exposed, and must be migrated?

**Answer:** All APIs are exposed. See answer to question 1.

58. Please share the current state integration/architecture diagram and documentation that represents your current landscape.

**Answer:** See answer to question 28.

59. As per background provided in ITN, SIT securely and efficiently integrates forty-five (45) internal and fifty (50) external applications. We understand that key systems integrated by the middleware platform include the following.

- Guidewire Suite
- Oracle Fusion ERP
- Salesforce
- ServiceNow
- Liferay Portal
- Jitterbit
- SmartCOMM
- Oracle Right Now
- AWS (for reading Parquet files)
- Mainframe/Legacy Systems

Please share inventory of integrations with source/target systems, data formats, integration patterns, and volumes/payload sizes if available.

**Answer:** Integration with source and target as each of the above systems will be included with REST and SOAP webservices, file read and transfer. Anticipated data formats include XML, .937, PDF, PGP, .ASC, DAT, JSON, HDL, CSV, XLSX, TEXT, and ZIP (see Attachment D – 2(d) and further details provided in Exhibit A). Additional details may be provided as part of the negotiations phase.

60. We understand that Oracle Fusion Middleware 12c is currently being used as the integration middleware platform (SIT) at Citizens.

- Please confirm whether all integrations to be migrated are currently implemented using FMW 12c tools and technologies.
- What components of Fusion Middleware are currently used for integration (SOA - BPEL/Mediator, Oracle Service Bus, Oracle Data Integrator, Managed File Transfer, Business Activity Monitor ...)?

**Answer:** Yes 90% of the services from Oracle fusion and 10% each from Jitterbit and Flux.  
SOA – BPEL, Oracle Service Bus, Business Activity Monitor, OWSM.

61. Out of the ~350 integrations in current state, please share categorization of common integration patterns do these fall into - App Integration, B2B, Data Integration (ETL), File Transfer, Process Automation/Orchestration. A % break up of integrations by integration pattern and technology would be helpful. Also, please share the complexity breakup for the same.

**Answer:** See details provided in Exhibit A and answer to question 8. Additional details may be provided as part of the negotiations phase.

62. What messaging capabilities, standards and protocols are currently used for ? JMS, MQ ... Are there streaming needs - Kafka/other?

**Answer:** We currently use JMS and MQ. Vendors should use their responses to Attachments D and E to describe the capabilities of the proposed solution.

63. What database and technology adapters are most frequently used - Oracle, DB2, SQL Server, others? Are there any custom technology/protocol adapters currently in use?

**Answer:** Database adapters include relational (i.e., SQL Server) and non-relational (e.g., Hadoop and NoSQL). No custom adapters.

64. What API Management platform is currently in use?

**Answer:** Oracle Fusion middleware is currently used.

65. What API management capabilities does the current platform include (API Design, Management, Gateways, Developer Portal)? Are APIs exposed for both internal/external consumption?

**Answer:** Current platform includes an API Designer, Management Gateways, Governance Platform and WebLogic Server to Manage the components. APIs are exposed to internal/external users.

66. We understand that managed file transfer capabilities are used in the current state for file base integrations. What platforms, transfer and security protocols are used for managed file transfer?

**Answer:** We use Oracle SOA and Flux for file transfers. We use Secured FTP server to transfer the files. We use PGP encryption to encrypt the files.

67. Please share requirements around availability, performance SLAs, disaster recovery requirements including (RTO/RPO).

**Answer:** There are no specific availability, performance SLAs, disaster recovery requirements. Some RTO, RPO, and data security expectations are addressed in ITN Attachment G – Draft Agreement (e.g., see Section 11). However, Citizens is willing to negotiate these expectations during the negotiations phase. Vendors should use their responses to Attachments D and E to describe the capabilities of the proposed solution.

68. Please share the known issues or pain points, if any, for current integrations?

**Answer:** Please see answer to question 20.

69. Do any of the integration processes involve storing and processing documents i.e. document oriented process orchestration? If yes, please provide details about technology stack and components used to implement such processes?

**Answer:** We have document process orchestration developed in OSB, but we don't store the documents.

70. Please share if there are specific security compliance and audit requirements for the cloud based integration platform?

**Answer:** There are no specific security compliance or audit related requirements. Vendors should use their responses to Attachments D and E to describe the capabilities of the proposed solution.

71. Can we propose more than one iPAAS vendor as part of the response? Does it need to be multiple proposals or can have all solutions in one response with multiple options?

**Answer:** Vendors may submit up to 2 separate Replies as described in the Solicitation Changes section at the top of this addendum.

72. Will the production support include current SIT product support until its phased out?

**Answer:** No support is needed for current platform.

73. What is the Incident and change management tool used?

**Answer:** Service Now.

74. Are there any external/internal vendor proprietary platforms that needs to be integrated?

**Answer:** Yes.

75. What is current DevOps model with platforms/tools being used for the same?

**Answer:** GIT and Jenkins.

76. Can you share the various environment details present?

**Answer:** Please see answer to question 16.

77. Please share current auditing and monitoring guidelines in use.

**Answer:** We have auditing and monitoring requirements that are required by the Florida Office of Insurance Regulation and standard PII security best practices. Vendors should use their responses to Attachments D and E to describe the auditing and monitoring capabilities of the proposed solution.

78. Please share guidelines for the Disaster Recovery (RTO, RPO) and data security requirements (for services, messaging and Managed File Transfers)

**Answer:** Vendors should use their responses to Attachments D and E to describe the capabilities of the proposed solution.

Some RTO, RPO, and data security expectations are addressed in ITN Attachment G – Draft Agreement (e.g., see Section 11). However, Citizens is willing to negotiate these expectations during the negotiations phase. Specific requirements will be discussed during the negotiations phase.

79. Can we assume current custom Solutions/Frameworks/adapters that Citizen's developed outside of the integration landscape is out of scope?

**Answer:** No custom adapters exist

80. Please confirm whether [vendor name] will be responsible for the design, setup and configuration of the selected IPaaS product?

**Answer:** Generally, yes.

81. How many people in the ICC will be involved in this project?

**Answer:** Five.

82. Are all interfaces to systems clearly documented?

**Answer:** Yes.

83. Any preferred platform?

**Answer:** Not at this point.

84. Any security standards required?

**Answer:** There are no specific security requirements. Vendors should use their responses to Attachments D and E to describe the capabilities of the proposed solution.

85. Can you provide a list of the applications that are involved in this project and indicate:
- Whether they are internal to Citizens, provided by other government agencies or are external to the government?
  - What kind of data they contain, e.g., program participants, service providers, etc.?

**Answer:** a. Section 2 (b) of Attachment D (Functionality Workbook) lists major systems. Some are identified in Exhibit A and Exhibit B. Additional details can be provided during the negotiations phase with those vendors who are advanced.  
b. Wide range of data including policyholder data, service provider data, claims data, and employee data.

86. Will Citizens Property Insurance Corporation provide an extension of the due date to March 12th?

**Answer:** Not at this time.

87. Can Citizens Property Insurance Corporation confirm it is requesting Firm Fixed Price for Implementation pricing?

**Answer:** For purposes of initial evaluation of Vendor Replies, Citizens requests a good faith estimate of the implementation fees as described in Attachment F - Price Sheet. Final pricing will be subject to negotiations.

88. Can you provide an inventory of the software products currently deployed to support the enterprise integration platform? Oracle Middleware is mentioned, but which specific Oracle products? Any other non-Oracle integration solutions?

**Answer:** We currently use Oracle SOA, OSB, BAM, OWSM within Oracle middleware suite. Jitterbit and FLUX are used in a smaller scope for Salesforce integration and file transfer needs.

89. Is there an expectation that existing software licenses will be re-purposed to the new cloud-based platform (i.e. Bring your own license to the cloud)?

**Answer:** No.

90. Can you provide more details around the existing integration requirements and architecture, such as types of integration, data integration, application integration, API-based, webservices-based, flat file transfer, service bus, etc.?

**Answer:** Please refer to Exhibit A and the answers contained herein for additional details.

91. Are there any limitations or requirements around cloud service providers or models? Public cloud vs private cloud? Government vs Commercial cloud?

**Answer:** Not at this time.

92. What specific Oracle Middleware Products make up the current On Premise Enterprise Integration Platform?

**Answer:** We currently use Oracle SOA, OSB, BAM, OWSM.

93. What versions are the current Middleware Product suite?

**Answer:** See answer to question 35.

94. Please describe the overall architecture including any high availability / cluster design implementations?

**Answer:** We use OSB, SOA, BAM, ESS which are residing on a 2-node cluster in production. Please also see Exhibit B – SIT Architecture Diagram.

95. How many environments (Prod, Development, Test, etc.) do you anticipate needing?

**Answer:** See answer to question 16.

96. Please describe the current CPU, RAM and storage requirements for the existing integration platform?

**Answer:** See answer to question 23.

97. Is the current deployment virtualized or on physical hardware? If virtualized please note the virtualization technology?

**Answer:** Current deployment is on physical hardware.

98. Please list the versions of the databases supporting the middleware environment?

**Answer:** 12.1.0.2 Standard Edition.

99. Please describe the current backup and recovery architecture for the middleware environment?

**Answer:** Our current integration system is on virtual infrastructure which is replicated between our current production and alternate data center. Snapshots and backups are also maintained on a regular schedule to meet resiliency requirements.

100. Does Citizens currently utilize technical support services from a vendor in support of it's on Premise enterprise integration platform? If so, how many support tickets are issued monthly?

**Answer:** Yes, services provided by Oracle. Less than 5 tickets per month on average. Number of tickets decreased with maturity of platform.

101. Does the client currently utilize implementation services from a vendor in support of the current platform? If so, can you describe how many hours monthly are utilized?

**Answer:** No.

102. Please describe the current staff supporting the environment.

**Answer:** We have 5 middleware developers.

103. With the client providing 75% of the implementation support, does the client have a proposed timeline and schedule for implementation? How many dedicated staff will the client provide to the implementation?

**Answer:** Citizens will look to the Vendor to propose an implementation timeline/schedule based on the information Citizens has provided. These proposed implementation timelines and staffing will be subject to negotiations as further information is provided.

104. Please elaborate on the types and quantities of integration services (flat file transfers, SOAP, API etc.)?

**Answer:** See answer to questions 1 and 2.

105. What Service Level expectations are required of the platform?

**Answer:** There are no requirements at this time. Some expectations (e.g., RTO, RPO, and data security) are addressed in ITN Attachment G – Draft Agreement (e.g., see Section 11).

However, Citizens is willing to negotiate these expectations during the negotiations phase.

106. Is there any requirement for integrating with Active Directory or Directory lookup? If so, please elaborate?

**Answer:** Yes. LDAP account lookup and provisioning.

107. How much time is allocated for the Proof of Technology (PoT) and Proof of Concept (PoC) demos?

**Answer:** Currently we have allocated April 5-30, 2021 for PoT and PoC demonstrations. The number of hours for the demonstrations will be mutually agreed upon based on vendor input.

108. Please elaborate on the requirements in 6a of the Functionality Workbook. "Ability to capture, reconcile, and transform semantics and create and maintain representations."

**Answer:** This requirement accounts for the transformation of messages between source and target systems. Example: XML to JSON or JSON to XML transformations.

109. Can you elaborate on the systems being used or in scope for integrations?

**Answer:** See answer to question 1.

110. Can you roughly define the number of low, medium and high complexity integrations that are in scope?

**Answer:** See answer to question 8.

111. Is Citizens Insurance planning to migrate to the new Guidewire InsuranceSuite Cloud offerings? If so, what is the timeframe for that migration?

**Answer:** Citizens is exploring its options for migrating and no timeline has been defined yet.

112. What are the main business KPIs that Citizens Insurance hopes to address by integrating Guidewire with other systems such as Salesforce (sales or service rep productivity, customer satisfaction...)?

**Answer:** Some KPIs are primarily related to the following objectives:

1. Reduce latency and improve performance between cloud providers.
2. Improve testing capabilities that support greater API reliability.
3. Increase API security and governance.
4. Increase capability to orchestrate APIs, creating higher-level experience APIs.
5. Increase speed of delivery by enabling developers to create common integrations without having to request them from the Integration Competency Center (ICC) team.

113. Do you currently utilize Cloud Data Warehousing or Cloud Data Lakes? If so, what kind of ecosystem and how does usage compare to on-premises warehousing?

**Answer:** Yes, we do currently utilize cloud data warehousing. However, through this ITN we are only seeking data connectivity and not storage at this time.

114. How does your business handle data discovery/lineage? I.E. unknown systems?

**Answer:** This ITN does not require any data discovery.

115. Out of the ~100 systems you integration, what proportion are API based?

**Answer:** Approximately 80% are API based.

116. What is the most important/critical front-end cloud application to your business?

**Answer:** Several are included in Attachment D – 2(b) including:

- Guidewire Suite
- Oracle Fusion ERP
- Salesforce

117. What proportion of sources systems are relational vs nonrelational?

**Answer:** Citizens does not have any nonrelational sources.

118. For nonrelational (Hadoop & NoSQL) sources, what current proportion are on-prem Hadoop vs Cloud Data Lake?

**Answer:** Citizens Data Warehouse team is a separate team that manages and supports data lake. It is not a requirement for this ITN.

119. For nonrelational (Hadoop & NoSQL) sources, what future (desired) proportion are on-prem Hadoop vs Cloud Data Lake?

**Answer:** About 5-10% of future data sources will be Hadoop NoSQL.

120. What is current usage of API communication protocols - and what is roadmap/futurage usage?

**Answer:** See answer to question 2. Future usage is not determined at this time.

121. In current middleware application, what proportion of all known business logic + functions are currently used? Will be deprecated? Need enhancement?

**Answer:** Very limited business logic is maintained in the middleware platform as SIT is used for message broker services. Migration should transfer these to the new platform.

122. How is the quality of your data at source level?

**Answer:** Very good.

123. Does the business have reference data requirements? If so how robust, and for what purpose?

**Answer:** Yes. We have reference data requirement which involves complex logic. Purpose is to enrich the data in most of the cases.

124. Does the business have data masking requirements? I.E. billing, Personally Identifiable Information (PII)?

**Answer:** Yes.

125. Where does Data Governance currently role up to in your organization?

**Answer:** Governance falls under multiple areas. Citizens has a Data Governance team, part of the Data Privacy department.

126. Is there a charter supporting the Data Governance team?

**Answer:** There is no specific charter supporting data governance team.

127. What is currently in place supporting your Data Governance program (i.e. Data Dictionary, Data Governance Council, Data Quality, Lineage Mapping, etc.)?

**Answer:** Citizens generally follows industry best practices. Vendors should use their responses to Attachments D and E to describe the capabilities of the proposed solution.

128. Historically how has the partnership been between the business and IT?

**Answer:** Good partnership.

129. Are there any compliance needs that Data Governance would solve? I.E. GDPR, PII? Any industry-specific compliance your team faces?

**Answer:** See answer to question 15.

130. What is the current IT landscape of your current on-prem middleware implementation? Will current users & admins be utilizing the future state solution?

**Answer:** Designated development team with 5 Developers. Yes, same developers will support the future solution.

131. Out of the ~100 systems you integration, what proportion are API based?

**Answer:** See answer to question 115.

132. "Integration Platform as a Service. The entity providing the IPaaS must provide all software, hardware, hosting, and ongoing support services necessary to support enterprise class integration projects that require high availability, reliable disaster recovery, and high data security. Vendors who offer IPaaS-enabling software that requires Citizens to separately purchase third-party products or support will not be considered eligible for an award." Are you saying no response can include multiple vendors that it can only be from a single all-inclusive vendor?

**Answer:** Each Reply should be limited to one IPaaS platform. However, Vendors may submit up to two separate Replies, if desired. See the Solicitation Changes section at the top of this addendum and answer to question 71.

133. Does Citizen's have a large team of developers? What kind of developers?

**Answer:** We have team of 5 developers who are highly skilled on Middleware technologies.

134. Is the target for the tool going to be highly technical people? Or do you want to enable less technical people to either implement and maintain?

**Answer:** There are no specific requirements. All implementation and migration will be completed by technical team members. Vendors should use their responses to Attachments D and E to describe the ease of use and/or usability related capabilities of the proposed solution.

135. Is your decision criteria weighted more heavily around any of these categories?

- a. Ease of use
- b. Total Cost of Ownership
- c. Vendor/ Technology?

**Answer:** Decision criteria is outlined in Section 3.7 (Evaluation Process) and 3.9 (Selection Criteria).

136. Do you have a current strategic plan (1/3/5 year) technology strategy in place today? If so, can we have access to that during this process?

**Answer:** No.

137. Is Citizen's willing to spend an hour and a half walking us through the specifics of all contemplated

workflows including all object and field-level data and business logic, in order for us to provide the most accurate scope of work for Citizen's?

**Answer:** Additional discovery may be conducted during the negotiations phase.

138. Is there a list of systems that need to be integrated along with details of the systems

**Answer:** Yes, please see Exhibit B – SIT Architecture Diagram.

139. Is Public Cloud acceptable or should it be only Private Cloud?

**Answer:** Either is acceptable for this ITN.

140. How many environments do you want to setup the new Integration platform on?

**Answer:** See answer to question 16.

141. What is your DR strategy? Do you have a DR site?

**Answer:** Our disaster recovery strategy and infrastructure resources support high availability with geographically dispersed Storage Area Network (SAN) including replication and backups for data processing and storage needs.

In response to a pending disaster or in the event of the loss of its production data center, Citizens has the capability to redirect critical production services to an alternate data center.

142. What is the maximum number of concurrent API calls at peak time? Any defined TPS requirement 'Transaction Per Second'?

**Answer:** Section 2.1 of the ITN lists transaction details for a normal vs peak usage. Additional details will be shared during negotiation phase.

143. It's referred that the new system has to integrate with the existing ones. Are those systems capable of exposing or invoking API's ? Meaning do they allow other systems to connect?

**Answer:** All systems that require integrations are currently integrated through SIT/ current Oracle fusion Middleware. New platform will replace SIT and ensure the system connectivity continues.

144. Is there an existing Identity Management system in place to integrate with for a centralized authorization & authentication? If yes, what are the available integration protocols? i.e. SAML, Active Directory, OAuth?

**Answer:** Citizens is currently exploring options for Central Identity Management – we prefer a platform capable of working with all standard integration protocols.

145. Can we propose, with obvious cost saving benefits, and hybrid team working in a onsite/offshore approach?

**Answer:** Yes.

146. what is the maximum size of the files which need to be pushed , MB range of files, or GB, TB file sizes

**Answer:** MB range files.

147. Please let us know required SLAs for support services.

**Answer:** There are no specific SLAs for support services at this time. Citizens expects that specific SLAs may depend on the severity (e.g., high severity may utilize 24/7/365 support, lower severity issues may have a lower level of support). However, Citizens is willing to negotiate these expectations during the negotiations phase. Vendors should use their responses to Attachments D and E to describe the support services (including any proposed SLAs) included in the proposed solution.

148. Do you have any non-functional requirements like latency and throughput requirements to achieve?

**Answer:** There are no specific requirements for latency and throughput. Vendors should use their responses to Attachments D and E to describe the capabilities of the proposed solution.

149. Any language requirements for the API portal? Or can it be only in English?

**Answer:** English.

150. Please provide the complexity details of the 25% interfaces that need to be developed (of the 350)

**Answer:** See answer to questions 1 and 8.

151. Is the scope for building the same number of interfaces as existing or build more? Example, there are 400 interfaces, then 25% would be 100 and not 88

**Answer:** The scope of this ITN is migrate 25% of the existing interfaces to the new platform. Details regarding those interfaces is provided in Exhibit A.

152. Are the existing systems capable of handling REST API communications in case direct connectors are not available?

**Answer:** Yes.

153. If there is a custom adapter kit available would you like to develop custom connector instead of API connectivity?

**Answer:** We prefer not to develop custom adapters and would like to use connectors available in the platform.

154. Would a Hybrid solution with Control or Management Plane in cloud and Systems within the customer data center work?

**Answer:** Cloud native IPaaS is preferred. Vendors can propose other solutions and merits, we can consider those.

155. Can metadata data can leave the Customer data center if it can Management center can take care of API flow visualization and Management

**Answer:** Yes, but limited data elements and attributes for logging and API level reporting purposes. No functional and business data can be stored – data should be secured mapped and transferred to target systems.

156. What are the detailed information security requirements that will be necessary to comply with this requirement? This includes regulatory and compliance requirements. (Section 1.1a)

**Answer:** See answer to question 78.

157. Do any of the external interactions require PII or PCI data to be entered by the customers? (Section

1.1a)

**Answer:** Yes.

158. Please describe the source of data for the file transfers. (Section 2.1)

**Answer:** Several are included in Attachment D – 2(b) including:

- Guidewire Suite
- Oracle Fusion ERP
- Salesforce

159. There are a significant amount of test systems (100 plus will have a sizeable impact on cost)? Do these need to be separate environments or can these be incorporated into a multi-environment solution? (Section 2.1)

**Answer:** Multi environment solution is welcomed as SLAs for Test environment are expected to be much relaxed compared to production environments.

160. Is there any scope to change, improve any of the processes or will they be migrated Like-for-Like from the old solution to the new solution? (Section 2.1)

**Answer:** Like-for-Like from old solution – no requirement change. Design change may be required due to platform differences. Business logic and end function of the migrated integration services should not change.

161. Is there a DR site that can handle all traffic namely 5\*average volume? (Section 1)

**Answer:** Is it our expectation that the DR site can handle peak volumes if required. Vendors should use their responses to Attachments D and E to describe the scalability-related capabilities of the proposed solution.

162. Regarding the technical support services, does Citizen want an ongoing cloud operations service? There will be support from the proposed product vendor, but we can offer additional services as mentioned. (Section 2.3c)

**Answer:** Citizens current expectation is to utilize internal team for ongoing development and support. Citizens may explore proposed managed or professional services during the negotiations phase.

163. Do the support services, as described in the scope of the ITN, need to be delivered from US only or will Citizens be open for a delivery model that includes locations outside the US?

**Answer:** No requirement for US only. Citizens expects to discuss this topic further during negotiations.

***FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 627.351 (6)(e), F.S., CONSTITUTES A WAIVER OF PROCEEDINGS. SEE SECTION 4, GENERAL CONDITIONS, WITHIN THE SOLICITATION DOCUMENT FOR DETAILS REGARDING HOW AND WHERE TO FILE A PROTEST.***

Exhibit A - Integration Services Description

#	Service Name	Service Short Description
1	Agent Lookup	Liferay system invokes this secured proxy service in SOAP/XML format that calls Salesforce to pull the Agent records
2	PolicySearchIntegration	Guidewire Claims Center system invokes this secured proxy service in SOAP/XML format that calls Guidewire Policy Center system and few Java applicaions to search policies in those systems.
3	Policy Retrieval	Guidewire Claims Center system invokes this secured proxy service in SOAP/XML format that calls Guidewire Policy Center system and few Java applicaions to Retrieve polices in those systems.
4	User Provisioning in Java EE Web Application	It will create/update/active/deactivate/associate/disassociate users in Java EE Web Application from any source such as Oracle Fusion ERP Cloud, Sales force, Java EE Web application etc..
5	User updates from Java EE Web Application to downstream systems	Pushing user updates from Java EE Web Application to downstream systems like Guidewire - Claims Center, Policy Center, Customer Management and other Java EE Web Applications
6	User Provisioning from Jave EE Web Application	Jave EE Web Application will provision users against Guidewire - Claims Center, Policy Center, Cornerstone on demand and other Java EE Web applications
7	Rest service with xml for parallel/ sequential searching Rest/xml and and the Lucene Indexes	A Service is exposed with: Soap Services are exposed to upload, retrieve metadata in Document Storage application Rest Service exposed to upload to Document Storage application Rest Service exposed to retrieve metadata from Document Storage application and query the Lucene Indexes
8	Global Policy Search	Connects to Solr indexing system in REST/JSON format to fetch the records based on query string
9	User Provisioning in Cornerstone On Demand	This Service will provision users in Cornerstone On Demand from Salesforce, Oracle Fusion ERP Cloud and Java EE Web application
10	Fetch Data from Oracle Fusion ERP Cloud reports	Connects to Oracle Fusion ERP cloud to invoke the reports and get the data into Service integration layer
11	PGP File encryptions	This Service will get the file from Oracle Fusion ERP Cloud, encrypt it and place in a file share
12	Integrate with Guidewire - Claims Center system to fetch finance info	Reads a CSV file from File Share location, Zips it and encodes in base64 binary format. Upload the file to Content Management Server, Submit an Scheduling service job request and query status every 10 sec. Upon successful job completion, write the file to a different file share.
13	Facilities Managements users to Oracle Fusion ERP Cloud	Read file from a fileshare, compare data against staging tables to filter the updates and send it to Oracle Fusion ERP Cloud
14	Guidewire Integration - Claims Center with Coastal service	Guidewire Claims Center invokes a Secured Proxy in SOAP/XML format which connects to Coastal service using Java and validates latitude and longitude entered in input
15	claim search Integration	Guidewire Claim Center invokes this secured proxy service in SOAP/XML format that calls External vendor via HTTP POST to retrieve Claims Information.
16	VendorContacts	This service has a schuled job that invokes Centerpoint Report and sends the data to the External vendor via Rest call.
17	Producer Management Java EE Web Application	Salesforce invokes this secured proxy service in SOAP/XML format that calls Guidewire Policy Center system and few Java applications to create,update and delete the Agent and Agency.
18	Calling Oracle Fusion ERP Cloud reports	Connects to Oracle Fusion ERP Cloud to invoke the reports and get the data into Service Integration layer
19	External Benefits reports generation	Connects to Oracle Fusion ERP Cloud to generate the external benefits file, encrypt and place it in a fileshare.
20	External Benefits file processing to CP	Read file from SFTP, get the assignment numbers for every employee in the file and prepare the HDL file.
21	File read from SFTP	Connects to SFTP to read weekly file from External benefits, decrypt it and place it in the fileshare.
22	Guidewire - External Vendor file based Integration with encryption and sFTP connectivity	Reads a secured data file(.txt) file, encrypts using another set of keys with JAVA code and send out to external vendor
23	DepoCurrent Citizens Middlewares Guidewire ERP	This service reads and deletes Receipt files and transforms the CSV into Zip and then encodes it using Base64 format and then it Uploads the file into Oracle Fusion ERP Cloud.
24	ERP Benefits Outbound	This service invokes multiple Oracle Fusion ERP Cloud Reports via webservice call and then encrypts the file and places them in a file share.
25	Soap service with multiple stage soap calls and encryptions	A Soap service uploads a .zip file to an Oracle Fusion ERP Cloud application and checks the status periodically and sends out notification upon success.
26	ERP Outbound Integration	This service invokes Oracle Fusion ERP Cloud server via webservice call, reads content management file, writes to a file share location and deletes the file.
27	Purchasing Card Process	This service downloads the encrypted file from external vendor SFTP location, decrypts it and places on a HTTPS server.The service Invokes Scheduling service Job to load the file to Oracle Fusion ERP Cloud and gets status from it.

Exhibit A - Integration Services Description

28	Soap service with custom JAVA encryption/ decryption	Reads a encrypted payroll data (.pgp) file, decrypts using JAVA code, writes to a file Share location for Validation, re-encrypts using JAVA code, writes to another file share location
29	Service with multiple stage soap calls and encryptions	A workflow management process triggers an action to enable secondary employment, which internally calls Oracle Fusion ERP Cloud application fo fetch the Assignment data, update the record and then uploads it to Employee Record.
30	File transfer service with custom JAVA encryption/ decryption and sFTP connection	A medium-large files ~200MB will be placed on the file share location, which will be encrypted and send out to external vendor through sftp connection.
31	Guidewire Integration with Accident Reporting system	Guidewire integrates with external system through this Proxy which accepts input in Text and responds in XML. Proxy internally connects to a system in HTTP Post with Multi part payload using Java to fetch the nationwide police accident and incident reports information.
32	Integration with Oracle ERP Cloud PBCS Application	Service connects to Oracle ERP Cloud PBCS application, creates and downloads the snapshot to a file share location
33	Message brokering, JMS, soap services exposed to multiple systems	A Soap service is exposed to the external vendor (bank), who sends the realtime payment confirmations back to Citizens; Based on 3 Source system(s) the payment was initiated, the payment should be updated in the Guidewire (system of record) and one of the other systems. A service is exposed to fetch the policyDetails, payment information from Guidewire Centers back to OnlinePayment application, IVR system
34	Salesforce Integration with Knowledge base	Salesforce invokes this Secured SOAP Proxy, which internally connects to Knowledge base Java utility to either create/update user.
35	JMS queues for guaranteed message deliveries, custom retry mechanisms/ alerts	Soap request is pushed to a Semi cloud document generation application with custom fail proof/ retry mechanism, its status will be checked regularly and will be reported back to the Guidewire systems upon job completion.
36	Soap service supporting multiple operations and mutiple actions based on the custom input parameters.	A Soap service calls the Oracle Fusion ERP Cloud application and pulls/push the custom report based on the input parameter
37	Soap service supporting multiple operations and multiple actions based on the custom input parameters.	A Soap service calls the Oracle Fusion ERP Cloud application and pulls/push the custom report based on the input parameter
38	Assign Oracle Fusion ERP Cloud Data	Current Citizens Middleware invokes Oracle Fusion ERP Cloud REST API to get the assignment data for each employee record
39	Oracle Fusion ERP Cloud Main	This is a common service used by all other services that wanted to invoke Oracle Fusion ERP Cloud system via webservice.
40	AD User provisioning	Get the dtata from Java EE Web application, create/delete users in AD and append designeeID if there is an account exists with the same UserId
41	creating tickets in ServiceNow	Java EE Web application will be pushing data to Service Now to create user access tickets to add additional systems to adjusters. An update will be sent back to calling application upon completion of the task in ServiceNow.
42	Jitterbit Integration	Integrate with salesforce using Jitterbit
43	JMS Queue/Topics	Soap service is exposed to internal Single Sign on application , based on the subscriber/ reciever flags and the downstream systems are updated for access
44	Fetch Claim Or Policy Details	Guidewire invokes this services to fetch the policy or claim details from Solr index
45	Soap service pulling/pushing encoded/ encrypted data to/from Oracle Fusion ERP Cloud application	Employee Id/ SSN will be passed from other services will be encoded and passed to Oracle Fusion ERP Cloud application to fetch the employee Details
46	File transfers all versions	File Transfers: Username/Password OR SSH Keypair Authentication. Medium-Large Volume files (1MB-300MB) Java Encryption/ Decryption. Java signEncryption/ Decryption.

# Exhibit B - SIT Architecture Diagram

