

**RFP 07/08-11 Wind Certification Entities  
Questions and Answers**

- 1. Is it correct that any/all of the WCE's selected for the current RFP will be ineligible for responding to the upcoming RFP for QA/Grant Inspections? (Miscellaneous)**

Yes that is correct

- 2. Is the State going to provide the WCEs with the DFS Homeowner Tips Guide and/or the Flash Tips flyer or is the responsibility of the WCEs to get? (Miscellaneous)**

The department sends this information at the time of the application and with the inspection report

- 3. Will there be a training with awarded WCEs on "how to use DDBS and WINGS? (Miscellaneous)**

Yes

- 4. Does the Proposer waive the opportunity to negotiate contract terms if the Proposer states in its cover letter that it "stands ready to execute the contract indicated in the RFP"? Will the Department consider changes in the "Hurricane Mitigation WCE Provider Contract"? (miscellaneous)**

Yes

- 5. Will the Department consider changes in the "Hurricane Mitigation WCE Provider Contract"? (Miscellaneous)**

Not Under this contract

- 6. Will the Department accept fingerprint results already completed for this program or for other programs? If so, what is the protocol to give the Department the fingerprint data? (Miscellaneous)**

Fingerprints must have been completed for the Department of Financial Services since August of 2006

- 7. During the pre-proposal conference, a Quality Assurance Inspection RFP was mentioned. Will a WCE be allowed to conduct inspections under this contract as well as under a Quality Assurance Inspection contract? (Miscellaneous)**

No

**8. Please provide additional information regarding the My Safe Florida Home Technical Bulletins. Will the Department issue the bulletins electronically?(miscellaneous)**

Technical Bulletins are already electronically available on the www.mysafeflorida.com web site for “Wind Inspectors and WCE’s

**9. Will an email reply be an acceptable acknowledgement of receipt?(miscellaneous)**

Yes

**10. Can the Department request additional QA inspections on just one WCE? ( Miscellaneous)**

Yes, the department reserves the right to request additional QA inspection on any WCE

**11. Under the current contracts, how many inspections have been completed in each region? (Miscellaneous)**

Region 1- 19338      Region 2- 66075      Region 3 -62659

**12. Will the Department conduct independent quality assurance inspections in addition to those performed by the WCEs? ( Miscellaneous)**

Yes, the department will conduct independent Quality Assurance inspections on the WCE’s

**13. Is the Department accepting and holding applications now for future assignment under this proposed contract?(miscellaneous)**

No

**14. Is it acceptable to place the one (1) original RFP Proposal Response and the required nine (9) copies to the DFS in a single sealed box; or, should each of the ten (10) cumulative RFP Proposal Responses be in individual boxes? (Part II B-5)**

YES (1) original and nine (9) copies in one sealed box and as stated in attachment 2 (g) to provide one COPY of proposal in CD format.

**15. Does DFS anticipate any overlap in issuance and response deadlines with the current RFP and the proposed RFP for QA/Grant Inspections? (section 1.6)**

Yes we anticipate the RFP for QA/Grant Inspections could overlap

**16. Does the Department expect the number of inspections assigned to continue at the current rate? (miscellaneous)**

Yes

**17. Under the current contracts, how many inspections per month have been assigned to the individual WCE contractors in each region?(miscellaneous)**

1. ALLTECH	2747	ARA	4599
2. DMI	5832	JVI	3757
3. SKYETEC	2699	WBSI	4203

**18. Who is the person that a WCE's IT department will contact to interface IP addresses?**

WCE Contract Manager will be the contact for IT questions. There should not be a need to discuss IP addresses. (Miscellaneous)

**19. Each inspection report has a start and stop time on them what is the average time an inspector takes to complete an inspection? (Miscellaneous)**

Average time for an inspection 47 minutes

**20. Is there a way to receive email notification of future RFP's that are related to the "My Safe Florida Home" program? (Miscellaneous)**

A vendor can receive notification by registering on the Vendor Bid System. There is a telephone number on the site to help with any questions you might have.

[http://vbs.dms.state.fl.us/vbs/main\\_menu](http://vbs.dms.state.fl.us/vbs/main_menu).

**21. The question I have would be in regards to quality control and audits. Will there be a separate RFP coming out for entities to audit WCEs, or will WCEs be auditing each other, or do you know that at this time? (miscellaneous)**

I do know that at this time. We will have a separate RFP for a quality assurance firm that will work independently of the survey inspection firms selected under this RFP, and that firm will be subject to the requirements under that separate, independent RFP.

**22. Any timeline of when that might be coming out, any estimated timeline? (miscellaneous)**

Well, we'd really like that firm to be in place within 30 days of the selection of our vendors, so it should be very soon, but I do not have a date certain at this time.

**23. The State allows a third-party entity to conduct inspections on single family homes and accessory structures, and I was just wondering if you might see an RFP come out that you will have qualified inspectors conducting the follow-up inspections of the work done for, say, a shutter or a roof. Instead of turning it over to the municipality, you might have a staff of inspectors that you qualified through My Safe Florida Homes, and, say, a third-party engineering service would come in and do the follow-up inspections, or are you going to give them to the municipalities? It would seem that you might want to have control on taking it all the way to the finished product.(miscellaneous)**

I appreciate your feedback very much. Under the Florida statute governing this program, 215.5586, it requires the My Safe Florida Home Program to do grant work inspections, five percent of our totals, which we are currently doing with our inspection firms. The independent firm that's selected under a separate RFP, not this RFP, will be conducting the grant work inspections for us. Under that separate RFP you will be able to read up on the experience requirements for those particular type inspections. Does that answer your question?

**24. It seems like you're going to be doing that. Your final inspections after a shutter gets put on. (miscellaneous)**

Correct.

**25. So you're telling me an RFP is going out and you're going to hire qualified people to say that shutter has been put on correctly? (miscellaneous)**

That is correct.

**26. We haven't seen that RFP come out? (miscellaneous)**

That is correct.

**27. Do you anticipate issuing the RFP for quality assurance inspections and grant inspections together? (miscellaneous)**

Yes, I do.

**28. Together? (miscellaneous)**

Correct.

**29. May we get copies of the contract and then also when would it be available for review or just to see? (miscellaneous)**

We do need you to a request through our document processing section for a copy of the contract, and if you will just specify what your need is, we will see that you get it.

**30. ARA was paid by the state to develop software during the pilot program and conducted 1000s of inspections during the pilot program tens of thousands of inspections with that software currently with that state paid for software, To make the playing field even for new companies responding to this RFP, Would this software be available for the current companies submitting proposals for this stage of inspections? If not why not? ( Miscellaneous)**

ARA was paid by FLASH to develop the software. This software is still being used by all WCE's and will continue to be used until WINGS is launched.

**31. To make the playing field even for new companies responding to this RFP if the software ARA developed for the program doesn't work would we be able to be paid also to develop our own software by the state for this RFP? If not why not? ( Miscellaneous)**

The state will be developing WINGS in June. This RFP does not speak to software

**32. Why is the range of compensation for the inspectors so great \$50 to \$90 per inspection? (Miscellaneous)**

The department does not determine compensation for Inspectors

**33. How was the \$140 compensation for initial inspection, re-inspections and grant work inspections determined by the state? ( Miscellaneous)**

Market Research

**34. Currently, on average, how many inspection requests is the state getting per week/month from non-WCE marketing efforts, all regions? (general)**

For the month of January there were 6824 non WCE marketing inspections that came in for assignment.

**35. Not that it matters but is there a way of determining what areas have been marketed by a WCE? (general)**

The six WCE's we have under contract at this time have been able to market statewide.

**36. When is the Quality Assurance inspection and Grant RFP coming out? (general)**

In the next few weeks

**37. If a WCE can triple the volume of appraisals for the State, will the State continue to inspect over 400,000 appraisals per their goal? (section 1.1)**

This amount was set by Legislature. The department has budgeted money to perform no more than 400,000 survey inspections.

**38. What quantity or types of generic brochures or other program-related materials specified by the Department will the inspector be required to provide to a homeowner? Which of these referenced items will the Department assume the costs of developing, printing, and distributing to the selected WCEs? (section 1.4)**

WCE must provide homeowner with some type of a "Leave Behind" with the WCE's and Inspectors information. The Department will not assume any cost.

**39. In the final paragraph of this section, please provide examples of "issues related to a Survey Inspection" that may need to be addressed up to six (6) months after the contract expires.(section 1.4)**

Even after the contract expires a WCE will be expected to resolve inspection data errors or customer complaints on inspections for which that WCE was paid.

**40. Please provide with attachment 5A with DBDDS system database structure and constituent tables in electronic format. These programs were supplied to proposers in the original RFP and we would like this information since it appears it will be utilized briefly until WINGS is on line. (section 1.4)**

5A is already an attachment in the RFP

**41. Is the WINGs software program being used now or not be in use until June 1, 2008? (section 1.4)**

WINGS will be available for use by 6/1/2008

**42. Will the Department provide any marketing materials? If so, will the Department assume the cost of developing and printing these items?( section 1.5)**

No the department will not provide marketing material or assume the cost.

**43. Please clarify that all Department-approved marketing materials referenced in this section only refers to materials developed independently by a WCE.(section 1.5)**

Yes, the marketing materials will be developed independently by the WCE

**44. Will the Department provide or approve a generic business card template that can be used by inspectors?(section 1.5)**

The Department will not provide or approve a generic business card template for inspectors

**45. What is the estimated number of inspections for each region?(section 1.10 and 1.5)**

It will depend on Marketing inspections and participation of homeowners

**46. How does a WCE get their marketing game plan approved by the department for wind inspections? (section 1.5)**

Send it to the WCE Contract Manager for approval

**47. Who is the department agent that the WCE will submit the company's game plan for marketing to homeowners for inspections? (section 1.5)**

WCE Contract Manager

**48. Is it fact that a WCE will obtain all inspections that they market and obtain an application from a homeowner tracked by their Unique Code assigned by the department? (section 1.5)**

Yes, a WCE will obtain a Unique Marketing Code

**49. How will the WCE know that their marketing code is submitted to their company during assignment of inspections? (section 1.5)**

Marketing code is submitted during the application process. The homeowner would submit this code.

**50. What type of marketing restrictions are there, if any, put on the WCEs? (section 1.5)**

Marketing material produced and paid for by the WCE is subject to the Department's approval before use.

**51. Previously there has been discussion about the production of some marketing materials to aid in getting people to sign up, such as public announcements and things of that nature. We haven't seen any of those, but have they been done, will they be done, and will they be available as a part of this contract?( section 1.5)**

I think that's a very good question. Under the statute governing the My Safe Florida Home Program, which is 215.5586 -- I encourage everybody to go ahead and read that -- it requires that all contracts valued over a half million dollars be approved by the Legislative Budget Commission. We went through a competitive procurement process in the fall, selected our vendor in November, and the Legislative Budget Commission met last Wednesday, January 23rd, and approved that contract. So we do anticipate that those ads will begin running in March of this year.

**52. When we're marketing to the homeowners in the state of Florida, if we're actually in a zone, say for instance if we're in Zone 1, is it possible, are we just going to be in Zone 1 for our marketing efforts, or would it be statewide? I think you might have answered that question, but I just need a little clarification.(section 1.5)**

Under this current RFP, inspection zones that are selected will be able to market anywhere in the state of Florida regardless of the zone they've been selected for, and they will be able to perform the inspection that they marketed.

**53. Does DFS anticipate selection of one or more WCE's for the QA/Grant Inspection RFP or is it anticipated to be similar to the current RFP with a maximum of 3 WCE's per Region? If more than one WCE is anticipated to be selected, will the territories be divided into the same regions (1,2,3) as the current RFP? Would the proposer be eligible to bid specific regions or all regions for conducting the QA/Grant Inspections? (section 1.6)**

No, we anticipate having only 1 WCE QA/Grant Inspection

**54. Please clarify whether or not a digital signature from the inspector is acceptable for the 1802's? (section 1.6)**

This will left up to the individual Insurance Companies. If an electronic signature is not acceptable to an insurance company, the form will need to be signed in blue or black ink

**55. Where in the RFP does it state that WCE's can provide the OIR-1802 to the homeowner while on site? (section 1.6)**

It states in the RFP that 1802 forms should be submitted to the homeowner no later than 10 days.

**56. It appears that inspectors may be required to sign insurance paperwork other than the Form 1802. Is this correct? If so, please provide additional information on these requirements and a complete scope of applicability. (section 1.6)**

Insurance paper work only applies to Form 1802

**57. If the inspector is not to "provide any reports or recommendations verbally or otherwise to the homeowner during or after the survey inspection," please clarify that this clause does not apply to the required Form 1802 report. (section 1.6)**

This clause does not apply to Form 1802

**58. Can we modify 1802 to include a "purpose" for the form. (add purpose for 1802 per former Citizens Form which limits liability of State of Florida, DFS, WCE, Windstorm Inspector, Insurance Co) so that it is clear to the Homeowner what the information in the form is for and what it's limitations are.(section 1.6)**

The department cannot modify the 1802 Form

**59. The State developed a program to populate the 1802 document from the DBDDS files. Can we get a copy of this program in an electronic file? (section 1.6)**

The state used a Microsoft SQL Server Reporting Services report

**60. On the 1802s, when we do our inspections, give those to the homeowners, the State makes their recommendation for improvements, the homeowners frequently ask us, what do they do after those improvements are made to get their certificates updated? The section prohibits us from giving them other information or recommending our services or anybody else's services for them to have that follow-up inspection done, and it kind of confuses them -- or they ask us and we basically tell them to call the State's toll-free number to ask them how that gets done.(section 1.6)**

The current RFP requires that the inspection firm, inspectors chosen under this RFP fill out a Form 1802 either on site or to follow up within ten days of the inspection. In terms of mitigation work that's completed by the homeowner and subsequent forms that are filled out is really immaterial to this RFP. Homeowners, we're going to encourage them, if they ask us, to either contact one of our inspectors that's on our list on our Web site as an approved inspector, or they can go to anyone else, like their local building official or their insurance agent, whoever else is the appropriate person that the insurance company will accept the form from

**61. Specifically on the 1802, will the State allow an electronic signature by the inspector on there if we have something indicating that it is approved for his signature?(section 1.6)**

The best answer to that question is if insurance companies accept the Form 1802 with an electronic signature, then yes that will be acceptable. If they do not, then it will not be acceptable.

**62. Section 1.6, homeowner insurance-related paperwork, it seems to say the WCE and any inspectors it employs or subcontracts will be required to provide a signature as necessary to any insurance-related paperwork or forms accepted by insurance companies. Does that mean that we might be doing other type work besides the 1802, or is that strictly referencing the 1802, we're not required to do any specific insurance company's required paperwork?(section 1.6)**

It's strictly related to Form 1802

**63. The first question, I guess, the photographs, not part of the original RFP. Is that information available to provide to insurance companies upon their requests, given the homeowner has given us permission to provide that to their insurance company?(section 1.6)**

I'd like to follow up and answer that on the February 1st Q and A. And just so I clarify what you're asking me for, will the WCEs under this RFP and contract be able to provide the homeowner with photos that they can submit with their Form 1802 to the insurance company?

Follow –up – If the WCEs awarded under this RFP are able and willing to provide photos TO THE HOMEOWNER to accompany the Form 1802 provided by that WCE, then this will be considered acceptable under this RFP. It will not be acceptable for a WCE to send the Form 1802 or photos directly to the homeowner's insurance company.

**64. Correct.**

So you're asking permission to be able to do that as a service to the homeowner?

**65. Is it correct that DFS is required to QA audit an average of 3% of all completed inspections during the current RFP contract period? (section 1.7)**

DFS will conduct a statistically valid percentage of QA inspections during the contract period

**66. Performance measures include the roof covering year and roof-to-wall connections. What if the homeowner does not know the roof-cover year? What if roof-to-wall connections are not reasonably visible?(section 1.7 and tab 9)**

(Roof Covering) A visual inspection of the roof material may provide the information you need, but in most cases, you will need to determine the year the home was constructed or review documentation provided by the homeowner. In some counties, the Property Appraiser's web site will have permit information which is up to date and reliable. (Roof to Wall) An explanation must provided why roof to wall is not visible.

**67. Has the Department modified the percentage of quality assurance inspections for a current WCE?(section 1.7 and tab 9)**

The minimum percentage of reinspections required to be performed under the WCE's contract with the Department will be five (5) percent

**68. Is there a preferred method for conducting the customer service surveys (mail, e-mail, writing, phone, etc.)? (Tab 9)**

Proposers will need to outline the method they intend to use in their Quality

**69. What is the minimum percentage of quality assurance inspections the Department will allow?(section 1.7 tab 9)**

The minimum percentage of reinspections required to be performed under the WCE's contract with the Department will be five (5) percent.

**70. What is the maximum percentage of quality assurance inspections the Department will allow?(section 1.7)**

That will be left up to the individual WCE

**71. Please clarify when the Department may withhold payment for inspections. For example, a WCE has inspection report errors above five (5) percent. Will the Department withhold payment for all inspections that make up the five (5) percent or only withhold payment for those above the five (5) percent threshold?(section 1.7)**

The department would withhold payment for those above the five (5) percent threshold

**72. If a WCE provides corrective actions (i.e., a re-inspection at no additional cost to the Department) would payment still be withheld because of the original error?(section 1.7)**

No, once a WCE provides corrective action plan and revises inspections then payment could be made.

**73. The data fields include categories that may be offsetting (i.e. window count vs. window area). Will the Department ensure that both categories are considered together when making an error determination?(section 1.7)**

Yes, the Department will ensure that both categories are considered together when making an error determination

**74. And I was just wondering how the error rate, if there is a formula for determining the error rate, or -- does that have to do with the number? I'm familiar with how it was done in the fall. I was just wondering if that was going to continue, the same types of formulas used to calculate errors, going forward.(section 1.7)**

The answer is yes, but we are always subject to revise how we, as the program evolves, how we conduct business. We're going to do it with best practices.

**75. On the QA program, will there be a formula as far as how -- there's a five percent criterion in terms of if you exceeded five percent error rate. Will the QA program follow the previous QA program or will it be reengineered? Is there going to be a formula that describes how the error rate is determined?(section 1.7)**

There's nothing described under the current RFP, but the Department has a statistician on staff that we are working with, so that way, based on the error rates that we see among the inspection firms that will be selected under this RFP, if we find that we need to do more QA on one, that means five percent, we'll do that. If it means two percent on another, that's how we will structure it. Initially out of the box my goal is three percent minimum, but again I want to be fiscally responsible with the dollars that the Legislature has given us, so we're working with the statistician in terms of what that percentage is on a rolling monthly basis.

**76. I'm sorry, I wasn't talking about the number of reinspections, I was talking about there is a criterion in the proposal that if the error rate exceeds five percent, there are ramifications.(section 1.7)**

Correct.

**77. Will the WCE have the opportunity to correct any errors found on the Quality Assurance program before payment is withheld? (section 1.7 & Contract 4c)**

Yes corrections will need to be made when an error is found

**78. Would the Department please provide additional guidance regarding the ‘incompetence, dishonest, discourteousness and unprofessional conduct resulting in an inspector termination’?(section 1.8)**

WCEs shall have zero tolerance for incompetence, dishonesty, discourteousness, or unprofessional conduct by any of its Inspectors

**79. If a WCE maintains its inspector records/files in an electronic format, would access to this information through a secured electronic format be acceptable to the Department?(section 1.8)**

Yes

**80. Concerning inspections given to WCEs from the state (not thru WCE marketing efforts), how are they distributed? Does a WCE get more of these inspections from the state if they have more approved inspectors on their roster? (general, section 1.9 )**

These are assigned randomly per region

**81. How many wce's does the state anticipate having? (section 1.9)**

Up to 9 WCE's

**82. Concerning inspections given to WCE's from the state (not thru WCE marketing efforts). Are the inspections assigned equally between all WCE's in the applicable region or are there other factors taken into consideration? (section 1.9)**

Inspections are assigned out randomly per region.

**83. Is it a foregone conclusion that all 6 current WCEs will be awarded a portion of this RFP? (section 1.9)**

No.

**84. What is the purpose of having 3 regions if every WCE can market and perform inspections in the entire state? (section 1.9)**

These regions are set up for non marketing inspections. This was designed not to preclude companies that only operate in certain areas.

**85. Is it a foregone conclusion that all of the current WCE's will be awarded a portion of this RFP? (section 1.9)**

No it is not a foregone conclusion that current WCE's will be awarded a portion of the RFP.

**86. What is the purpose of having 3 regions if every WCE can market and perform inspection in the entire state? (section 1.9)**

These regions are set up for non marketing inspections. This was designed not to preclude companies that only operate in certain areas

**87. Of the roughly 230,000 remaining inspections to be done, do you have any breakdown that what you anticipate those by region or it's just first come, first served?(section 1.9)**

We do not.

**88. As far as all three zones, are you anticipating, as it's stated, maybe three vendors per zone as a max, or is it out there for more than that?(section 1.9)**

Yes, it's going to be a max of three per region and there are three regions in the RFP. That's not to say we will pick three in each region.

**89. Is it true that although you get assigned a region that you can market the state, is that correct? (section 1.9)**

You are correct. WCEs that are selected under this RFP will be able to market statewide and be able to perform the inspections on those marketing inspections.

**90. In the selection of the WCEs. Is there going to be any preference if you can service all three regions as opposed to if you only want to work in one? (section 1.9)**

Again, I encourage you to read the RFP that has been released. It does specify that the Department is not limited in using any of the WCEs selected under this RFP in any region.

**91. Would the Department elaborate on the other factors relating to maximum efficiency and effectiveness?(section 1.10)**

The relative timeliness and the adequacy of their performance, and other factors

**92. Do you have a bankroll right now of inspections to be done? Like if this went into effect, are we going to be doing a thousand or more right to start? Like do you have 100,000 people ready for inspections right now? Are they dwindling?(section 1.10)**

To help give you some perspective -- and I do think that that's a very good question -- in the month of December we took in 13,742 applications. As of last Friday, January 25th, we had already accepted 20,000 applications. They're coming in at about a thousand a day.

**93. The Department has limited the daily inspection rate to 10 inspections per day per inspector. With summer approaching there will be a greater number of workable daylight hours. Would the Department consider increasing the maximum daily number during the Daylight Savings Time months?(section 1.11)**

To promote the highest quality of inspections, each WCE shall institute a policy that limits the total number of inspections to be performed per individual inspector to no more than ten (10) completed inspections in a 24-hour period.

**94. Under Section 1.11 you mentioned a minimum of completing a thousand inspections a week. Is there a penalty associated with not completing that?(section 1.11)**

If a vendor is unable to perform under the contract, then it would be subject to termination

**95. Will DFS use a data filter to ensure that only roofs with a pitch greater than 3/12 are used when determining the true percentage of inspections with attic “No Access” listed?(section 1.12)**

The department reserves the right to have or not have a data filter to determine the true percentage of inspections with “No Access” for attics

**96. How long does the Department expect to take to review reasons for reporting “No Access.”(section 1.12)**

On a monthly basis.

**97. Is there an appeal process for the probation? If so, please provide the details of that process.(section 1.12)**

The department reserves the right to complete the review.

**98. What is the length of time expected for the probationary period?(section 1.12)**

Until the department completes the review,

**99. What is the procedure if the attic is not reasonably accessible?(section 1.12)**

A photo and explanation is required

**100. Will DFS use a data filter to ensure that only roofs with a pitch greater than 3/12 are used when determining the true percentage of inspections with attic “No Access” listed?(section 1.12)**

The department reserves the right to have or not have a data filter to determine the true percentage of inspections with “No Access” for attics

**101. How long does the Department expect to take to review reasons for reporting “No Access.”(section 1.12)**

On a monthly basis.

**102. % of “no access to attic reported”? What if the home has a small pitch – should the WCEs put unknown for the attic information that they can not see or no access? (section 1.12)**

Unknown should be reported with an explanation

**103. In true “no access to attic” situations, can we have the homeowner sign a paper noting that they have no access to the attic to further verify that information, so it does not count against our 2%? If we have the signed paper showing that during the initial inspection the attic was not accessible, and then the QA department re-inspects and at that time there is attic access (the homeowner is able to clear items), will this count against our 2%? (section 1.12)**

If there is documentation of the explanation why an inspector could not access the attic, it will not count against the 2 %. Department reserves the right to contact homeowner to verify this explanation.

**104. What is the length of time expected for the probationary period?(section 1.12)**

Until the department completes the review,

**105. What is the procedure if the attic is not reasonably accessible?(section 1.12)**

A photo and explanation is required

**106. For the two percent, not exceeding the two percent requirement for attic access, inaccessible to gain access, will you be using a rule or a scrape so that you're only counting roofs that have a pitch greater than 312, i.e., flat roofs won't be counted, roofs with a one or a two or 312 pitch, which technically are inaccessible, you won't be using that as part of your calculations towards the two percent? So in other words, truly accessible attics would be 312 or 412 or greater in pitch, you'd only be measuring those, you wouldn't be going after the flat roofs?(section 1.12)**

I think that's excellent feedback. We've not made it that far. We just know we don't want to see a bunch of no attic access in our inspections. So thank you for that feedback.

**107. Under what conditions will the WCE be paid for an inspection assigned by the Department and later declined by the homeowner?(section 1.13)**

WCE's are only paid for inspections that are inspected and sent into the State

- 108. Will the WCE be paid for an inspection “if the WCE is unable, after three (3) attempts on three (3) different days, to contact the homeowner, or if the homeowner fails to comply with their commitments to the WCE or the WCE's Inspector, or the WCE otherwise deems the homeowner to be conducting themselves in an unreasonable manner interfering with the WCE in the WCE's efforts to accomplish the inspection.”(section 1.13)**

WCE's are only paid for inspections that are in the inspected status.

- 109. Why is there a pre determined price for inspections at 140 per inspection for this proposal.(section 1.13)**

The RFP states a fixed rate for survey inspections

- 110. Most inspection firms would be able to do this type of inspection for far less than 140 each, would DFS consider saving taxpayers money having the wce's submit a price per inspection. If not why not? (section 1.13)**

The RFP states a fixed rate for survey inspections

- 111. Would it be possible for Our firm and I am sure others would like to be able to propose a price for inspections less than the pre determined 140 per inspection saving the state a tremendous amount of money. If not why not?(section 1.13)**

The RFP states a fixed rate for survey inspections

- 112. Why does the proposals for the WCE's not include requesting a price for conducting initial inspections, re inspections and grant inspections? (section 1.13)**

The RFP states a fixed rate for survey inspections

- 113. Is WINGS capable of producing any of the required monthly reports? If so, which ones?(section 1.14)**

Yes, WINGS will provide a report to assist with report C listed under the 1.14 Report Deliverables section

- 114. Is the State providing the templates for the WCEs monthly invoicing requirements for letters A-F? (section 1.14)**

No

**115. The reports named in the RFP that are required from the WCE on a monthly basis concerning inspection performance and inspections completed, what reporting capabilities does WINGS have, I guess might be the better question. (section 1.14)**

I'll be completely honest with you, I can't totally answer your question because I'm not exactly sure of the details of the reports listed in the RFP.

Follow up – The reports required under 1.14 are the responsibility of WCEs awarded under this RFP and will not be generated through DBDDS or WINGS. Additionally, these reports were not possible to generate in DBDDS under the former RFP.

**116. What if there have been 3 call attempts and an e-mail sent to the Home Owner within 7 days of the initial assignment and the WCE has not heard back from the Home Owner?(section 1.15)**

Suspend the assignment until contact has been made to homeowner

**117. What if the Home Owner states they do not want the inspection for another month or so?(section 1.15)**

Schedule the inspection and make a record of the reason why

**118. What happens to orders for which the inspector is unable to schedule the inspection with the homeowner by the 7<sup>th</sup> day from initial assignment? (section 1.15)**

It would need to be suspended

**119. Does the inspection have to be scheduled and completed within seven (7) days? What if the homeowner is out of town or going out of town and the inspection cannot be scheduled? (section 1.15)**

No, Inspector or WCE should get the inspection scheduled within the 7 days but inspection does not have to be completed. Inspection should be scheduled for the convenience of the homeowner, and an explanation of why it was not scheduled during the 7 days.

**120. This section allows only 7 days to schedule an inspection. Frequently consumers have been on vacation for a week or two and then contacted the WCE and the inspection was scheduled. Does this mean if it is not scheduled in 7 days it should be returned to the state? My fear that this is going to create confusion among homeowners because they get back into town, return calls and the WCE says it has been returned to the state.(section 1.15)**

If it is not scheduled within that 7 days suspend the file and when the homeowner contacts the WCE, then reopen the file.

- 121. If the WCE's are tracking all call attempts and have not heard back from the homeowner within 7 days, can we hold off on suspending the file? If we need to suspend the file how long do we need to wait to reopen it? (section 1.15)**

You may continue to contact homeowner after suspending the file. When contact is made you will be able to reopen file

- 122. Section 1.15 allows only seven days to schedule an inspection. Frequently consumers have been on vacation for a week or two and have then contacted the inspector back to schedule the inspection. Frequently that has happened during the summer months, especially when a lot of people are on vacation. What would happen if you're not able to schedule within that seven days? Would you return that back to the State? My concern is that consumers are going to get home, they're going to return the phone calls, it's going to be beyond the seven days, and what does the WCE say at that point? Has he returned it to the State because he was not able to schedule?(section 1.15)**

I appreciate your concern for homeowners; we share that same concern. Under the WINGS system that will be launched there will actually be an opportunity for you to suspend that inspection and list the reason why it was suspended, and that would include those homeowners that you are unable to contact or did not contact to that period.

- 123. So there is more time beyond the seven days if it is suspended after seven because unable to contact but still trying, something like that?(section 1.15)**

You will be able to suspend the inspection within seven days if the homeowner has not contacted you to schedule the inspection. You will have the opportunity to list the reason why.

- 124. Please clarify "specified past time" for the criminal history background check and the drug usage test. (section 1.17)**

If an inspector has not had a background check with the Department of Financial Services prior to August of 2006 the inspector would need to have a background check done at one of the facilities listed in Attachment 15. WCE would decide if a drug test was needed

- 125. If we recruit temporary help to meet contract requirements, will they need to undergo the background screening and the drug testing? (section 1.17)**

Yes, if they are going to be conducting inspections

- 126. The RFP states that inspectors, other WCE staff and management must have successfully undergone the required criminal background check and a drug screening. Please provide additional definition for WCE staff and management. Who does this include?( section 1.17.5 and 1.17.5.1)**

Background checks and drug testing screening if for staff that will have physical contact with the homeowner

- 127. If a staff member does not have access to homeowner information, does the individual need to undergo the criminal background check and drug screening? For example, does this include personnel engaged in marketing efforts?( section 1.17.5 and 1.17.5.1)**

No, as long as these personnel did not have direct physical contact with the homeowner.

- 128. Would the above referenced requirement also include any off-site/out-of-state receptionists, accountants, reviewers, call center personnel, mailroom staff, payroll, temporary staff, etc.? Please delineate precisely who would be subject to these new requirements. (section 1.17.5 and 1.17.5.1)**

Staff that is going to be having direct contact with homeowners are subject to these new requirements See

- 129. “1.17.2 Inspectors, Required Experience” states, “All inspectors used by the WCE to conduct Survey Inspections shall either have a minimum of two (2) years experience in residential construction and/or residential home inspection experience;....” “Residential home inspection experience” is further defined; does a licensed claims adjuster that has a minimum of two years’ meet this experience requirement? (section 1.17.2)**

A licensed claims adjuster that has a minimum of two years experience meets this requirement

- 130. Would there be any way we could broaden the experience section to the Inspector Qualification so that it would not exclude more experienced people with Commercial and/or Institutional Construction Experience?(section 1.17.2)**

All inspectors used by the WCE to conduct Survey Inspections shall either have a minimum of two (2) years experience in residential construction and/or residential home inspection experience; or shall be currently licensed and in good standing in one (1) of the fifty (50) states as a: (i) professional engineer, (ii) architect, or (iii) general, building, residential, or roofing contractor.

- 131. This section requires inspector to dress in a “businesslike, professional” manner. Could this be revised to “neat and well groomed” or just “business like”? We had confusion from some Homeowners who perceived “professional” as a coat & tie. They couldn’t understand why the State of Florida would want us to wear a coat and tie while going into their attic on an afternoon when the temp outside was above 90 and the attic temp exceeded 120 degrees.(1.17.4)**

WCEs shall assure that Inspectors present a business-like, professional appearance, in regards to clothing and grooming.

- 132. At the meeting it was stated that the drug testing, certification training and fingerprinting were valid for three years. What if any of these will the inspector need to renew while involved in the program and how often? Who will be responsible for tracking the status of each inspector and their ability to participate in this program? (section 1.17.5.1)**

The program has only been existence for 18 months. Contract Manager will be responsible for tracking the status of each inspector.

- 133. Some inspectors completed the inspector training through "FLASH" prior to UF becoming involved, do those inspectors have to take the training again through UF and if not how do they get a copy of that certificate from "FLASH", because those certificates were never issued to the inspector? (section 1.17.5)**

These inspectors could contact FLASH

- 134. Would a residential property adjuster with three or more years experience inspecting homes meet the experience requirements? (section 1.17.2)**

All inspectors used by the WCE to conduct Survey Inspections shall either have a minimum of two (2) years experience in residential construction and/or residential home inspection experience; or shall be currently licensed and in good standing in one (1) of the fifty (50) states as a: (i) professional engineer, (ii) architect, or (iii) general, building, residential, or roofing contractor.

- 135. To clarify, would residential property adjusting count as a valid type of inspection experience? (section 1.17.2)**

All inspectors used by the WCE to conduct Survey Inspections shall either have minimum of two (2) years experience in residential construction and/or residential home inspection experience; or shall be currently licensed and in good standing in one (1) of the fifty (50) states as a: (i) professional engineer, (ii) architect, or (iii) general, building, residential, or roofing contractor.

- 136. Will the State of Florida be holding Wind Inspection Seminars to obtain a Wind Inspector's License all year long? The reason for this question is for in the event of a removal of an inspector and an addition to the roster. (section 1.17.6)**

The University of Florida will be holding classes for Inspector Training classes

- 137. This may have been discussed before, but I'm concerned with how often the training program will be given after contracts are awarded and before we have to gear up to do a thousand a week.(section 1.17)**

The University of Florida conducted 49 classes last year, so I don't have any concerns that they're not going to have the ability to provide training classes

**138. You're saying they will do more training classes?(section 1.17)**

Yes, training will be made available, yes.

**139. During that period between award of the contract and 30 days?(section 1.17)**

Correct.

**140. Do I have the ability to qualify additional inspectors into your program between now and when the WCE is awarded? Say I have 50 inspectors that are licensed professionals in the state of Florida, they want to do this, would they have a means to get qualified for your program between now and March or April?(section 1.17)**

Now, when you say "qualified," three things I'd like to specify. Inspectors that are considered viable under the My Safe Florida Home Program, one, have to undergo background checks, which includes fingerprinting. As part of the RFP you'll see a list of the 19 facilities in the state of Florida that are available for you to go to. The directions are clearly laid out in the attachments. Secondly, they have to undergo drug tests that is done by the inspector at a lab of their choice. And thirdly, they have undergo the training, and if there's training that's required there is going to be a time period between being awarded and the time that that company starts and their inspectors start, so we will make sure that training is available.

**141. Inspectors that were used in the last rotation, I guess which would be seven or eight months, are they already qualified now? Do they have to go back and do it again?(section 1.17.5)**

For purposes of background check I believe it is in effect for three years. Drug tests are also the same; training is also the same. I just want to make sure everybody notes the experience requirements under the RFP.

**142. I notice in the proposal it initially mentioned building official and then later it lists all the different inspectors that you can use but it doesn't say building official again. Is that just a misprint?(section 1.17)**

It may be that it was inadvertently left off in subsequent attachments, but we very much would like to see building officials involved in the My Safe Florida Home Program that are certified I believe under Chapter 287.

**143. In the Statement of Work, 1.17, the qualifications for the inspectors is like two years of residential experience. Could we broaden that so that you're not limiting inspectors to people who may just have commercial or government experience in construction and architecture?(section 1.17)**

I think that's a very good question. Again, the Florida statute is very specific, in that the program use inspectors or WCEs select inspectors that have residential inspections and/or residential construction experience. It does not say commercial in the statute.

**144. Do personnel that had criminal background checks, fingerprinting and drug screening performed and passed in 2007 have to get re-tested for this RFP? (section 1.17)**

No

**145. To clarify, all personnel associated with the running of the program i.e.; inspectors, managers, QA inspectors, administration staff, secretarial staff, etc. must have and pass both the criminal background check and drug screening? (section 1.17.5 & 1.17.5.1)**

Background checks and drug testing for staff that are going to be having physical contact with the homeowner

**146. If one of the previous WCEs doesn't get a bid and I draft those inspectors to come and work for me, do I get copies of their background checks and blood checks and their insurance, I don't have to get new documents through my company?(section 1.17.5)**

The way it works -- and this is good information for everybody in the room. The Department of Financial Services My Safe Florida Home Program holds the information as it relates to the background check, so that's actually not held by the WCE, that's held by us. We already know they're approved. In terms of the drug tests, the inspectors of that person, individual person, keep that paperwork for themselves, or I would hope that they would, as well as the training certificates go directly to the individual that took the training class. So any inspectors that have done inspections through our program should have that paperwork available for you if you recruit them.

**147. I took the test and I never got the certificate, it went to Vendor. I never got the inspection work from Vendor so I was never issued a certificate myself. The vendor still has it. Who else has a copy of this?(section 1.17.6)**

The University of Florida keeps a copy of all certificates that are issued to those who pass with a 90 percent or better.

**148. On the follow-up seminars, the training seminars, the three that will be done throughout the year, I was unclear about whether you were going to put those on or you were simply arranging for instructors to put them on for us at our locations.(section 1.17.6)**

The My Safe Florida Home Program will host those seminars. We're certainly not saying that we are going to be the trainers in those seminars. We will be recruiting people to do those, but the My Safe Florida Home Program will be coordinating those and hosting them.

**149. So they'll be in Tallahassee?(section 1.17.6)**

They could be in a variety of locations around the state.

**150. So there would be like three throughout the state and all of our inspectors would have to go to each one of those?(section 1.17.6)**

I don't have a specific answer for you at this time. I can tell you that all three will not be in Tallahassee, that we will be in other locations around the state, but I cannot tell you where those locations will be. We have not planned those yet.

**151. The way I read the RFP, each inspector is required to attend all three of those, right?(section 1.17.6)**

That's correct

**152. Will you be putting an RFP out for those trainings to best practices for inspectors for a company that possibly does nationwide training as well?(section 1.17.6)**

I think that's very possible. Currently we're working with the University of Florida because they administer or oversee four hurricane houses in Florida that are strategically located around the state and have a lot of the features that we would like to use for field training purposes. So it's very possible that we will, but it's not guaranteed.

**153. Am I clear in understanding, then, that the time frame for the training would then be roughly April 7th to April 30th, meaning post awards and before the contract actually kicks in? Sort of that three-week period roughly that those three training programs will be put on? I'm just trying to make sure I'm following you.(section 1.17.7)**

Sure, sure, absolutely. I think that's another good question. Those three trainings are intended to take place after inspections are off the ground. You have your baseline class, training class that's provided through the University of Florida where you get certified. It's an eight-hour class, I believe, or seven hours, a one-hour exam you have to pass 90 percent or better. We'll get the inspections started. There will be quality assurance inspections to help us identify where additional training might be necessary, and then we will structure additional field trainings through the remainder of the contract period.

**154. Kind of a continuing education mentality? (section 1.17.7)**

Correct.

**155. Are those classes, there's going to be only one offering of each of those three classes, is that the plan, so if you miss that, what happens? (section 1.17.7)**

I think that those are, we do not -- we know what we'd like to provide to the inspectors. In terms of the frequency per training and location of those trainings is yet to be determined.

**156. What is prohibited by DFS for marketing the My Safe Florida Home program? (section 1.20)**

Data and other information obtained or noted by a WCE or its Inspector concerning a homeowner or homes being inspected, while or as a result of conducting inspections in the program, shall be the property of the Department, and shall be treated by the WCE and Inspector as confidential. Neither the WCE nor the Inspector may at any time use such data or information for any marketing purposes.

**157. With regards to WINGS, what kind of file format will be used for import and export?(section 1.21)**

WINGS is a Web-based system

**158. What is the protocol if two WCEs are equal based on the Department's evaluation? Will inspection assignments be allocated equally on a weekly basis?(section 1.21)**

Under DBDDS, assignments are random and sent out on a weekly basis. Under WINGS assignments will be random and automatic when an application is received.

**159. Will the Department's WINGS system support the import and export of inspection data to the WCE's system?(section 1.21)**

No

**160. Will a platform developed by the WCE be compatible with WINGS?(section 1.21)**

No

**161. What new functions of WINGS that aren't a direct replacement for DBDDS will WINGS deliver? (section 1.21)**

**Please provide all interface documentation for each new function.**

No interfaces will be provided

**Please provide process flow for each new function.**

Please see corresponding attachment titled WINGS Flow

**162. For the DBDDS processes that "WINGS" will be replacing. (section 1.21)**

**Please provide documentation comparing old process to the new process.**

This is not available

**163. How is ARA submitting their information if the software they were paid to develop doesn't work, and would we be able to receive a copy of that software due to the fact the state paid for its development? (section 1.21)**

All WCE's currently submit data through DBDDS. You would need to request a public records request.

**164. Why were they paid for something that doesn't work? (section 1.21)**

DBDDS is being used under this contract and will continue to be used until WINGS is launched

**165. Does a WCE have the authority to reassign to a new inspector or a management personnel in the event of a dismissal of an inspector in the event the he or she can not physically perform their assigned inspections? Example( family emergency, ill, incompetence etc) (section 1.21)**

Yes, a WCE Manager will have the authority to reassign to a new inspector

**166. With regards to WINGS, will the import and export be done in bulk? (section 1.22)**

No the import and export will not be done in bulk.

**167. Are the companies terminated (home inspections llc) and those companies who's contracts were not extended going to be considered for this RFP? If not why not?**

Any company can apply for the RFP. Criteria for consideration of a WCE is laid out in Part 2 Special Conditions, Section 8 under Performance Qualifications

**168. Is there an example from the department of monthly reports that the awarded WCES can see for best practices to make sure they submit monthly reports and invoices 100% correct for streamline of efforts?**

Please see Attachments 8 and 9 for Monthly invoices

**169. If a WCE firm already conducts criminal background checks on all licensed adjusters on their roster per Human Resource that is a LEVEL 2 background check within your 3 year period, will that be sufficient for this information or will the appraisers need to get an additional background check in Florida?**

Background checks must be conducted in Florida by using the Vendors that are in Attachment 15

**170. If the appraiser is coming from another state can they get their Drug Test and Fingerprinting, Background checks in the state they live in?**

Background checks must be conducted in Florida by using the Vendors that are in Attachment 15

**171. Do personnel that took and passed the inspector training in 2007 have to re-test for this RFP? (section 1.17)**

No

**172. If a firm is selected as a WCE can they also propose and be awarded a portion of the Quality Assurance RFP? (Miscellaneous)**

No

**173. It appears now that the program is going to take flight with a new program. We would like to know what WINGS entails, if you could generally describe that. (section 1.21)**

We have accepted about 165,000 inspection applications to date, and to meet the Legislature's goal of 400,000 inspections, that means we have another 235,000 to go.

**174. It says it's going to be a Web-based application. Can you give us some more detail in how that's going to alter the WCE process? (section 1.21)**

Like you said, it's going to be a Web-based system. All assignments, the receipt of inspection data from an inspector, any piece and aspect that an inspector or WCE deals with the program will go through the system now. The current process involves a lot of Access databases back and forth, a lot of headache, really, and this is going to take care of a lot of that back and forth.

**175. A question specifically to WINGS: Will the WCEs have an opportunity to do any part of beta testing for WINGS prior to it being released? (section 1.21)**

I think if the awarding of the WCEs happens in a successful time period with the launch of WINGS, then yes, that's possible; not guaranteed, though.

**176. Will WINGS be Access-based? (section 1.21)**

No.

**177. Will both WCEs and inspectors access WINGS? (section 1.21)**

Correct.

**178. Can you describe what the inspectors will do versus what the WCEs will do? (section 1.21)**

That's how inspectors will get their assignments. They will log into WINGS and be assigned, from a WCE manager, inspections and they will, I guess, log in on a daily basis to receive their inspections, schedule their inspections and then provide inspection data from the checklist from the inspection into the system.

I would just like to follow up on that. The data flow, once an inspector collects that data on its survey checklist that's Web-based, that data will go back to the WCE manager for approval before it gets submitted to the Department, so just in terms of flow, the WCE manager will retain control of the inspection data before it comes back to the Agency.

**179. The WINGS software, do you expect that to stay on track to really be in use in June?(section 1.21)**

Yes, ma'am.

**180. This question is for you, Mr. Tatum, or anybody. In the WINGS system, I'm getting that, is there going to be a diary I-log system where if you suspend it, we give you a reason why so if you were going to reference our material you would know the reasons for our suspension and it would be valid if validated?(section 1.21)**

That is correct.

**181. Could you talk a little more about the transition period where we're still working under the current system, but we have the new requirements for photographs? Will we wait until WINGS comes into place to upload those? Those types of issues are kind of on our mind, what's going to happen during the transition.(section 1.21)**

We haven't fully planned out implementation or a transition period at this point in time. I think that's something that we'll have to discuss with each WCE as we get near that time.

**182. So do you foresee that that would, those requirements would be in effect right from the start of the contract rather than being deferred until the WINGS system is in place? (section 1.21)**

At this point the anticipated date for the WINGS system will be live before the contract start date. That's what we anticipate. It's not a guarantee, but at this point that's what we're shooting for.

**183. So it's your hope that on day one we will be using WINGS? (section 1.21)**

That's our goal. However, we wanted to make sure that we had built in adequate time for adequate testing of the system, so we wanted to make sure that we have a transition period ourselves and the WCEs selected under this RFP understood that they would have to be able to use Microsoft Access database interface with DBDDS of WINGS is not ready to go.

**184. And if that is the case, then you'll have to work out arrangements for things like the photographs? (section 1.21)**

You are correct.

**185. That's to be determined? (section 1.21)**

You are correct.

**186. With the WINGS system with the technology interface, will it be compatible or will the security be accessible for a claims tracking system to be able to, once appraisals are submitted to a WCE, for the WCE to use their system to track and maintain their appraiser's productivity as well as security zones on when -- after a manager accepts it? (section 1.21)**

I'm not sure I follow your question totally.

**187. We have a claims tracking system that when, for instance, we're working with a carrier, they drop in the claims to the actual company and the manager will then spread them out to the appraisers. The system allows a checkpoint for it to go up so that we know when first contact is made, when they've spoken to the person. It's more just a double security for us, for quality assurance, for us to submit back and forth to the company. (section 1.21)**

You'll submit directly to the WINGS system. There's not going to be an interface for other systems to interface with the WINGS system.

**188. Will we be able to query the WINGS system in terms of, can we find out at -- which of our inspectors have turned in information on which date? (section 1.21)**

Yes, there will be search screens for WCE managers to search through all of their inspections by a variety of different fields including inspectors.

**189. So we would be able to download that information into our own systems so we can handle things like invoicing between us and (section 1.21) --**

At this point a download isn't planned. You'll be using the WINGS system for doing assignments and tracking.

**190. So there would be no way to download large volumes of data? We'll only be able to look in at one request at a time, for instance? (section 1.21)**

At this point there's no download of any sort out of the system.

**191. In terms of the WINGS there is, currently the systems that we have are filled with all sorts of robust management tools, and, as Phil mentioned, one of the important parts of that is keeping track of what inspectors have completed what inspections and being able to pay them. Do you foresee building those management tools into WINGS so that we can use that from that system? (section 1.21)**

There will be tracking capabilities for WCE managers to track what's assigned, what the statuses are of those records, what inspectors have input, so on and so forth.

**192. Yes, I understand that, but we have additional fields in our tables that we've created to track whether they have been paid, what the check number was, what the date of payment was, for accounting purposes.**

It will not have additional fields.

**193. So we'll still have to run our system, but there will be no way to exchange data with the State or get a follow-up?**

That's correct.

**194. Under the WINGS system, the data entry of the homeowner's information into the actual survey checklist, will it be in the same program that it's in now or will that be in a new program? Will we be using an Excel based program? (section 1.21)**

The actual data entry will be into a Web-based system in terms of the WINGS system. How you track it outside of the WINGS system for the initial data entry is up to you. How you'll communicate that to the State will be a Web-based system.

**195. When you do the data entry right now, you're doing it into an Access-based database system. (section 1.21)**

Yes.

**196. So is that going to be the same thing under the WINGS, or it will be a completely separate program? (section 1.21)**

With WINGS, Microsoft Access will not be used at all.

**197. At all? (section 1.21)**

There will be screens available to input all the inspection data.

**198. What kind of program will it be in? (section 1.21)**

It's a Web-based dot net system.

One of the challenges -- and this is really just for the record more than anything else. One of the challenges with the DBDDS system that we currently have is the flow of information and Access databases, and the multiple levels of acknowledgment that have to happen and end up delaying the generation of an inspection report for this Agency. That is why we are moving to a Web-based inspection referral and management system, and the system is developed for us to oversee those inspections and how they're going. Our goal is to provide as much user-friendly capabilities for the WCEs as possible, but I want to make sure I'm clear: The Web-based system is being built for us, the Department, My Safe Florida Home Program.

**199. In the WINGS system, our photos will be uploadable in the system, is that correct? (section 1.21)**

Correct.

**200. Currently we run queries on our data for QA purposes to hopefully prevent anomalies from occurring. Can we submit requests for data queries so that we're able to do QA processes? (section 1.21)**

We're currently not set up to do that for WINGS.

**201. Next question, specifically with the new WINGS system, of all the required monthly reports from the WCE, which of those reports will WINGS be able to generate?(section 1.21)**

Which reports are you referring to?

**202. Yes, ma'am. And I guess the follow-up question would be, would the WINGS system allow us to produce a report containing the photographs in them in any organizational report format? (section 1.21)**

That is not planned at this point.

**203. When the inspector collects data on site in an electronic format with a hand-held device, will there be a published format to get that data into WINGS without reentering it? (section 1.21)**

No, sir.

**204. The only way to get data into WINGS will be go to the Web page and enter in field by field? (section 1.21)**

That's correct.

**205. But they could conceivably do that if they had access, wireless access to the Web, for instance? (section 1.21)**

That's correct.

**206. Will there be the ability to get the checklist information back out of WINGS so that we can perform our QAs? (section 1.21)**

You'll be able to view an inspection and the data that was entered, that's correct, yes.

**207. But you can't print it? (section 1.21)**

Sure you can print it. It will be similar to the checklist.

**208. Will rules and validations be built into WINGS so that an inspector is prohibited from entering in invalid data? (section 1.21)**

As much as possible, yes. That is the main driving factor of this system.

**209. Can you provide us all with a list of those rules and validation tables that you anticipate incorporating into the system? (section 1.21)**

Sure.

**210. With the WINGS system, can you give me any inclination on how the assignment process will work once we get our files each week, how we schedule that or assign that to a specific inspector? (section 1.21)**

The assignment process is currently planned out, and would caveat that with the fact that the system is not final yet, so it obviously could change, but the current plan is that as soon as an application is received it will be assigned out at that moment in time, moving away from a weekly assignment process to an instantaneous assignment, random assignment process. And then there will be screens to allow WCE managers to see all new assignments that haven't been assigned out to a specific inspector yet and then there will be some screens, check boxes and stuff that will allow you to search through those. If you want to organize them by ZIP code, if you want to organize them by -- there's a variety of different ways that you can check off 20 at a time and assign to an inspector.

**211. Given that some WCEs and some proposers may want to centralize the scheduling process, how do you see centralized scheduling functioning along with WINGS? (section 1.21)**

What do you mean, "centralized scheduling"?

**212. In other words, having a scheduling department that does scheduling. Given what you just described, it seems not obviously compatible with centralized scheduling. (section 1.21)**

Yes, I would agree with you there, it's not at this point. The process and work flow would not be compatible, no. However, when inspection assignments are made and a WCE manager logs onto the system to then assign those new assignments to inspectors, that is not, at least in my opinion, much different than a centralized format. The question then becomes, who calls to make the inspection. Is that what you mean?

**213. I suppose. If it would be compatible if the scheduler who talked to the homeowner and scheduled the appointment could then go into WINGS and assign that inspection to that inspector. (section 1.21)**

You would be able to, as a WCE manager, before you assigned out those inspections to a particular inspector, could contact the homeowner yourself to schedule the inspection if that's the way you are structured in your office.

The work flow, to follow up with that work flow, this current juncture doesn't allow that scheduling process to occur until after it's been assigned to an inspector. At this point the screens are based around the inspector providing the scheduling information.

**214. If there were a way to accommodate centralized scheduling, certainly this proposer would be satisfied with that. As a follow-up, and I think I'm paraphrasing what SkyeTec and ARA have said, the incumbent participants in this program have developed at this point some sophisticated quality control checks that may be in more detail than whatever validation error-checking the State may do as far as WINGS. Is there a way that we can combine our validation checks as a group to make sure that WINGS is -- that all of the checking that we've all independently come up with in order to produce a quality product? And secondly, if we were to take it upon ourselves to build an interface that does not impact WINGS in any way, but to populate the tables, populates the fields in WINGS in a Web-based, based on a program that we were to develop, would that be fine? (section 1.21)**

To answer your first question, if you have validations, as Robert asked earlier, we're going to produce the validations that we're currently planning to implement. If you have others that are not on that list, we're more than happy to take those and take a look at those. We want to make it as robust as possible in terms of validation. For the second question, if you want to write some kind of system, essentially it's a screen-scraping system, if that's what you're talking about, that's perfectly acceptable as long as we don't have any negative impact on the system. We will be tracking certain, you know, we will be tracking certain things, where requests are coming from, IP addresses and things like that. So if we start to see slowdowns at certain times and we can track it down to IP addresses, we may have to address that. We've not seen that -- I know certain WCEs have done that up to this point, so we've not seen that and I don't expect that to be an issue, but that is an acceptable use if you feel drawn to do that. We make no guarantees, though, that if we make changes to the system that whatever system you write would still operate.

**215. Certainly there would have to be some level of cooperation between the IT departments of the successful proposers. (section 1.21)**

Correct.

**216. So to paraphrase what you said, provided that it doesn't look any different from WINGS between an inspector manually hunting and pecking and putting in the data versus a system doing it, you're fine with that? (section 1.21)**

That's correct.

**217. If I could ask a non-technical question, now that you all have had experience with the My Safe Florida Home Program, what would you closest to the program see as the top benefits to homeowners in Florida?(miscellaneous)**

Initially when the program started, the intention was to really educate and move the needle by encouraging homeowners to strengthen their homes when they received this inspection report. A happy or pleasant or successful byproduct of the inspections have been many thousands of homeowners, in fact, about 75 percent of the people that we have served so far, have realized or been able to confirm that they have insurance savings available to them based on either the existing features of their home or because they've already taken steps to strengthen that home against hurricanes. So in answer to your question, the insurance savings by and large have been the primary factor in our success with the My Safe Florida Home Program.

**218. On the WINGS system, will there be any way to populate the 1802 from the WINGS system? (section 1.21)**

Not in an automated fashion.

**219. Will any inspection data prior to WINGS coming on line, are you going to import any of that data so that it can viewed? (section 1.21)**

All data will be imported, yes.

**220. So all prior inspections completed to date will be available to be viewed as an inspection report on there? (section 1.21)**

That's correct.

**221. At the rate that, Tami, you've indicated that we're going, there's a chance that WINGS may become operational well over the halfway point in terms of the goal that's stated for the program. Do you anticipate that the program may continue beyond 400,000 inspections that have currently been listed as the goal? (section 1.21)**

I think that's a good question. I've already testified before several legislative committees in which they've indicated the desire to continue the program, My Safe Florida Home Program, past June 30th of 2009. However, I don't know how many of you read the paper or watch the news, but there's a billion and a half dollar shortfall in the state of Florida, and the fact that no money has been taken out of My Safe Florida Home Program is really a miracle in and of itself. So given that scenario and the financial situation that lawmakers really have to deal with, I don't know if we'll see additional funding this year. Certainly not this year; potentially next year. Again, it's always going to be based on what the current environment is. So if there is a dedicated funding source that they want to allocate to the program, sure, we might continue, but I don't think there are any guarantees. They think we're doing a good job, they like the results, but it's always all about money. I hope that answers your question.

**222. Have you tracked to date or have an estimated savings amount that people have realized in actual pocket savings? (miscellaneous)**

Yes.

**223. Annual? (miscellaneous)**

Correct, annual, so 23.5 every year.

**224. What would be the percentage or estimated percentage of grant monies that have been approved based on the number of completed inspections to date? (miscellaneous)**

Sure, I think that's an excellent question. I'll take that on globally, because we do have a three-pronged approach for delivering services. We use Volunteer Florida, which is a nonprofit organization that oversees an umbrella of nonprofits around the state. We also work with 17 local governments to provide inspections and grants, and then, of course, there's direct service through DFS. We have approved a little over 18,000, through Volunteer Florida, 4,700 and change, and our local government partners, 2,300, so more than 25,000 grants have been approved in the last ten months. The Legislature set a mandated goal of 35,000 grants, so we're not too far away. We've paid out about 12 million to date. That's about 3,400 homeowners -- no, excuse me, 3,900 homeowners of that 25,000.

**225. To follow up on that, of the 25,000 grants that were approved, how many have been inspected to date? (miscellaneous)**

Inspected to date. We're in the process of starting to get those grant work inspections done, and I don't have that answer with me, but I can get that answer for you.

I know we're at the five percent mark. I'm trying to make sure we meet the minimum mandatory in the statute.

Follow up - Of 3,387 grants reimbursed as of Jan. 31, 2008, approximately 4.2% of homes have been marked for Grant Work Inspections.

**226. This section refers reader to PUR 1001 #16. Should the reference be to PUR 1001 #15? (Part 2 A sect 12)**

No, the references to the PUR's in the RFP are correct.

Please see corresponding updated attached PUR 1000 and PUR 1001

**227. Is there a website or a place of contact which lists the Certified Wind Inspectors in the State of Florida for future employment?**

Please see corresponding attachment titled "Inspectors List"

**228. This section appears to indicate that the Department can waive any irregularity or technicality pertaining to a WCE if it is in the Department's best interest. Please confirm if this is in reference to the request for proposal, a potential proposal submitted or both. (Part 2 A sect 12)**

We can confirm that it is related to both and anything else that would be considered in the Department's best interest.

**229. What does "renewable for a maximum renewal term through June 30, 2009" mean? Is the maximum contract period fourteen months (April 30, 2008 through June 30, 2009)? (Contract para 6)**

The contract is for one year; however the contract has the potential to be extended till June 30, 2009

**230. Please provide the results of any audits, quality assurance tests or related performance-measurement analysis of existing Wind Certification Entities ("WCE's") in as much detail as permissible. (miscellaneous)**

Please see corresponding attachment titled "Quality Assurance Report"

**231. When can a WCE expect to receive technical data or specifications for WINGS?**

Please see corresponding attachment titled "Form Validations"

**232. Would the Department please provide additional information on the review and appeal process?**

For information of the review process please see attachment 3 of the RFP for the evaluation points breakdown. The appeal process can be addressed though pages 11 (number 14) and 12 (number 16).

**233. The Florida statute mandates the Department will complete up to 400,000 inspections. Does this number include inspections already completed by the program? If so, how many inspections have been completed to date?**

Please see corresponding attachment titled "Completed Inspections to Date"

**234. Under what circumstances may a modification take place? (Part II B-3)**

The department reserves the right to modify the percentage of the Quality Assurance inspections

**235. If the Department elects to modify this RFP as a result of issues identified in the submitted questions, how will the modification be issued?(miscellaneous)**

Through Addendums

**236. Are the companies terminated (home inspections llc) and those companies who's contracts were not extended going to be considered for this rfp? If not why not?**

Any company can apply for the RFP. Criteria for consideration of a WCE is laid out in Part 2 Special Conditions, Section 8 under Performance Qualifications

**237. In the pre-bid meeting, Ms. Torres said a contract had been approved for marketing of the program. Can you provide the name of this vendor, a list of deliverables and timetables for this contract?**

Contract is with Marketing for Change

**238. Regarding the submission of questions this afternoon, the RFP states the submission being to the purchasing officer. In general instruction attachments of the RFP, I believe I read to address questions to My Florida Marketplace Web site. Could you clarify that for us?(Process II A-6)**

Questions will be needed to be actually submitted either via e-mail or fax to the purchasing issuing officer, which is Jay Facemire. That is going to be the only place that questions can be submitted. They will not need to be submitted through any address for My Safe Florida Home or My Florida Marketplace.

**239. Just administrative, can you post all of the attenders at this meeting as a part of the proceeding?**

It will be posted with all the questions that are submitted, written.

Follow up – Please see corresponding attachment titled “List of Attendees”

**240. Will the minutes of this meeting be posted, questions and answers that are happening right now?**

If we have the full minutes available by the time, yes, we will try to do that

Follow up - The transcripts from the meeting are available and can be obtained by submitting a public records request to the Department of Financial Services, Division of Administration.

Please see corresponding attachment titled “Transcript”

**241. Can you share that with us the insurance discount information by county? (miscellaneous)**

Sure. I'll be happy to post it, too, on the Q and A. We track by county based on the average wind premium in that county. On average, about 74, 75 percent of the homeowners that we've served are eligible for an average discount of 19 percent off their wind premium, which is about \$220 if you look at the number statewide. And if you multiply the number of people we've inspected with average savings, that's about 23 and a half million statewide in potential insurance savings.

Follow up – Please see corresponding attachment titled “County Savings”