



RON DESANTIS
GOVERNOR

SHEVAUN L. HARRIS
SECRETARY

July 23, 2026

Prospective Vendor(s):

Subject: Solicitation Number: AHCA RFP 015-25/26, Addendum No. 1

Title: Organ and Tissue Donor Registry and Education Program

This addendum to the subject solicitation provides answers to written questions that were received by the Agency and makes modifications to the RFP.

All other terms and conditions of the solicitation remain in effect.

Section 120.57(3)(b), Florida Statutes, and section 28-110.003, Florida Administrative Code, require that a Notice of Protest of the solicitation documents shall be made within seventy-two hours after the posting of the 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.

Sincerely,

Ashley Balkcom

Procurement Officer
Bureau of Purchasing and Contract Administration

Enclosures:

Addendum No. 1

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AHCA RFP 015-25/26 ADDENDUM NO. 1

Addendum No. 1 is issued to provide answers to written questions that were received by the Agency and make modifications to the Request for Proposals (RFP). All other terms and conditions of the RFP not modified herein remain in full force and effect.

ITEM 1

AHCA RFP 015-25/26, **Attachment B**, Scope of Services, **Section XIII.**, Disaster Recovery, **Sub-Section C.**, Data Transfer and Security, **Item 3.**, Initial data load and subsequent input, **Sub-Item a.**, is hereby deleted in its entirety and replaced with the following:

- a.** The Agency will facilitate the transfer of the initial donor data set from the prior vendor to the Vendor. The initial donor data set will contain approximately 10.6 million records. The Vendor is required to migrate all existing records and historical data to the Registry during the implementation period. Additionally, the Agency will work with the Vendor and DHSMV to facilitate integration activities.

ITEM 2

AHCA RFP 015-25/26, **Attachment B**, Scope of Services, **Section II.**, Manner of Service(s) Provision, **Sub-Section B.**, Services Provided by the Vendor, **Item 3.**, Educational Initiatives, is hereby deleted in its entirety and replaced with the following:

3. Educational Initiatives

The Vendor shall be responsible for all educational events and activities that may be held and shall develop, produce, and distribute all organ donor educational and promotional material for the events, as well as document the number of event attendees. The Vendor should use community resources and volunteers, when available, to support the educational program. The Vendor is authorized to coordinate with the head of a State Agency or other political subdivision of the State, or his or her designee, to establish convenient times, dates, and locations for educating that entity's employees.

The Vendor shall provide links to informational/educational websites relevant to organ donations, develop and implement educational initiatives statewide, and coordinate informational/educational efforts with existing organ procurement organizations and eye or tissue banks.

ITEM 3

AHCA RFP 015-25/26, **Attachment B**, Scope of Services, **Section II.**, Manner of Service(s) Provision, **Sub-Section B.**, Services Provided by the Vendor, **Section 7.**, Implementation Plan, is hereby deleted in its entirety and replaced with the following:

7. Implementation Plan

- a.** The Vendor shall prepare and execute a final implementation plan. The final implementation plan shall be submitted to the Agency and the DHSMV no later than thirty (30) calendar days following the execution of this Contract. The final implementation plan shall be based upon the requirements of this Contract and coordinated with the Agency and the DHSMV to ensure readiness to complete required tasks by dates specified in this Contract. The final implementation plan shall be based on the preliminary

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implementation plan submitted by the Vendor in its response to the RFP resulting in this Contract. The final implementation plan shall outline in detail all steps necessary for the Vendor to establish an on-line donor registry and educational program, including but not limited to:

- A timeline for implementing Program components of both the Registry and the educational initiative;
 - Identification of any potential barriers to the timely implementation of the Program and proposed methods for overcoming them; and
 - Identification of any expected assistance needed from the DHSMV or the Agency in designing and implementing the Program.
- b.** Within ninety (90) calendar days of Contract execution, the Vendor shall complete all implementation, data migration, transition, user acceptance testing, and related implementation activities required to ensure the Registry meets the requirements of this Scope of Services. All implementation activities shall be completed by the Vendor prior to beginning the operations and maintenance period of the Contract.

ITEM 4

Attachment A, Instructions and Special Conditions, **Exhibit A-10**, Standard Contract, was excluded from the original Vendor Information Portal (VIP) solicitation advertisement but is hereby added via this addendum.

ITEM 5

Please see the attached below for answers to written questions received by the Agency.

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ADDENDUM NO. 1, ITEM NO. 5
QUESTIONS AND ANSWERS

VENDOR NAME	ATTACHMENT IDENTIFIER	SECTION IDENTIFIER	SUB-SECTION REFERENCE	ITEM REFERENCE	ATTACHMENT EXHIBIT	PAGE NUMBER	QUESTION	ANSWER
Symphonize, Inc	Attachment B	I. Service(s) to be Provided	B. Overview/Purpose	New Registry	N/A		Can the Agency confirm whether respondents may propose a Commercial Off-the-Shelf (COTS), Software-as-a-Service (SaaS), or custom-developed solution, provided all functional, security, integration, and data ownership requirements are met?	Yes.
Symphonize, Inc	Attachment B	I. Service(s) to be Provided	A. Background	Existing Registry	N/A		Can the Agency provide details regarding the current Organ and Tissue Donor Registry, including the incumbent vendor, technology stack, hosting model, and deployment architecture?	The current vendor is Florida Coalition on Donation, Inc. Information on the vendor's technology stack, hosting model, and deployment architecture is not available.
Symphonize, Inc	Attachment B	I. Service(s) to be Provided	A. Background	Data Migration	N/A		Is the selected Vendor expected to migrate all existing donor records, donor wills, scanned documents, attachments, and historical audit data to the new Registry?	Yes. See Addendum No. 1, Item No. 1.
Symphonize, Inc	Attachment B	I. Service(s) to be Provided	A. Background	Data Volume	N/A		Can the Agency provide the approximate number of donor records, scanned donor wills, historical documents, and annual growth projections?	All types of information requested are not available. However, see Addendum No. 1, Item No. 1.
Symphonize, Inc	Attachment B	I. Service(s) to be Provided	B. Overview/Purpose	Transition	N/A		Will the incumbent vendor provide transition support, technical documentation, and knowledge transfer during implementation?	See Addendum No. 1, Item No. 1.
Symphonize, Inc	Attachment B	II. Service(s) to be Provided	Registry	Integrations	N/A		Will the Agency provide API specifications, interface documentation, and test environments for DHSMV integration before implementation begins?	See Addendum No. 1, Item No. 1.
Symphonize, Inc	Attachment B	II. Service(s) to be Provided	Registry	Synchronization	N/A		Is donor registration synchronization with DHSMV expected to occur in real time, near real time, or through scheduled batch processing?	See Attachment B, Scope of Services, Section XIII. Disaster Recovery, Sub-Section C. Data Transfer and Security, Item 3. Initial data load and subsequent input, Sub-Item b.
Symphonize, Inc	Attachment B	II. Service(s) to be Provided	Registry	External Systems	N/A		Besides DHSMV, are integrations required with hospitals, Organ Procurement Organizations (OPOs), eye banks, tissue banks, or other external systems?	No.
Symphonize, Inc	Attachment B	II. Service(s) to be Provided	Registry	User Authentication	N/A		Is public user authentication expected to use a standard username/password mechanism, or should integration with an external Identity Provider be considered?	Yes, public user authentication is required using a standard username/password. No, an external identity provider is not required.
Symphonize, Inc	Attachment B	II. Service(s) to be Provided	Educational Initiatives	CMS	N/A		Does the Agency expect the educational content and website pages to be managed through a Content Management System (CMS)? If so, is there a preferred CMS platform?	No.
Symphonize, Inc	Attachment B	II. Service(s) to be Provided	Educational Initiatives	Content	N/A		Will the Agency provide educational content, images, branding assets, and promotional materials, or is the Vendor expected to develop them?	See Addendum No. 1, Item No. 2.
Symphonize, Inc	Attachment B	II. Service(s) to be Provided	Educational Initiatives	Languages	N/A		Besides English and Spanish, are there any future multilingual requirements that respondents should consider?	There are no additional multilingual requirements known by the Agency at this time.
Symphonize, Inc	Attachment B	II. Service(s) to be Provided	Staffing	Agency Participation	N/A		Will the Agency assign dedicated business and technical resources throughout the implementation phase?	Yes. However, the Respondent should describe in their RFP response any expected assistance needed from the DHSMV or the Agency in designing and implementing the Program.
Symphonize, Inc	Attachment B	II. Service(s) to be Provided	Staffing	Training	N/A		Approximately how many Agency administrators and operational users require training?	The Agency anticipates no more than 15 staff may require training.
Symphonize, Inc	Attachment B	II. Service(s) to be Provided	Quality Assurance	Testing	N/A		Will the Agency conduct User Acceptance Testing (UAT), or is the Vendor expected to prepare and execute the complete UAT process?	The Agency will conduct UAT to ensure that the Registry meets all requirements of Attachment B, Scope of Services. The Respondent should include UAT activities in its Implementation Plan.
Symphonize, Inc	Attachment B	X. System Functionality	Hosting	Cloud Infrastructure	N/A		Will the selected Vendor be responsible for hosting the production environment, or will the Agency provide or manage the hosting infrastructure?	The Vendor will be responsible for hosting and managing the production environment.
Symphonize, Inc	Attachment B	X. System Functionality	Hosting	Cloud Platform	N/A		If vendor-hosted infrastructure is permitted, does the Agency have any preferred cloud platform such as Microsoft Azure, AWS, or Google Cloud?	The Agency's current environment can be found in Attachment B, Section XII. Information Technology, Sub-Section E.
Symphonize, Inc	Attachment B	X. System Functionality	Hosting	Environments	N/A		Does the Agency expect separate Development, Test, UAT, Disaster Recovery, and Production environments?	The Vendor must conform to FIPS and NIST principles, standards, and guidelines as described in Attachment B, Section XII. Information Technology, Sub-Section K.
Symphonize, Inc	Attachment B	X. System Functionality	Identity & Access	Authentication	N/A		Besides SAML 2.0 and OpenID Connect integration, are there additional identity management or multi-factor authentication requirements?	No.
Symphonize, Inc	Attachment A	XIII. Disaster Recovery	Recovery Requirements	DR	N/A		Are there any additional disaster recovery requirements beyond the specified RTO and RPO objectives?	No.
Symphonize, Inc	Attachment A	Instructions and Special Conditions	Type and Amount of Contract	Budget	N/A		Can the Agency confirm whether the implementation budget of \$342,000 includes software licensing, hosting, migration, integrations, training, security testing, and deployment activities?	Yes.
Symphonize, Inc	Attachment A	Instructions and Special Conditions	Type and Amount of Contract	O&M Budget	N/A		Can the Agency confirm whether the estimated annual Operations & Maintenance funding of \$72,000 represents a budget cap or is provided for estimation purposes only?	See Attachment A, Instructions and Special Conditions, Section A.1. Instructions, Sub-Section A. Overview, Item 13. Type and Amount of Contract Contemplated.
Symphonize, Inc	Attachment A	Instructions and Special Conditions	Type and Amount of Contract	Go-Live	N/A		Can the Agency confirm the anticipated production go-live date for the new Registry following contract award?	See Addendum No. 1, Item No. 3. Also see Exhibit B-1, Deliverables and Performance Standards, Item 1., Due Date(s).
Symphonize, Inc	Attachment B	Deliverables	Implementation Plan	Timeline	Exhibit B-1		Does the 90-calendar-day implementation period include requirements gathering, design, development, testing, User Acceptance Testing (UAT), training, and production deployment	Yes.

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VENDOR NAME	ATTACHMENT IDENTIFIER	SECTION IDENTIFIER	SUB-SECTION REFERENCE	ITEM REFERENCE	ATTACHMENT EXHIBIT	PAGE NUMBER	QUESTION	ANSWER
Symphonize, Inc	Attachment B	Deliverables	Implementation Plan	Milestones	Exhibit B-2		Will the Agency define milestone-based acceptance criteria for implementation deliverables?	Defined milestones for implementation deliverables should be included as part of the respondent's implementation plan.
Symphonize, Inc	Attachment B	XII. Information Technology	Vendor Resources	Resource Location	N/A		The RFP requires services to be performed within the United States. Can the Agency confirm whether this requirement also applies to software development, QA, DevOps, project management, and technical architecture resources?	Yes. See Attachment B, Scope of Services, Section XII. Information Technology, Sub-Section K.
Symphonize, Inc	Attachment B	XII. Information Technology	Customer Support	Help Desk	N/A		The RFP references call centers, IT help desks, and customer support. Can the Agency clarify whether the Vendor is expected to provide public user support, Agency technical support, platform support, or all of these services?	No.
Symphonize, Inc	Attachment B	XII. Information Technology	Customer Support	Service Levels	N/A		If a help desk or call center is required, can the Agency provide expected operating hours, communication channels, anticipated ticket/call volumes, and required service level agreements (SLAs)?	A help desk or call center is not required for this contract.
Symphonize, Inc	Attachment A	Contract Execution	Registration	Florida Registration	N/A		Can the Agency confirm that registration with the Florida Department of State is required only by the effective date of the resulting Contract and is not a prerequisite for proposal submission?	Yes. See Attachment A, Instructions and Special Conditions, Section A.1. Instructions, Sub-Section D. Response Evaluation and Contract Award, Item 9. Contract Execution, Sub-Item c.
Symphonize, Inc	Attachment B	IX. Contract Transition	Transition Activities	Knowledge Transfer	N/A		Can the Agency provide details regarding the expected transition timeline, knowledge transfer activities, and responsibilities of the incumbent vendor during transition?	See Addendum No. 1, Item No. 3
Symphonize, Inc	Attachment B	II. Services Provided by Vendor	Registry	Future Enhancements	N/A		Are respondents expected to accommodate future enhancements through change requests, or should such enhancements be considered within the annual Operations & Maintenance scope?	All enhancements must be funded through voluntary contributions. Any enhancements required by the Agency will be amended into the contract prior to the development of any enhancements.
Symphonize, Inc	Attachment B	II. Services Provided by Vendor	Registry	Accessibility	N/A		Besides the stated accessibility requirements, are there any Agency-specific UI/UX or branding standards that should be followed for the new Registry?	No.
Symphonize, Inc	Attachment B	X. System Functionality	Data Ownership	Source Code	N/A		Does the Agency require ownership of the application source code, deployment artifacts, and technical documentation upon contract completion?	Yes. See Attachment B, Scope of Services, Section X. System Functionality, Sub-Section E.
Florida Coalition on Donation, Inc. dba Donate Life Florida	A	Response Preparation and Content	.A1 -B. 3.a	Drug-Free Workplace Program	A-8	10 of 23	If the respondent does not have employees but contracts with an individual to manage the organization, what type of documentation would satisfy the certification of a drug-free workplace?	If your organization does not have a Drug-Free Workplace program, then Exhibit A-8 does not apply. For the purposes of this RFP, Exhibit A-8 does not apply to subcontractors. The Agency will not accept Exhibit A-8 if submitted for a subcontractor.
Florida Coalition on Donation, Inc. dba Donate Life Florida	A	Response Submission Requirements	A-1.C.1.c.4	Budget	A-6 and A-7	13	Page 13 of this section states that budgets must be submitted in Microsoft Excel 2016, but Attachment B Scope of Services E.4. Agency's current environment section says that attachments must be in Microsoft 365. Which one should be used?	Either is acceptable.
Florida Coalition on Donation, Inc. dba Donate Life Florida	A	Overview	A.1.A.13.a	Type and Amount of Contract Contemplated		6 of 23	Reports showing donations from the Trust Fund have not been given in the past, or at least have not been broken down between voluntary contributions at tax collector offices and those to the Trust. Will that now be the case?	No. The voluntary contributions made at the tax collector offices are deposited into the Health Care Trust Fund which are then paid to the Vendor by the Agency from those funds.
Florida Coalition on Donation, Inc. dba Donate Life Florida	A	Submission Requirements and Evaluation Criteria Components		Instructions to Respondents for the Completion of Exhibit A	A-4	2	Responses must be made directly into the SRC form (pg.2), but the text field does not allow for the selection of font, font size, or formatting of the page size (pg 1). Those requirements seem to contradict each other. How can font, font size and page size be maintained when providing responses directly into the PDF?	The Microsoft Word version of the template posted in VIP complies with the RFP format requirements.
Florida Coalition on Donation, Inc. dba Donate Life Florida	A	Instructions and Special conditions		Respondent Attestation for Exhibit A-4	A-3.11	3 of 6	How can a respondent comply with both the attestation that all narrative will be contained within the response sections outlined in Exhibit 4-A, and the requirement that all responses be submitted in 11 pt. Arial font, single-spaced and formatted for 8.5"x11" pages, when responses written directly into the PDF can not be formatted as required?	The Microsoft Word version of the template posted in VIP complies with the RFP format requirements.
Florida Coalition on Donation, Inc. dba Donate Life Florida	A	Exhibit A-4 Table of Contents - Instructions to Respondents for the completion of Exhibit A-4	4th paragraph	Submission Requirements and Evaluations Criteria Components (Technical Response)	A-4	2 of 16	Paragraph 4 states that attachments are acceptable for any SRC response with a form field, and the attachments must be "located behind the respective SRC response." Can you clarify what "behind" means? Is that at the back of the entire application or inserted into the application following that individual SRC section? Earlier instructions indicate the respondent cannot manipulate the document in any way. How can the respondent both attach PDFs and not alter the application?	Applicable attachments should be inserted into the PDF behind each SRC.
Florida Coalition on Donation, Inc. dba Donate Life Florida	B.	Scope of Services	B.II. D.4.b.	Annual Report		7 of 23	December 31 is the date that the annual report is due. What is the cut-off date for data collection to ensure that AHCA receives the most current data and information, based on when the DHSMV provides its data reports to the successful respondent?	A cut-off date is not specified since the Vendor is reliant upon receiving data reports from the DHSMV to complete the annual report.
Florida Coalition on Donation, Inc. dba Donate Life Florida	B	Scope of Services	B.II.D.4.a.3	Audited accounting of voluntary contributions		7 of 23	Must the annual audit of voluntary contributions received by the vendor be performed by a CPA, and is this limited to the voluntary contributions made directly to the successful respondent?	The requirement for an audit of contributions does not specifically include the audit to be performed by a CPA. However, it is recommended that generally accepted auditing standards be followed.