

RESPONSE TO



Office of Procurement and Contract Administration

For a

**WORKFORCE INFORMATION TECHNOLOGY PROCUREMENT PROJECT -
A FLORIDA WORKFORCE AUTOMATION SAAS**

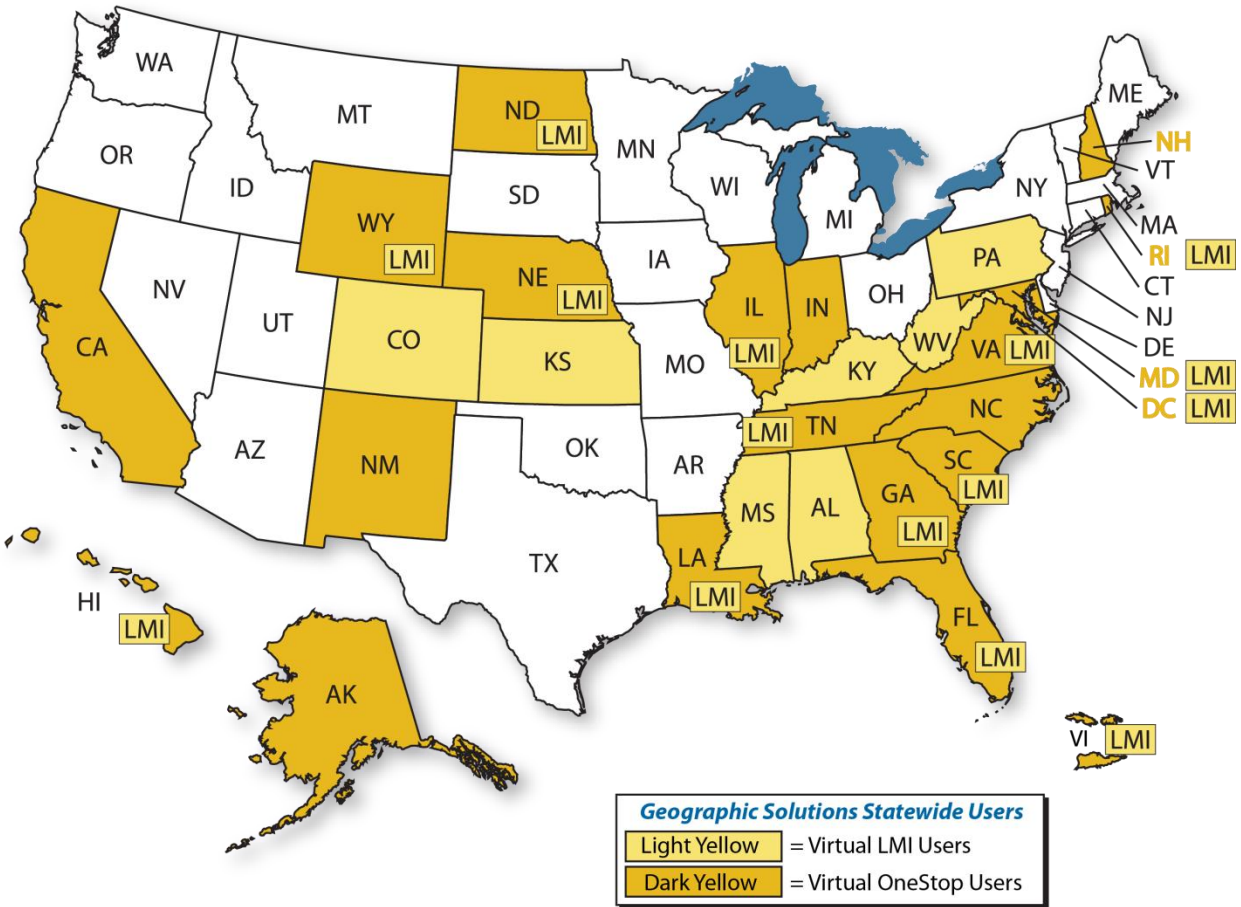
RFI 13-RFI-001-LJ

Redacted Copy

May 15, 2013
3:00 p.m.



1001 Omaha Circle • Palm Harbor, FL 34683 • (727) 786-7955



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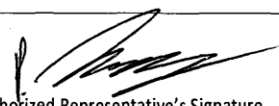
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Department of Economic Opportunity

REQUEST FOR INFORMATION

Information Acknowledgement Form

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DEPARTMENT RELEASE DATE: May 1, 2013	Department of Economic Opportunity Office of Procurement and Contract Administration 107 East Madison Street, B-047 Tallahassee, Florida 32399-4128 Telephone Number: 850-245-7455
SOLICITATION TITLE: Workforce Information Technology Procurement Project - A Florida Workforce Automation SaaS (Software as a Service)	SOLICITATION NO: 13-RFI-001-LJ
RESPONSES WILL BE OPENED: May 15, 2013 at 3:00 p.m., EST	
RESPONDENT NAME: Geographic Solutions Inc.	 Authorized Representative's Signature
RESPONDENT MAILING ADDRESS: 1001 Omaha Cir.	
CITY - STATE - ZIP: Palm Harbor, FL 34683	
PHONE NUMBER: 727-786-7955 TOLL FREE NUMBER: 888-710-4867 FAX NUMBER: 727-786-5871 EMAIL ADDRESS: ptoomey@geosolinc.com FEID NO.: 59-3217769	
TYPE OF BUSINESS ENTITY (Corporation, LLC, partnership, _____) Paul Toomey, President Name and Title of Authorized Representative This individual must have the authority to provide this Response	

RESPONDENT CONTACTS: Please provide the name, title, address, telephone number and e-mail address of the official contact and an alternate, if available.

PRIMARY CONTACT:		SECONDARY CONTACT:	
NAME, TITLE:	Paul Toomey, President	NAME, TITLE:	
ADDRESS:	1001 Omaha Cir.	ADDRESS:	1001 Omaha Cir.
PHONE:	727-786-7955, ext. 208	PHONE:	727-786-7955, ext. 221
FAX NUMBER:	727-786-5871	FAX NUMBER:	727-786-5871
EMAIL ADDRESS:	ptoomey@geosolinc.com	EMAIL ADDRESS:	tduffy@geosolinc.com

This is a RFI as defined in s. 287.012(21), Florida Statutes. The Department of Economic Opportunity (DEO) is issuing this RFI for planning purposes only. Any subsequent implementation activities will depend on budget approval. This RFI is not a solicitation and will **NOT** result in a contract. However, information received in response to this RFI may be used to develop future procurements. Vendors are encouraged to respond with solutions that meet all or part of the specified requirements.

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

1 Proven Ability to Provide a Florida Workforce Automation SaaS System

A description of Respondent's ability to provide a Florida Workforce Automation Software as a Service (SaaS) system and its complete components

1.1 Description of Geographic Solution's Ability

Since 2005, Geographic Solutions has provided workforce automation software known as the Employ Florida Marketplace to Florida as a comprehensive Software as a Service (SaaS) solution. Geographic Solutions currently provides similar services to 18 state workforce agencies.

As a Florida-based company with a corporate office in the Tampa Bay area for the past 20 years, Geographic Solutions understands the challenges that currently exist in the state's workforce development system. Our staff has direct experience working for local Florida workforce boards throughout the state.

We can provide the Florida Department of Economic Opportunity (DEO) with a modern, low-risk, high-value commercial-off-the-shelf (COTS) management information system that satisfies the objectives of DEO to implement a state-of-the-art labor exchange/ job matching system, enhance Florida's talent pool, and provide a comprehensive case management and reporting system.

Geographic Solutions proposes that the new DEO site be constructed using the new Version 14 of our core proprietary software components known as the Virtual OneStop® system. The DEO site will provide solutions for individual employment and training, employer services, case management, staff services, and reporting across the state of Florida.

Virtual OneStop will not only support DEO's specific functional requirements, it will also provide a proven technology with a large user community and a user-friendly interface that will attract more job seekers and employers, improving the overall performance of the Florida workforce system.


Virtual OneStop is a modern web-based system designed using the principles of Web 2.0 and user-centered design. Virtual OneStop optimizes the user interface around how staff and customers need to work, rather than forcing them to change how they work to accommodate the software developers' approach. The Virtual OneStop solution will provide customers with access to the same style of user interface that many have become familiar with on sites such as Facebook and LinkedIn.


This new system aligns with the state of Florida's goals in several ways. This integrated solution will help DEO align talent development with economic development. Using advanced analytics, the system will determine where talent will be needed and provide this information to workforce staff so they can make certain that businesses have trained and qualified talent. The system will provide real-time labor market and career information in context and on demand, providing employers and job seekers with the data they need to make informed decisions. All of this will help promote Florida's world class talent to the careers that will move them into the future successfully.


This leading-edge software will be a highly effective integrated workforce system for job seekers, employers, and staff, and an efficient data compliance and federal reporting system for Florida's workforce administration. The system is a modern, high-value information system that satisfies DEO's objectives to implement an integrated, adaptable, and scalable web-enabled information system to support the entire Workforce System. In addition, the system will provide a user-friendly, integrated, secure, and adaptable solution that will significantly improve the overall service delivery and tracking of workforce services in the state of Florida. The system provides a state-of-the-art integrated case management and reporting system for the federal programs under the Workforce Investment Act (WIA) and Trade Adjustment Assistance (TAA).


1.2 Benefits to DEO


The Virtual OneStop COTS solution offers the DEO the following unique advantages:


-  **Comprehensive and Integrated Functionality** – Virtual OneStop is a state-of-the-art delivery system that provides one-stop functions via the Internet. Information such as job listings and labor market information are seamlessly integrated into one easy-to-use system. Under current one-stop initiatives, local one-stop systems are components of a larger regional, state, and national system. Virtual OneStop fulfills this role since it is based on a standard structure and it can also integrate case management into one comprehensive service delivery system. Virtual OneStop tracks participants and activities across all employment and training programs in the state and provides reporting under Common Measures criteria.

-  **A Robust Commercial-off-the-Shelf Solution** – The proposed solution will be made from components of the industry-leading Geographic Solutions Component Library. These components create a customizable, modular COTS software solution that is easily implemented in a short timeline. Building the system from these components offers significant advantages over building a “ground-up” solution or attempting to adapt another state’s solution. System deployment is rapid because the components are pre-built. Risks are mitigated because the components have already been developed and tested, and the modular components are easily added to or modified.


-  **Software Adaptability** – Virtual OneStop is designed to be easily modified to meet changes in business rules and regulations and to incorporate enhancements. Major annual software releases based on technological advances and user feedback enhance user functionality and services while assuring that DEO implements a solution to support the needs of all stakeholders for the life of the system.


-  **Fully Automated** – The Virtual OneStop system is designed to maximize automation based on modern technology and communications tools. The result of efficient technology, in combination with improvements in the workforce business processes that this promotes, results in improved system efficiency and overall performance. The tangible benefits of improved efficiency are significant operating cost savings.


-  **A Low Risk Solution** – Virtual OneStop is built on existing, proven technology and offers the same easy-to-use interface recognized by state and local staff and end users in 25 states across the country including Florida. Risks are mitigated because the components have already been developed and tested. Building the DEO system from Virtual OneStop components considerably reduces the “over building” that comes with developing a solution from the ground-up or attempting to adapt another state’s solution. Staff can test drive the system before making commitments, thus minimizing risk. Geographic Solutions’ unique implementation plan further minimizes risk by requiring minimal upfront implementation costs allowing Florida to maintain a strong incentive for an on-time project implementation.


-  **Streamlined Local, State, and Federal Reporting** – The Virtual OneStop reporting components offer enhanced benefits to the state and local workforce areas. Virtual OneStop provides thousands of ad hoc reporting options on every aspect of the system, including services, registered individuals, and case management. Local areas have direct access to predictive performance reports including total new registrants, entered employment, employment retention, credential rate, youth diploma/equivalent rate, skill attainment rate, earnings change, total exiters, and quarterly summaries. The system provides staff with accessible federal reporting data. The system


reports include complete, compliant Wagner-Peyser, TAA, and WIA reports including the 9000, 9090, and TAPR series. Ad hoc reporting capabilities provide the flexibility in reporting required by DEO. The new system will satisfy the common performance measures. This includes requirements indicated in TEGL 15-03, which addresses Common Measures reporting, and the published Federal Register requirements regarding the WISPR system.


 **A User-Friendly Internet-Based Solution** – Users of the system will vary markedly in computer knowledge and expertise, but they all demand a comprehensive, user-friendly system that is arranged logically. Virtual OneStop provides ready access to information, regardless of a user's educational level, computer ability, or experience. All of the job-seeker and employer self-service features, as well as all of the staff-assisted features and case management functions, are intuitive and easy to use. The system requires only that workstations have an Internet/Intranet connection and a web browser. Virtual OneStop's design satisfies WC3 standards and incorporates web, text, and screen reader interface options, which permit users to effectively access the system under a variety of conditions, including low Internet speeds. Each release of Virtual OneStop includes improved features suggested by user feedback. Surveys have proven the Virtual OneStop system to be user-friendly and well accepted by staff. The system design makes it comfortable for everyone, even those with little computer experience.

 **A State-of-the Art Design** – Virtual OneStop is built using the latest technology and n-tier architecture. The system incorporates multiple levels of security and privileges. Virtual OneStop is built using Web 2.0 user-centered design. The needs, wants, and limitations of end users are given extensive attention at each stage of the process. Virtual OneStop optimizes the user interface around how staff and customers need to work, rather than forcing them to change how they work to accommodate the software developers' approach. The system is designed to easily facilitate interactive information-sharing among staff, job seekers, and employers.

 **Rapid Implementation** – Using Virtual OneStop, deployment is fast because the components are pre-built, modular, and easily added to or modified. These components are configured and customized to meet the exact requirements of the state of Florida, which is significantly less time consuming than developing from the ground up.

 **A Solution That Improves Efficiency** – Virtual OneStop is built to prompt users to provide information as needed. The customer enters information, eliminating lengthy staff input requirements. The information is also in a common format, thereby allowing staff to easily migrate additional information as more program-specific requests are required.

 **Provide Real-Time Data Integrity** – Virtual OneStop actively improves the data integrity of the workforce system by preventing issues before they can occur. This is accomplished through real-time data checks and business rule validation. The ability to share information in real time between the UI benefits system and the workforce system can help ensure that proper payments are made and that claimants are actually meeting the goals set for them by the states' workforce and UI staff.

 **One Place for Employers to Manage Recruitment Needs** – Streamlining services is imperative in a demand-driven system. Virtual OneStop allow the state of Florida to provide one site and one single sign-on for the states' employers to access labor market exchange services.

1.3 Customizable, Modular Commercial Off-the-Shelf Solution

Virtual OneStop is a Customizable, Modular Commercial off-the-Shelf (CM-COTS) system that is configurable to DEO's exact needs. By design, our modular design embodies innovation and is available at a reasonable cost. These pre-built modular components can be easily added to or modified to accommodate the specific requirements of DEO.

Virtual OneStop is part of a robust and customizable COTS product suite. Virtual OneStop is comprised of several functional modules and components that can be configured and modified to meet the exact needs of a state.

Literally hundreds of items are configurable without requiring code changes. This ranges from the number of search results returned to the content of system alerts to the point that an individual is required to register. All these options are documented in detail in the Virtual OneStop configuration document. It is these numerous configuration options that allow the same system to operate effectively in more than 70 installations.

By combining the modular structure (e.g., Core Services for Individuals module, Labor Exchange for Staff module, Trade Adjustment Assistance module, Spanish interface) states can determine which modules meet their requirements and which settings and configurations within those modules meet their exact requirements. For example, one state may require that staff approve job openings posted by employers within 24 hours, while another state may allow certain employers to post jobs without staff approval.

Some configuration settings are handled at the time of implementation. Many settings, however, can be managed by non-technical state staff through the Administration System module.

Each state in Geographic Solutions' nationwide customer base benefits from implementing an existing system with a large user base (economies of scale, shared knowledge, mutually beneficial updates and enhancements, etc.) as well as a system that can be configured to meet their unique processing, budgetary, and constituent needs. Configurable item changes are controlled and managed by our change control process. Virtual OneStop easily accommodates changes in federal regulations and state-specific business rules.

The following is a summary of the 53 modules that comprise the Geographic Solutions Component Library. Those shown in red currently comprise Employ Florida Marketplace.

Geographic Solutions Component Library Modules
(Items in Red Currently in Employ Florida Marketplace)

Core Modules <ul style="list-style-type: none"> • Core Services for Individuals • Core Services for Employers • Core Services for Staff Managing Individuals • Core Services for Staff Managing Employers • Additional Services for Individuals • Additional Services for Employers • iPhone Mobile Application* 	OneStop Efficiency Modules <ul style="list-style-type: none"> • VOSGreeter* • Help Desk Management*
Labor Exchange Modules <ul style="list-style-type: none"> • Labor Exchange for Individuals • Employer Labor Exchange • Labor Exchange for Staff 	Assessment Modules <ul style="list-style-type: none"> • Core Assessments • WorkKeys® * • Consumer Reports
Case Management Modules <ul style="list-style-type: none"> • Core Case Management • Workforce Investment Act (WIA) Case Management • Wagner-Peyser Case Management • Worker Adjustment Retraining Notification (WARN) • Generic Program Application • Trade Act • Welfare Transition Program • Adult Education 	Provider & Education Modules <ul style="list-style-type: none"> • Consumer Reports* • Services for Providers • Manage Providers
Labor Market Information Modules <ul style="list-style-type: none"> • Current Labor Market Analysis • Historic Labor Market Analysis 	Tracking Modules <ul style="list-style-type: none"> • Service Tracking • VOScan Automated Service Tracking • Attendance Tracking
UI Modules <ul style="list-style-type: none"> • UI Claimant Management • UI Employer Management • Tax Management • Short Time Compensation Program (STC) • Disaster Unemployment Assistance Program (DUA) • Mass Layoffs Program • Trade Readjustment Allowance Program (TRA/ATAA) • Tax Performance System (TPS) 	Financial Modules <ul style="list-style-type: none"> • Cash Request • Standard Fund Tracking • Advanced Fund Tracking
Reemployment Modules <ul style="list-style-type: none"> • ReEmployment EXchange (REX) 	Administration Modules <ul style="list-style-type: none"> • Administration System • Web Content Management • Data Assistant
Interface Options <ul style="list-style-type: none"> • Web Interface • Text Interface • Spanish Language Interface • Touch Screen Interface* • Virtual Tour Guide 	Appeals and Audit Modules <ul style="list-style-type: none"> • Benefit Appeals Management • Tax Appeals Management • Audit Management • Tax Audit
	Documents and Workflow Modules <ul style="list-style-type: none"> • Document Management* • Document Imaging* • Workflow Management*
	Spider Options <ul style="list-style-type: none"> • Standard Spider • Full Spider • Focused Spider

* Local Efficiency Option

2 History with Similar Systems

Respondent's history with similar systems, organizational structure, and contact information of each reference: Name, title, phone number and email address

2.1 Demonstrated Expertise Implementing and Managing Similar Systems

Geographic Solutions has a rich history of providing solutions to state departments of labor. Our workforce solutions are nationally recognized as being the **most comprehensive, flexible, and cost-effective solutions available**.

Geographic Solutions' experience implementing integrated solutions with the same functional requirements for multiple state workforce agencies, combined with our experience providing similar solutions for the State of Florida and Florida Workforce Investment Boards (WIBs), uniquely qualifies Geographic Solutions as the only respondent that provides DEO with the following:

- The ability to expand services over time by adding existing Virtual OneStop components, providing the foundation for a true workforce development (or "One-Stop") center operating system.
- Proven federal reporting experience producing Wagner Peyser, WIA, and TAA reports since 1992.
- More than 10 years' experience providing labor exchange, job matching and case management for state and local areas in Florida.
- Knowledgeable staff located in Florida dedicated to providing customer support and training to the workforce community.

Each year, Geographic Solutions hosts a national user conference allowing users to share best practices and provide direction for future enhancements of our solutions. In June 2013, the national user conference will be held in Monterey, California.

Geographic Solutions has provided public sector solutions in the United States for 20 years. All of our customers are state or local governmental agencies. Our only business is workforce development, labor market information, and unemployment insurance systems. This focus enables Geographic Solutions to constantly improve our expertise in these areas without diverting resources to other fields of interest.

Geographic Solutions is the leading provider of software solutions for labor in the United States. Since our incorporation, we have developed state-of-the-art systems for agencies in more than 30 states. More than 95% of the websites we have developed for clients in the last three years are still actively accessed on the Internet. In addition:

- 17 of our customers have had an active contract with us for more than 10 years.
- We have delivered more than 25 systems in the last five years. All have been delivered on time and on budget.
- In January 2010, Employ Florida Marketplace (www.EmployFlorida.com) was ranked number one (out of 559 systems in its class) in the United States Department of Labor's "Tools for America's Job Seekers" challenge.

As an experienced Microsoft technology provider, Geographic Solutions is part of the Microsoft Certified Partner network. Microsoft characterizes these companies as Leading Edge, Experienced, and Endorsed by Microsoft. This worldwide program requires that either two or more Microsoft Certified Professionals are on staff or the firm is experienced with eligible software or hardware products.

Geographic Solutions has more experience than any company in the world in supporting a common state workforce solution in multiple states. We currently support over 70 state and local systems based on a

common code base. We understand how to develop a system that can be configured to operate with varying business rules and requirements from state to state.

Geographic Solutions introduced the Software as a Service (SaaS) model to the state workforce industry in 2000. Since then we have successfully supported this model across the country including hosting systems for states as large as Florida and California. Geographic Solutions has already developed the infrastructure to support the DEO solution.

2.2 Experience at the State of Florida

Workforce Florida initiated a subscription for Virtual OneStop on January 2, 2005, contracting with Geographic Solutions to develop a new Web-based demand-driven labor exchange solution called the Employ Florida Marketplace. Geographic Solutions delivered analysis, business planning, detailed design and implementation of custom software, and system documentation.

The new website, www.employflorida.com, was released by the State of Florida on March 1, 2005. This site revolutionized Florida's labor exchange process and created a branded labor exchange system that is recognized nationally as well as at the state and local level in Florida. Employ Florida Marketplace attracts individuals at all skill levels who are seeking employment in Florida and aggregates and updates virtually every Florida job opening posted on the Internet. It serves state and local One Stop staff, employers and job seekers with an option for English or Spanish language preferences.

The system serves employers, job seekers, and individuals seeking benefits in all counties and workforce boards in the State of Florida. Approximate population served is more than 19 million people. The application is hosted at Geographic Solutions' secure facility.

In January 2007, Employ Florida Marketplace was upgraded to Version 8.1 of Virtual OneStop, and WIA and Wagner-Peyser Case Management and federal reporting functionality were added to the system, as well as 10 interfaces to other legacy systems such as those for UI and Welfare Transition. Subsequently, functionality was added to manage TAA and Generic programs. This additional functionality includes all federal reporting for TAA.

The Employ Florida Marketplace provides all labor exchange and employment service functions, including the tracking of referrals and services, profiling and performance reporting. The following are some key statistics on the Employ Florida Marketplace system as of 5/13/2013:

- Total Individuals Registered in the system = 5,157,702
- Total Resumes in the system = 2,637,260
- Total Registered Employers = 138,176
- Total Internal Jobs Posted to the system = 666,946
- Total External Jobs Posted to the System = 19,600,959
- Total Job Placements in the system = 1,741,340
- Total Services Recorded Year-to-Date (Jan 1, 2013 – May 13, 2013) = 7,521,688

The total number of services recorded for Florida has exceeded 20 million each year since 2009, as shown in the following table.

Year	Number of Recorded Services
2008	16,830,155
2009	26,939,620
2010	22,679,569
2011	23,869,388
2012	24,223,059
2013 (Jan.-May 13)	7,521,688

The Employ Florida Marketplace also offers these special interest portals designed to serve special interest users:

- Silver portal for older workers
- Veterans portal
- Florida Gulf Recovery portal responding to the Deepwater Horizon oil spill
- Green jobs portal

These portals are described in section 4.3 *Employ Florida Portals*.

Geographic Solutions also provides the state of Florida's labor market information system and site, FREIDA: <http://freida.labormarketinfo.com>.

2.3 Company Experience Providing Similar Solutions

Geographic Solutions has a long history of providing similar systems to state clients throughout the United States and its territories. Because so many of the staff at Geographic Solutions come from the workforce industry, DEO can be assured that we bring relevant business understanding to all our projects in addition to superior IT expertise.

Geographic Solutions has utilized its expertise to develop, implement, manage, and enhance systems for departments of labor or employment in California, the District of Columbia, Florida, Indiana, Louisiana, New Hampshire, Nebraska, New Mexico, North Dakota, Rhode Island, South Carolina, Tennessee, Virginia, and Wyoming, among others.

The following table summarizes Geographic Solutions experience with states that:

1. Utilize the same or similar equipment as proposed.
2. Have installed a system that makes use of components from the same Geographic Solutions suite of solution modules to meet and exceed the DEO's requirements.

2.3.1 State-Level Client List

#	System Name	Agency	State	Population	Production Web Site URL
1	ALEXsys	Alaska Department of Labor	Alaska	722,700	http://alexsys.labor.state.ak.us
2	California Workforce Services Network	California Employment Development Department	California	37,254,000	www.caljobs.ca.gov
3	DCNetworks	District of Columbia Department of Employment Services	District of Columbia	602,000	www.dcnetworks.org
4	Employ Florida Marketplace	Florida Department of Economic Opportunity (Workforce Florida, Inc.)	Florida	18,801,000	www.employflorida.com
5	Georgia Work Ready Online Participant Portal	Governor's Office of Workforce Development	Georgia	8,186,000	Launches July 2013
6	HireNet Hawaii	Hawaii Department of Labor & Industrial Relations	Hawaii	1,360,000	www.HireNetHawaii.com
7	Indiana Career Connect	Indiana Department of Workforce Services	Indiana	6,517,000	www.indianacareerconnect.com
8	Louisiana HIRES	Louisiana Workforce Commission	Louisiana	4,533,000	www.louisianaworks.net/hire
9	Maryland Workforce Exchange	Maryland Department Of Labor, Licensing & Regulations	Maryland	5,774,000	www.MWEJobs.com
10	NH Works Job Match System	New Hampshire Employment Security	New Hampshire	1,316,000	https://nhworksjobmatch.nhes.nh.gov
11	North Dakota Workforce Connection	North Dakota Department of Employment Services	North Dakota	673,000	www.ndworkforceconnection.com

#	System Name	Agency	State	Population	Production Web Site URL
12	NEWorks	Nebraska Department of Labor	Nebraska	1,826,000	https://neworks.nebraska.gov
13	New Mexico Workforce Connection	New Mexico Department of Labor	New Mexico	2,059,000	www.jobs.state.nm.us
14	NCWorks	North Carolina Department of Commerce	North Carolina	8,049,000	Launches July 2013
15	EmployRI network online	Rhode Island Department of Labor & Training	Rhode Island	1,053,000	www.employri.org
16	South Carolina SC Works	South Carolina Department of Employment and Workforce	South Carolina	4,625,000	http://jobs.scworks.org
17	The Source Online	Tennessee Department of Employment Security	Tennessee	6,346,000	https://www.jobs4tn.gov/
18	Virginia Workforce Connection	Virginia Employment Commission & Virginia Community College System	Virginia	8,001,000	www.VAWorkConnect.com
19	Virgin Islands Virtual OneStop	Virgin Islands Department of Labor	Virgin Islands	106,000	www.vidolviews.org
20	Wyoming at Work	Wyoming Department of Workforce Services	Wyoming	564,000	www.wyomingatwork.com
	TOTAL POPULATION (U.S. Census data)	118,367,700			

2.3.2 Local Level Client List

The following table shows those Local Workforce Investment Areas using Virtual OneStop as their primary workforce system:

#	System Name	Agency	State	Production Web Site URL
1	Alameda Works	EastBay Works – Alameda County	California	www.eastbayworks.com/alamedacounty
2	Careers in the Valley	Fresno County Workforce Investment Board	California	www.careersinthevalley.com
3	Contra Costa Works	EastBay Works- Contra Costa County	California	www.eastbayworks.com/cccounty
4	Golden Sierra Connections	Golden Sierra Workforce Investment Board	California	www.connectioncenters.com
5	Long Beach- Pacific Gateway Virtual OneStop	Pacific Gateway Workforce Investment Network	California	www.longbeachvos.org
6	Madera County Works	Madera County Workforce Development Office	California	www.maderacountyworks.com
7	Mendocino Works	MPIC	California	www.mendocinoworks.org
8	Merced County WorkNet	Merced County Department of Workforce Investment	California	www.mercedworknet.com
9	Monterey County Virtual OneStop	Monterey County Workforce Investment Board	California	www.onestopmonterey.org/
10	Mother Lode Job Connection	Mother Lode Workforce Investment Board	California	www.motherlodejobconnection.org
11	Napa County – Workforce Napa	Napa County Workforce Investment Board	California	www.workforcenapa.org

#	System Name	Agency	State	Production Web Site URL
12	North State jobs	Northern Rural Training Employment Consortium (NoRTEC)	California	www.northstatejobs.org
13	North Central Works	North Central Counties Consortium (NCCC)	California	www.northcentralworks.com
14	Oakland Works	EastBay Works-Oakland County	California	www.eastbayworks.com/oakland
15	Richmond Works	EastBay Works-City of Richmond	California	www.eastbayworks.com/richmondworks
16	Riverside County Virtual OneStop	Riverside County Economic Development Agency	California	www.rivcojobs.com
17	Sacramento Works	Sacramento Employment and Training Agency	California	http://jobs.sacramentoworks.org
18	San Benito County Virtual One-Stop Career Center	San Benito County Workforce Investment Board	California	www.sanbenitoonestop.com
19	San Bernardino Virtual OneStop	County of San Bernardino Department of Workforce Development	California	www.csb-win.org
20	San Francisco - Hire San Francisco	City and County of San Francisco Office of Workforce Development	California	www.hiresf.org
21	San Luis Obispo Business and Career one-stop	San Luis Obispo County Workforce Investment Board	California	www.slo-onestop.net
22	Santa Barbara County Workforce Resource System	Workforce Resource Centers of Santa Barbara County	California	www.workforceresource.com

#	System Name	Agency	State	Production Web Site URL
23	Santa Cruz County Virtual Career Center	Workforce Investment Board of Santa Cruz County	California	www.santacruzvcc.com
24	Sonoma County Job Link	Sonoma County Workforce Investment Board	California	www.joblinksonomacounty.com
25	Tulare County Employment Connection	Workforce Investment Board of Tulare County	California	www.employmentconnect.org
26	Ventura County Virtual OneStop	County of Ventura Workforce Investment Board	California	www.venturacountyjcc.org
27	Cobb Works	Cobb County Workforce Investment Board	Georgia	www.cobbworks.org
28	PACES	Workforce Alliance of South Central Kansas	Kansas	https://www.alliancedatabase.com
29	North Central Texas VOScan	North Central Texas Workforce Development Board	Texas	http://dfwjobscstr.com

2.4 Corporate Breadth of Experience

Geographic Solutions has been America's leader in labor market information (LMI), labor exchange, workforce case management, and federal reporting systems since we created the world's first comprehensive LMI system in 1994 for the North Carolina Employment Security Commission. This experience has given Geographic Solutions extraordinary expertise in providing all phases of customized conversion and integration of legacy information systems specifically for employment and workforce development agencies. Our business and technical staff have years of experience effectively collaborating with governmental stakeholders, including the states of California and Florida and their partner agencies, as well as more than a dozen other states nationwide.

Our staff's expertise in specific applications allows them to collaborate effectively with customers. A primary focus is the assessment of customer needs and the subsequent development of the right solution, on target with the customer's requirements. Additionally, we work with our clients to establish a realistic project timeline so that an assignment of priorities will coordinate with the customer's schedule.

One key to our success in implementing one-stop operating systems, labor exchange, and case management systems is our technical managers, project management, and business analyst staff. Geographic Solutions employs a professional staff with decades of combined experience in workforce development systems. We have individuals who specialize in specific areas of case management, labor

exchange and one-stop functionality such as job orders, Wagner-Peyser reporting, etc. This includes a Job Services Group of more than 32 staff specializing in spidering/gathering real-time job posting data from throughout the country. We currently aggregate more than 16,000 sites nationwide. Other staff groups specialize in WIA, TAA, UI and other federal programs. Our experienced developers specialize in building workforce development systems. Generally our project managers and business analysts have at least five years of field experience at the state and local levels. This contributes to our ability to ensure that effective solutions are completed on time.

We have a consistent track record of delivering implementations on time and within budget for web-based systems with requirements like those contained in this RFI. We have delivered more than 25 workforce systems in the last five years. All have been delivered on time and on budget. These systems serve populations ranging from 40,000 to more than 18 million.

Because so many of the staff at Geographic Solutions come from the workforce industry, DEO can be assured that we bring relevant business understanding to all our projects in addition to superior IT expertise.

Since 1993 Geographic Solutions has developed, implemented, managed, and enhanced workforce systems for departments of labor or employment in California, District of Columbia, Florida, Georgia, Indiana, Louisiana, New Hampshire, Nebraska, New Mexico, North Carolina, North Dakota, Rhode Island, South Carolina, Tennessee, Virginia, and Wyoming, among others. During this time, the company has been recognized for the following:

Creating and Supporting the Leading COTS Workforce Solutions – Geographic Solutions has a rich history of implementing COTS solutions for the public workforce industry. In 1995 we developed the first COTS labor market information system. In 1999 the COTS system was expanded to create the first integrated Wagner-Peyser and WIA service delivery and reporting system. In 2012 the system was expanded again, adding unemployment insurance benefits and UI tax. We are proud to have long-term relationships with our customers. Seventeen of our customers have had an active contract with us for more than 10 years.

Certified Microsoft Service Provider – As an experienced Microsoft technology provider, Geographic Solutions is part of the Microsoft Certified Partner network. Microsoft characterizes these companies as Leading Edge, Experienced, and Endorsed by Microsoft. This worldwide program requires that either two or more Microsoft Certified Professionals are on staff or the firm is experienced with eligible software or hardware products.

Superior Customer Service – Geographic Solutions is committed to providing successful systems for workforce agencies. The company's commitment to customer service is in large part responsible for our success. Geographic Solutions is in constant communication with our customers, through our Online Project Communication (OPC) system, via phone, email, etc. Frequent conference calls with our user community review best practices, federal program changes, and future enhancements.

Extensive User Community – Virtual OneStop is built on existing, proven technology and offers the same easy-to-use interface recognized by state and local staff and end users in 30 states across the country. Our user community is active and engaged, and shares best practices as well as other information among their internal staff as well as across the community nationwide through our web-based Community Forum.

Flexibility – Virtual OneStop is designed to be easily modified to satisfy regulation changes, and technology advancements. Beginning with the Workforce Investment Act, Geographic Solutions has demonstrated the ability to modify our systems when unanticipated events dictate, like extended unemployment.

Federal Reporting – Geographic Solutions has successfully assisted our customers in producing federal reports since 2001. Our standard reports and ad hoc capabilities meet all federal reporting requirements for WIA, W-P, and TAA.

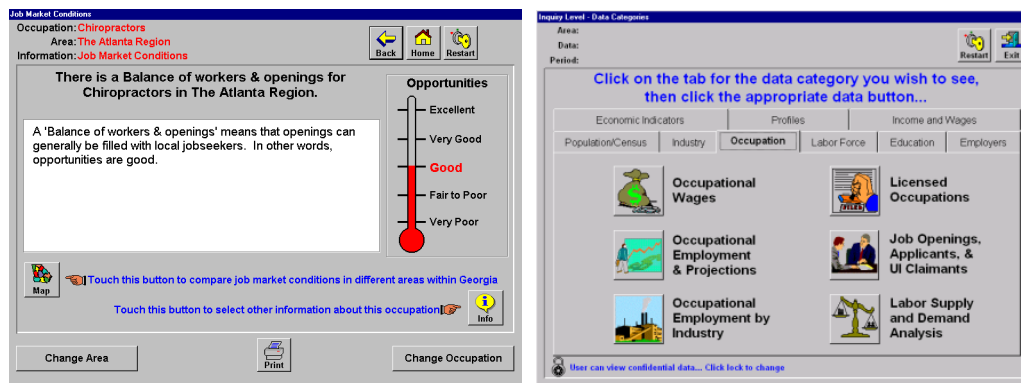
Ability to Create and Manage Complex Interfaces – Our development team includes experienced interface specialists. Mission-critical batch and web service interfaces have been developed and are currently managed by our specialists.

Proven Project Management & Implementation Methodology to Meet Schedules – Geographic Solutions will utilize a proven project management methodology assuring DEO of successfully implementing the system on time, and on budget. Geographic Solutions' Rapid Integrated Development (GRID) methodology has been refined over several years of successful project delivery. GRID is an adaptable process framework and project management methodology that covers all the phases of a project necessary for rapid integrated development, change control, and deployment.

Staff Training and Support Services – The Geographic Solutions training staff have 18 years of combined experience training workforce professionals from all over the country. Our training team is skilled at developing custom curriculum for train-the-trainer and direct staff training. Our documentation team develops comprehensive user manuals to help all user types efficiently use our products.

2.5 Company History with Similar Projects

Geographic Solutions first gained national attention in early 1994 by creating the world's first comprehensive labor market information system for the North Carolina Employment Security Commission. Known as the Human Resource Information System (HRIS), this system graphically displayed, manipulated, and analyzed economic and labor market information from both state and federal sources. The software was originally developed in FoxPro Version 2 using the latest multiple-window, event-driven technology. HRIS operated on both the Apple Macintosh operating system and Microsoft Windows Version 3.



Human Resource Information System (HRIS)

HRIS revolutionized the way that state and local labor market data could be used by job seekers, employers, policy makers, and researchers. For the first time, a wide variety of key information was easily accessible in one system. The success of HRIS resulted in Geographic Solutions subsequently adapting this system for agencies in other states, including:

- State of Georgia Department of Labor – Georgia QuickStats
- State of Minnesota Department of Economic Security – MnWEIS
- State of Iowa Workforce Development Department – PC-LMI

In early 1996, Geographic Solutions designed a new workforce development system called JobGuide for the State of Georgia Department of Labor. This software, unveiled publicly at the first Jett*Con Conference in Washington D.C. in 1996, represented a radical new direction for workforce systems. It introduced a simple, easy-to-use graphical interface that could be operated by job seekers having no prior computer experience.

The Georgia JobGuide presented easily accessible information that assisted individuals in understanding the total job market, identifying likely employers for their skills, and conducting effective, self-directed job searches. Developed exclusively using object-oriented Visual FoxPro for operation in a Windows 95 and

NT environment, JobGuide was originally designed to reside exclusively in touch-screen kiosks in unemployment offices and other government field offices throughout the state of Georgia. It has subsequently been deployed on workstations using a standard mouse configuration as well.

Geographic Solutions subsequently developed an Internet-based version of JobGuide for the State of Georgia Department of Labor as well as for the New Mexico Department of Labor, where the system was known as NMWorks (now LASER).

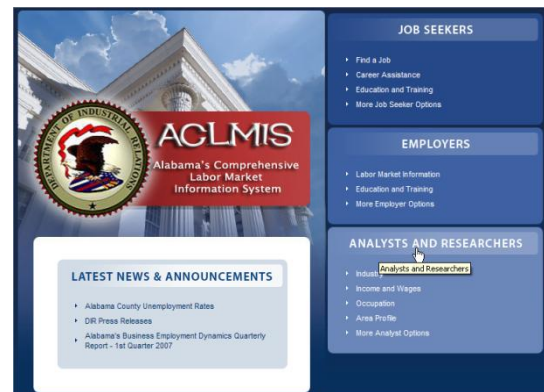
In the summer of 1996, Geographic Solutions applied its expertise in object-oriented development to create the most advanced and comprehensive workforce system seen at that time. The Florida Research and Economic Database (FRED) was developed for the State of Florida Department of Labor and Employment Security. This system provided a single one-stop source for demographic, economic, and labor market information for the state. The system was designed on the premise that people seeking demographic, economic, and labor market information have a wide variety of requirements – ranging from the researcher seeking detailed information on trends in labor cost to the “man on the street” looking for the average wage for an occupation in a specific area.

Now part of the Florida Department of Economic Opportunity and rebranded as FREIDA, this system graphically displays, manipulates, and analyzes a broad range of information from state, local, and federal sources. This database includes population and income figures, industrial and occupational wage statistics and projections, annual and monthly employment and unemployment figures, employment service applicants’ data, commuting patterns, employer data, and mass layoff statistics. Geographic Solutions also created an advanced version of FREIDA that is web based.

In October 1996, the U.S. Department of Labor’s Employment and Training Administration announced the preliminary version of a new standard database structure for storing labor market, economic, and demographic information. This normalized relational design became known as the America’s Labor Market Information System (ALMIS) database structure.

Prior to the official release date in April 1997, Geographic Solutions had already adopted this standard for all its workforce development products.

In June 1997, Geographic Solutions delivered the first Internet system using the ALMIS database structure to the State of Washington Employment Security Department. Known as Washington’s Interactive Labor Market Access (WILMA), this system combined functionality from our previous systems, such as the Florida Research and Economic Database (FRED) and the Georgia JobGuide, and provided access to labor market information on the Internet.



In September 1997, Geographic Solutions signed a contract with an association of 18 state employment security agencies from around the country known as the LMI Access Consortium. The Employment and Training Administration and National Occupational Information Coordinating Committee were affiliate partners in the LMI Access Consortium, and the Center for Employment Security Education and Research provided administrative support for this contract.

In February 1998, Microsoft Corporation and Advisor Publications, Inc. selected Geographic Solutions and WILMA as a finalist in the 1998 Visual FoxPro Excellence Awards. This competition was open to leading software developers from around the world, and WILMA was nominated in two award categories: Best Desktop Solution and Best Client Server Solution. Geographic Solutions was the first company to release products using ALMIS, a standard later adopted by all states. To date, Geographic Solutions has provided technical assistance in populating this database structure to more than 30 state agencies.

Impressed by the capabilities of systems developed by Geographic Solutions, such as the Georgia JobGuide and FRED, the consortium contracted with Geographic Solutions to supply a system that would provide user-friendly access to the ALMIS database in each of the 18 member states. Geographic Solutions delivered the following systems – all on or ahead of schedule and on budget:

- **MEDI:** Maine Department of Labor
- **VELMA:** Virginia Employment Commission
- **NEON:** Nevada Department of Employment, Training and Rehabilitation
- **NHnetwork:** New Hampshire Department of Employment Security
- **POLARIS:** Alaska Department of Labor
- **HILDA:** Hawaii Department of Labor and Industrial Relations
- **Idaho Works:** Idaho Department of Labor
- **INFORM:** Ohio Bureau of Employment Services
- **Arizona LMIAccess:** Arizona Department of Economic Security
- **NetWORKri:** Rhode Island Department of Labor and Training
- **VERIS:** Vermont Department of Employment and Training
- **TheSource:** Tennessee Department of Employment Security
- **California Labor Market Information System:** California Employment Development Department
- **OKIES:** Oklahoma Employment Security Commission
- **Discover Arkansas:** Arkansas Employment Security Department
- **Texas Workforce Information Network:** Texas Workforce Commission

In January 1998, Geographic Solutions created a breakthrough Internet site when it developed the Louisiana Occupational Information System (LOIS) for the Louisiana Department of Labor. This system combined the functionality of WILMA with an advanced Provider Reports System, allowing users to compare provider report information for two schools offering a specific program. For example, a user can compare factors such as tuition costs and program length. The system also includes a scorecard that rates each program an institution offers, displaying indicators such as the number of students who find employment and their average quarterly earnings.

In April 1998, Geographic Solutions delivered a new Internet site to the State of Alabama Department of Industrial Relations. Known as the Alabama Dislocated Worker System, the site serves individuals who have lost, or are about to lose, their jobs because of large permanent layoffs or plant closings. The site is also used by state personnel in their role of providing a “Rapid Response” to mass layoffs throughout the state.

In the dislocated worker system, individuals can research occupations, analyze their skills to find suitable occupations, and identify transferable skills to expand their search into other possible occupations. The system illustrates appropriate occupations, suitable training and employers, as well as current job openings. The site uses the latest U.S. Department of Labor, Employment and Training Administration’s O*NET (Occupational Information Network) database, which covers all aspects of the workplace, from the attributes of occupations to the characteristics of people who perform the job.

In June 1998, Virtual OneStop was introduced – a system specifically designed to fulfill the needs of local workforce development boards and one-stop offices. The system was composed of modules with universal access for job seekers, employers, and labor exchange services. In August 1998, the first Virtual OneStop was purchased by the Jobs and Education Partnership (JEP) Regional Board of Miami-Dade and Monroe Counties, Florida, and the South Florida Employment and Training Consortium.

In July 1999, Geographic Solutions was awarded a contract by the State of Florida Jobs and Education Partnership to develop a state-of-the-art Provider Information System that would meet the requirements of the Workforce Investment Act (WIA) of 1998, the State of Florida Strategic Five-Year State Workforce Investment Plan for Title 1, and the Wagner-Peyser Act.

The system was a single integrated performance information system that assembled employment, occupation and performance information from all of the state’s workforce development partners. The system maximized consumer choice, allowing an adult interested in advancing his or her career, regardless of income, to do so. Job seekers such as low-income adults, including welfare parents, disadvantaged youth, unemployed or displaced workers, and others willing to learn and work, were able to access high quality provider information.

Since that time, Virtual OneStop has evolved into the only integrated web-based system in the country that encompasses a comprehensive suite of solutions for fulfilling the requirements of Labor Exchange, Labor Market Information Display, Case Management, One-Stop Services, the Workforce Investment Act (WIA), the Wagner-Peyser Act, and other workforce-related programs. Our customers are vast, ranging from heavily populated states and metropolitan areas to remote, sparsely populated regions.

In 2000, Geographic Solutions produced the first state system to fulfill the requirements of the WIA and Wagner-Peyser Act when we completed Phase II of DC Networks for the District of Columbia Department of Employment Services. DC Networks serves all job seekers in the metropolitan DC area.

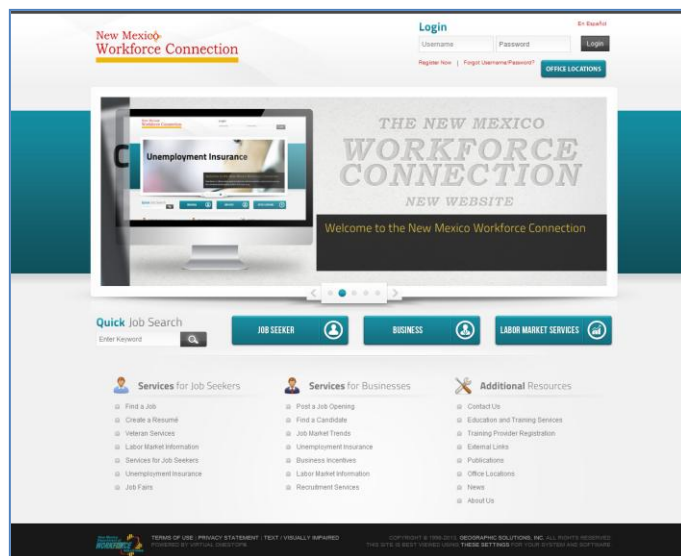
The Virtual OneStop software is consistently maintained and updated to produce the federally mandated WIA and Wagner-Peyser reports, and is adapted to support the revised Common Measures introduced in 2005, as well as WIA Reauthorization.



DC Networks offers a full complement of online services for agency staff, case managers, and career counselors – including common intake, eligibility determination tools, referrals, case management information, placement data, scheduling tools, client tracking, and follow-up utilities. DC Networks replaced the District’s ODDS / ENDS mainframe employment service system and legacy JTPA systems. Geographic Solutions has written custom programs to import legacy data including participant information, job orders, referrals, and services from the District’s mainframes. The DC Networks system integrates and interfaces multiple agencies, partners, and programs, including Employment Services, Unemployment Insurance, Welfare to Work, and Vocational Rehabilitation.

Similar to DC Networks, the Louisiana Works Virtual OneStop (LAVOS) is a comprehensive one-stop operating system providing services to multiple agencies and partners in all of the state’s workforce development boards. Geographic Solutions and the Louisiana Department of Labor collaborated to deploy LAVOS in April 2001. The company has continually enhanced the system since that time. LAVOS is responsible for providing all Self-Service One-Stop Access, Integrated Case Management, Common

Intake and Labor Exchange for the State of Louisiana Department of Labor and all Louisiana local Workforce Investment Boards. The system serves employers, job seekers, and individuals seeking benefits in all parishes and workforce boards in the state.



In August 2001, the Job Service of North Dakota awarded a contract to Geographic Solutions, in conjunction with Oracle Corporation, to provide a customized One-Stop Delivery System for the state. The project included the design and development of a statewide self-service one-stop and labor exchange system. In February 2003, Geographic Solutions and Oracle fully implemented the software customization of the project and delivered the system to its users.

In June 2002, the State of New Mexico Department of Labor contracted with Geographic Solutions for a comprehensive state system using existing legacy data and incorporating self-service, labor exchange,

Wagner-Peyser reporting, WIA case management, financial tracking, and WIA reporting functions. The New Mexico Workforce Connection's Virtual OneStop system provides services for 28 locations throughout the state.

The project's timeline was 90 days for the initial phase, and the system was implemented on schedule. Geographic Solutions' project managers and analysts met regularly for Joint Application Design sessions to ensure that requirements were met. The development team wrote data processes to import/export information from mainframe systems in order to populate the system with historical data. By adapting Virtual OneStop to the New Mexico Department of Labor's business requirements, Geographic Solutions deployed a customized workforce development system that continues to fit the state's needs.

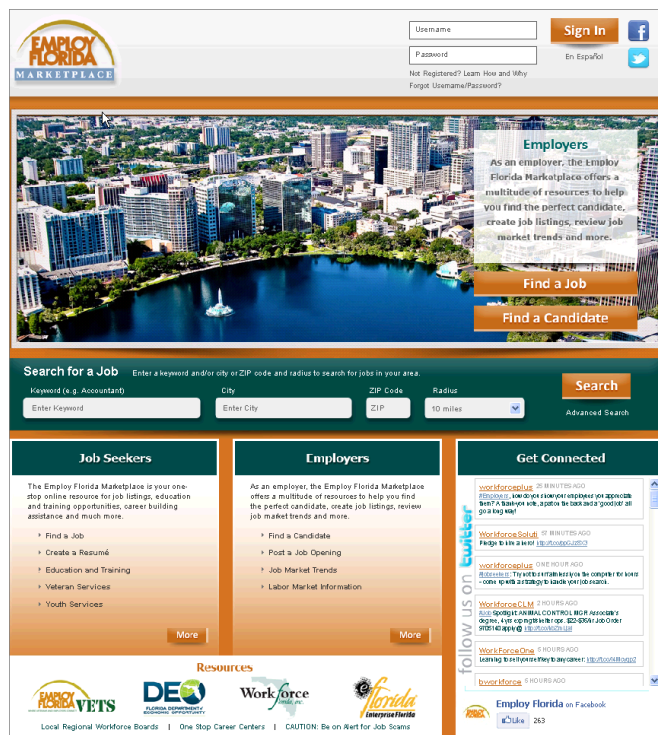
Local workforce regions also rely on Virtual OneStop labor exchange to match job seekers and employers. From coast to coast, regions including Monterey, California; Santa Cruz, California; Cobb County, GA; and Central Alabama are using the system to provide labor exchange services in their diverse economic regions. In total, Virtual OneStop now provides labor exchange services in more than 25 local regions in the country.

Geographic Solutions contracted with the State of Utah in 2004 to deploy the VOSJobs® comprehensive employment search tool. Development on Utah's VOSJobs system began in May 2004, and the site went live in October of that year. Utah selected VOSJobs to integrate and enhance their state website. Since Utah's system debuted, thousands of jobs from a variety of employment banks and corporations have been spidered off the Web, making them immediately available to job seekers in the state.

In January 2003 Geographic Solutions combined Virtual OneStop and Labor Market Information products to produce the Workforce Development Component Library. Geographic Solutions released Version 7.0 of this library in July 2005. Version 7.0 incorporated a new proprietary job search technology that used "Database Intelligence" techniques to allow the user to rapidly search jobs from a variety of Internet-based job sites based on comprehensive criteria. Using this state-of-the-art mechanism, the user could scan through tens of thousands of jobs in seconds.

Geographic Solutions was selected to provide labor exchange for the State of Florida. The Employ Florida Marketplace system went live on March 1, 2005. Since then, there have been more than 3 million referrals to external jobs made through Employ Florida Marketplace and more than 11 million jobs have been displayed on the system. The Employ Florida Marketplace provides all labor exchange and employment service functions, including the tracking of referrals and services, and performance reporting. The system has averaged more than 300,000 jobs in the state of Florida at any one time until the onset of the recession. At this time there are over 666,000 jobs listed in the state.

The system provides capability well beyond a simple keyword search, permitting the user to provide multiple criteria, including occupations, industries, skills, and more. A user can conduct a search for suitable careers based on a direct analysis of the latest Employment and Training Administration (ETA) and Bureau of Labor Statistics (BLS) labor market information, together with a match to the skills posted on job orders and a self-service career analysis.



Other new developments included the Individual Employment Plan/Individual Service Strategy and expanded outcome forms. Version 7.0 also included compatibility with federal Common Measures reporting.

Comprehensive development of the skills matching process was a helpful new tool in the system. The application included a system of over 2,500 job-specific skills linked to the latest O*NET data. Geographic Solutions is the first company to take the integrated skills one step further by classifying the skills into user-friendly categories. Individuals may efficiently choose skills from 14 wide-reaching categories, including General, Skilled Trades, Computers and Mathematics, Management, and others. Now, experienced workers, newly separated veterans, and others can identify their transferable skills and use them to explore careers and look for jobs. Individuals may also search for skills by entering “lay titles” without any prior knowledge of skills classification.

For staff, the skills matching tools allows them to create and modify job skill sets for individuals who are looking for jobs in the system. Additionally, staff members who work with employers can now create or modify skill sets to match an employer’s job order, resulting in candidate searches based on appropriate skills.

To effectively manage the system’s resumés, an improved Manage Resumé/Candidate Ranking function was created to add ranking for resumé searches. Search results are ranked based on selections of Required, Desired, and N/A (Not Applicable) experience levels and other criteria. Candidate resumés that match or exceed the specified criteria are displayed and ranked accordingly.

The State of Alaska implemented the Virtual OneStop solution in February 2005 to provide online services to job seekers and employers and manage their Wagner-Peyser program. The Alaska Labor Exchange System (ALEXsys) marked the first time the state specifically provided services to remote areas in the state where service centers were not available.

In 2006, Geographic Solutions released Version 8 of the Virtual OneStop system, utilizing the latest .NET programming language to increase system performance and design capabilities. Version 8 included significant development for employer recruitment management. It let employers rank candidates based on job order requirements, and add notes to an applicant’s files for future reference. Favorite candidates could be saved to a folder in the Recruitment Plan Profile, allowing employers to sort them by type of job.

These tools proved to be extremely efficient for smaller employers who typically don’t have recruitment management database tools. Similarly, Version 8 streamlined the job search options for individuals, with a quick search option to search for jobs based on keyword, occupation, salary, or date of job posting. Individuals could also review and manage their job applications efficiently in a Job Applications section of their individual Employment Plan profile.

With Version 8, changes to the staff section also streamlined the overall workflow process of Wagner-Peyser functionality. At a state’s discretion, a Wagner-Peyser application could be automatically generated by the system for newly registered self-directed users, or a Wagner-Peyser Wizard could help staff quickly complete the registration process. A summary screen highlighted all activities and programs an individual was participating in. A My Reports option gave staff the ability to



save reporting filter options for future reporting needs, and an Ad Hoc Query Analyzer gave States the ability to create custom reports on any data in the system.

In July 2006, the State of Hawaii was the first state to implement Version 8 of the Virtual OneStop system. The state chose the system for its capacity to provide online employer and job seeker services as well as its ad hoc reporting capabilities for local workforce offices. Experiencing low unemployment, the HireNet Hawaii system was designed to advertise jobs locally and abroad, to bring Hawaiians home. After only a short period of time, employers remarked how useful the system was and have been very vocal in their enthusiasm.

Version 8.1 of Virtual OneStop was released in late 2006, with enhanced functionality for staff. The release featured a significantly enhanced version of the Virtual OneStop fund tracking system. The new transaction-based system tracked funds and participant expenditures, and included interface capability to multiple statewide financial systems. The system debuted with its release for the State of Wyoming in November 2006.

In January 2007, Employ Florida Marketplace was upgraded to Version 8.1 of Virtual OneStop. This upgrade included a large conversion of legacy data, including over 3 million individual and more than 60 million Wagner-Peyser records. This robust system is widely used in Florida, averaging over 120,000 unique visits on busy week days. The third quarter of 2007 also saw the Commonwealth of Virginia adopt Version 8.1 of Virtual OneStop to provide an integrated solution for both Wagner-Peyser and WIA case management and for advanced labor exchange.

Version 9 of Virtual OneStop was put into production in October 2007 for the State of South Carolina. This version contained an enhanced Resumé Builder, address standardization, and use of the O*NET 12 database. With growing industry concern over the security of data in online resumé banks, several important features were added to Virtual OneStop to keep email addresses private, and control the integrity of employers and jobs being entered in the system.

Version 9 of Virtual OneStop was released in January 2008 in North Dakota, and included enhanced functionality for staff. An advanced Common Intake Wizard combined all programs managed within the system to speed up registration and enrollment into multiple programs simultaneously. North Dakota also adopted the WTP federal program as part of their case management system, as well as an enhanced version of TAA.

The State of Indiana chose Virtual OneStop for a state-of-the-art Job Matching System. The solution included the conversion of all labor exchange data (applicants, employers, job orders, services etc.) from the state's Oracle-based legacy system as well as real-time interfaces with the state's Unemployment Benefit system and Case Management System. The new Indiana Job Matching System went live on June 30, 2008.

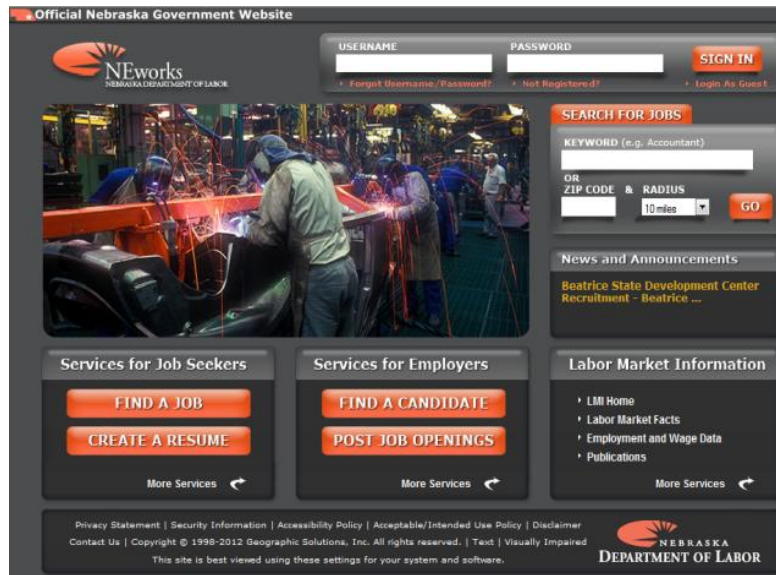
The next state to adopt Version 9 of Virtual OneStop was the State of New Hampshire. This system was also a job matching system. The New Hampshire site went live on March 30, 2009.

In the summer of 2009, all client sites were modified to track and report on training and employment services funded by the American Recovery and Reinvestment Act. This time sensitive upgrade was a significant effort which included weekly client conference calls with the national user community to effectively communicate the system modifications and deployment plans.

In December of 2009, the America's Labor Market Analysis (ALMA) system, a national labor market information analysis tool, was deployed, as a subscription service to specific users in Florida and California. ALMA uses transactional data, including advertised jobs data, and traditional surveyed LMI data from the Workforce Information Database (WID). It combines Geographic Solutions' years of historical data into a nationwide database of real-time current and historical labor market information.

In spring 2009, Version 10 of Virtual OneStop was released beginning with the State of Illinois and the State of Rhode Island. Geographic Solutions was selected by the State of Rhode Island to provide its new labor exchange and automated case management and reporting system.

Version 10 contained many new features and functionalities, including a more versatile Résumé Builder that allows individuals to save time by uploading their existing résumés; additional search features and job information for candidates conducting a job search; more detailed information on potential candidates for employers reviewing the best applicants for their job orders; incorporation of In Demand occupation lists to inform job seekers and employers of occupations that are highly sought in the marketplace; and a more streamlined tabular design that made tasks and searches user-friendly and fast.



Version 10 greatly expanded the use of real-time LMI, which uses transactional data from spidered jobs as an additional source for labor market analysis, and displays both current and historical data to both the job seeker and employer. All of our state and local customers have been upgraded to Version 10 as part of our maintenance agreements.

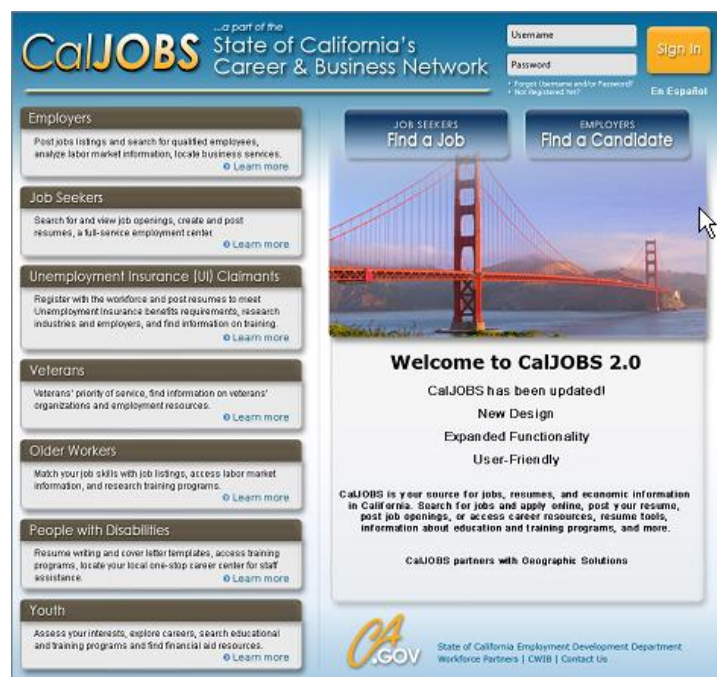
Version 10 of the Employ Florida Marketplace (www.EmployFlorida.com) ranked number one out of 559 systems in the United States Department of Labor's "Tools for America's Job Seekers Challenge". Geographic

Solutions' National Job Board, *America's Virtual OneStop*[®] (www.Americasvos.com), was ranked third.

In April 2010, the South Carolina Department of Employment and Workforce was formed to replace the South Carolina Employment Security Commission. This agency selected Virtual OneStop to replace AJLA for Wagner Peyser services and create an integrated workforce development system with their existing WIA and TAA case management system. This combined system went live August 28, 2010.

The Version 11 release of Virtual OneStop provided improved overall usability and enhanced system features such as multiple employer login, employer contact audit history, significant design changes in the fund tracking module, improved print capability for federal programs (e.g., WIA and TAA), and more.

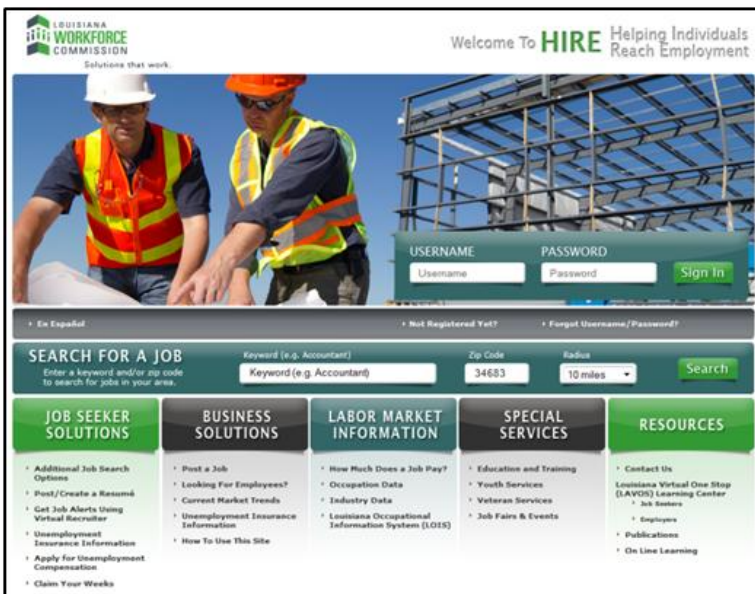
The State of Nebraska Virtual OneStop system was developed on the Version 11 platform and went live in October 2010. Nebraska awarded Geographic Solutions the contract to furnish, install, configure, and support a comprehensive, integrated workforce case management and reporting system. Since then nearly all other Virtual OneStop clients have



upgraded to Version 11 of the system, including the state of Florida.

The state of California's Employment Development Department (EDD) contracted for the first installation of Version 12 of Virtual OneStop. This system went live at the beginning of 2013. Version 12 introduces new levels of customer usability with friendly dashboards, widgets, user-configurable features and navigation, career networks, and many other upgrades intended to further enhance the ability of workforce agencies to provide efficient program services.

In 2011, Geographic Solutions launched our latest product - the Geographic Solutions Unemployment System® (GUS). Marking our entry into the unemployment insurance and tax arena, this product is designed to fully integrate with public workforce systems as they help states nationwide modernize legacy unemployment systems. GUS is designed for fast implementations that target assisting unemployment claimants to focus on reemployment, not just unemployment, while interfacing with a state's workforce system. GUS is also a complete unemployment benefits, appeals, and tax system that fully integrates with our Virtual OneStop workforce system or can be implemented as a standalone system much more quickly than other UI replacement systems since it does not have to be built from the ground up. Implementation projects for GUS are underway in Louisiana and New Mexico with the GUS Reemployment Exchange module.



The need for a modernized integrated workforce system and its importance in helping to lower the unemployment rate is being recognized throughout the country. The launch of the Louisiana HiRE system was lauded by state officials who recognized the immensely positive impact their successful implementation of our GUS solution would have on their communities.

Please see our company website for more information about our corporate qualifications and products:
www.geographicsolutions.com.

2.6 Organizational Structure

Geographic Solutions is a privately held S Corporation that is incorporated in the state of Florida. We have extensive experience designing and developing Web-based workforce development systems. The firm has more than 20 years of successful, professional experience creating comprehensive workforce information management and reporting systems with requirements like those set forth in this RFI.

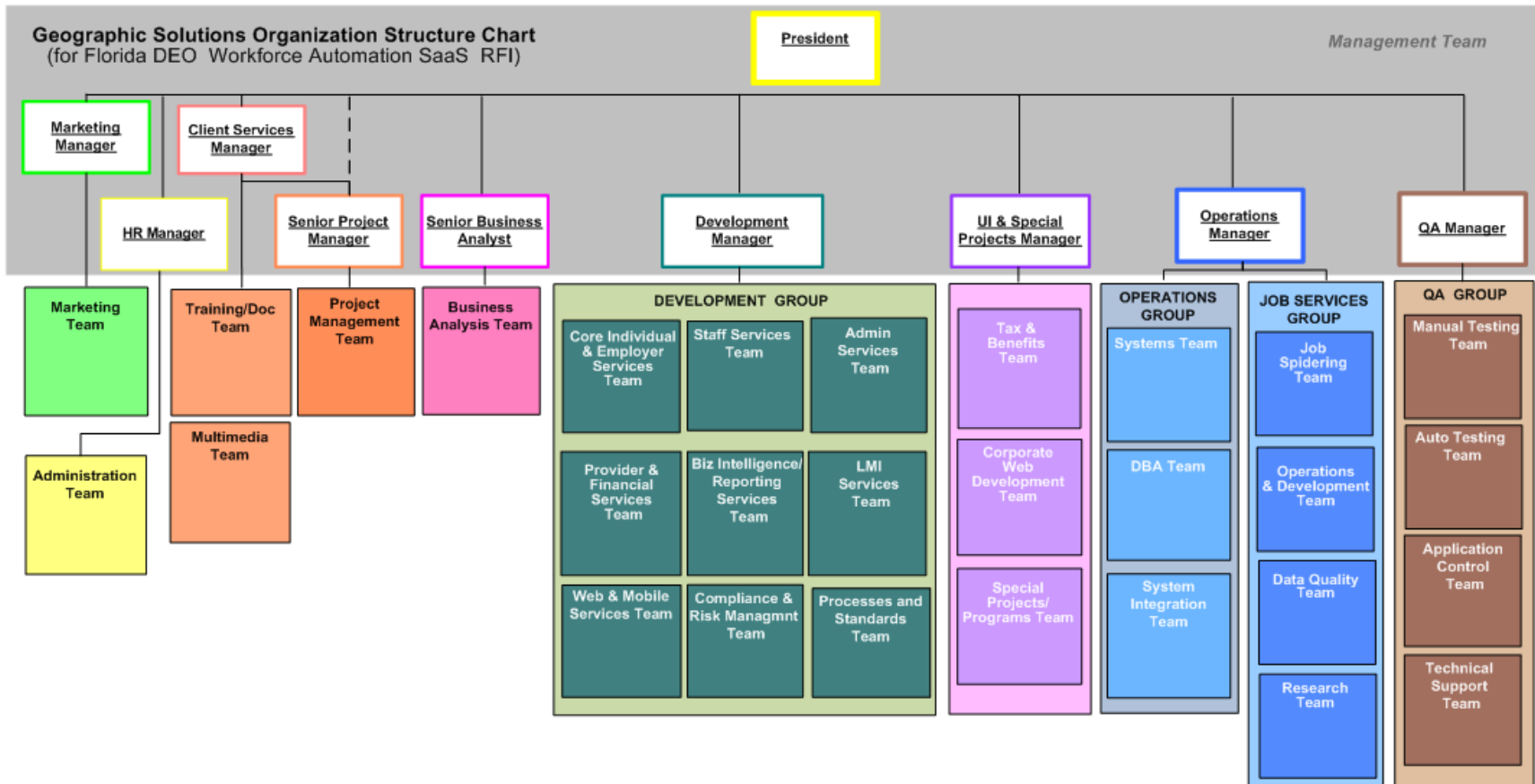
Geographic Solutions was established in 1992 and incorporated in January of 1994. Our Corporate and Technical Offices are located in Palm Harbor, Florida — just west of Tampa. Our western office with technical facilities is located in Salinas, California. The table below lists additional information for the company:

Geographic Solutions Company Overview	
Formal Company Name	Geographic Solutions Inc.
Physical Address	1001 Omaha Cir., Palm Harbor, FL 34683
Corporate TIN/FEIN	59-3217769
Phone	727-786-7955
Fax Number	727-786-5871
Toll Free Number	888-710-4867
DUNS; D&B Credit Rating	965758758; 4A1
Corporate Status	Corporation
Date of Incorporation	January 3, 1994
State of Incorporation	Florida
Business Locations	Headquarters: 1001 Omaha Cir., Palm Harbor, FL 34683 Regional Office: 234 Capitol Street, Suite A, Salinas, CA 93901
Number of Employees	175+
Number of Active Government Clients or Customers	26 Statewide Virtual OneStop and Labor Market Information clients 29 Local Workforce Board clients

Geographic Solutions' organizational structure demonstrates a deep understanding of the workforce, employment, and training industry. This is our core, and only, line of business, which means that we have a vested interest in ensuring that our products remain responsive to the needs of our industry and our clients. The following chart illustrates our organizational structure.

Geographic Solutions' only business is Workforce Development and Labor Market Information systems. All of our clients are state or local government workforce development agencies. This focus enables Geographic Solutions to constantly improve our expertise in these areas without diverting resources to other fields of interest.

Our unparalleled experience providing employment-related solutions, our extensive experience implementing integrated workforce systems, our successful track record providing re-employment solutions, and our superior technical support, together make Geographic Solutions the perfect partner for the state: a partnership with experience, working together to implement a modern workforce system on-time and on-budget.



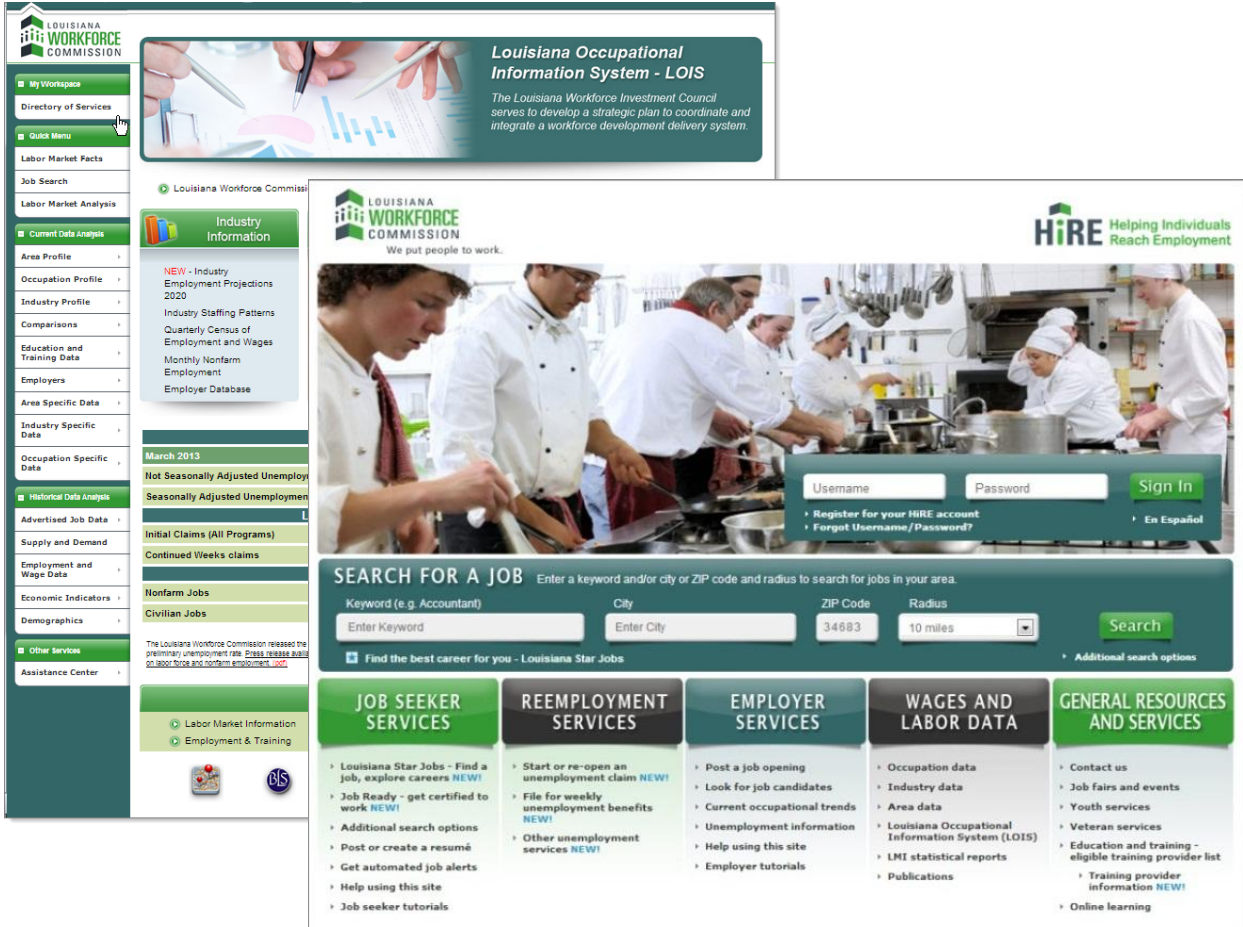
Geographic Solutions' Structure is Focused on Developing and Delivering Workforce Solutions

2.7 References

Contact information of each reference: Name, title, phone number and email address

The following references are provided as examples of other state clients with implementations having requirements similar to those of Florida.

2.7.1 State of Louisiana



The screenshot displays the Louisiana Workforce Commission website. On the left is a navigation menu with categories like 'My Workspace', 'Directory of Services', 'Quick Menu', 'Labor Market Facts', 'Job Search', 'Labor Market Analysis', 'Current Data Analysis', 'Historical Data Analysis', and 'Other Services'. The main content area features a banner for 'Louisiana Occupational Information System - LOIS' with a description: 'The Louisiana Workforce Investment Council serves to develop a strategic plan to coordinate and integrate a workforce development delivery system.' Below this is a 'HIRE' section with the tagline 'Helping Individuals Reach Employment' and a 'Sign In' button. A 'SEARCH FOR A JOB' section includes input fields for keyword, city, ZIP code, and radius, along with a 'Search' button. At the bottom, there are five service categories: 'JOB SEEKER SERVICES', 'REEMPLOYMENT SERVICES', 'EMPLOYER SERVICES', 'WAGES AND LABOR DATA', and 'GENERAL RESOURCES AND SERVICES', each with a list of available services.

Louisiana HiRE and LOIS Home Pages

Client: Louisiana Workforce Commission, Office of Workforce Development

Address: 1001 North 23rd St., Baton Rouge, LA 70802

Contact Name: Ms. Kelly Ebey

Title: Deputy Director, Workforce Development

Contact Phone: 225-342-2185

Fax: 225-342-0209

Email: kebey@lwc.la.gov

Development Framework: Geographic Solutions Component Library

Description:

<https://www.louisianaworks.net/hire/vosnet/Default.aspx>

Geographic Solutions developed the Internet-based Louisiana Works Virtual OneStop for the state's Department of Labor in 2001, and upgrades have been successfully installed every year to enhance service components and reporting.

The system provides all self-service one-stop access, integrated case management, Common Intake, and labor exchange services for the state of Louisiana Department of Labor and the state's local workforce investment boards. Programs managed through the system include WIA, Wagner-Peyser, and TAA, as well as individual funds tracking.

The Louisiana Works Virtual OneStop, now rebranded as Louisiana HiRE, replaced the state's ODDS / ENDS mainframe employment service system and legacy JTPA systems. Geographic Solutions developed custom programs to import legacy data, including participant information, job orders, referrals and services from the state's mainframes. The system serves employers and providers as well as individuals seeking benefits in all parishes and workforce boards in the state. The approximate population served is 4,372,000, with 18 WIBs and 60 career solutions centers/offices.

Geographic Solutions also provides the state's labor market information system, the Louisiana Occupational Information System (LOIS), which is integrated with the Louisiana HiRE workforce system.

In March, the Louisiana Workforce Commission, in partnership with Geographic Solutions, officially launched Phase I of the groundbreaking integrated system as part of its newly branded Helping Individuals Reaching Employment (HiRE) initiative. Phase I provides unemployment insurance claimants with open and available jobs that match their work history and location and monitors whether claimants are fulfilling work search requirements. The site also gives workforce staff the ability to track claimants' efforts and offer assistance and guidance, as needed.

Phase II involves implementing the complete GUS UI benefits system in 2014.

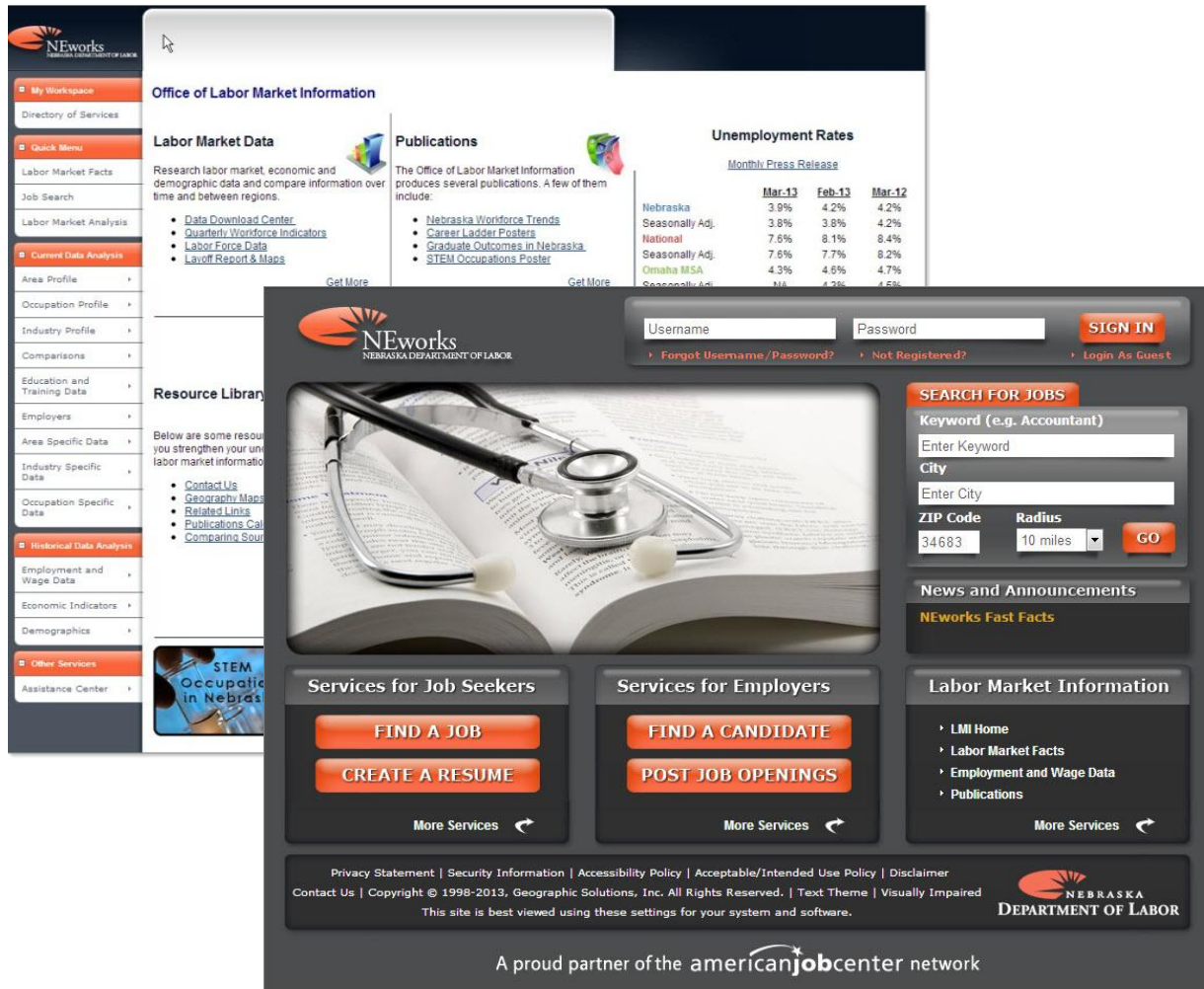
For Louisiana projects, Geographic Solutions delivered analysis, business planning, detailed design and implementation of custom software, and system documentation.

Components: Case Management & Reporting, Individual Fund Tracking, Services for Employers, Services for Individuals, Services for Providers, Assessments, Labor Exchange, ScanCard Client Tracking, Labor Market Information Analyzer, Consumer Reporting System, WorkKeys, VOScan, VOSJobs

Programs Managed: WIA, Trade Act, Wagner-Peyser, LMI

Interfaces: Unemployment Benefit Claimants, UI Wage Data, Job Central, WID

2.7.2 State of Nebraska



Office of Labor Market Information

Labor Market Data
Research labor market, economic and demographic data and compare information over time and between regions.

- Data Download Center
- Quarterly Workforce Indicators
- Labor Force Data
- Layoff Report & Maps

Publications
The Office of Labor Market Information produces several publications. A few of them include:

- Nebraska Workforce Trends
- Career Ladder Posters
- Graduate Outcomes in Nebraska
- STEM Occupations Poster

Unemployment Rates
Monthly Press Release

	Mar-13	Feb-13	Mar-12
Nebraska	3.9%	4.2%	4.2%
Seasonally Adj.	3.8%	3.8%	4.2%
National	7.6%	8.1%	8.4%
Seasonally Adj.	7.6%	7.7%	8.2%
Omaha MSA	4.3%	4.6%	4.7%
Seasonally Adj.	NA	4.2%	4.5%

Resource Library
Below are some resources you can use to strengthen your understanding of labor market information.

- Contact Us
- Geography Maps
- Related Links
- Publications Call
- Comparing Sources

SEARCH FOR JOBS
Keyword (e.g. Accountant)
Enter Keyword
City
Enter City
ZIP Code: 34683 Radius: 10 miles **GO**

Services for Job Seekers
FIND A JOB
CREATE A RESUME
More Services

Services for Employers
FIND A CANDIDATE
POST JOB OPENINGS
More Services

Labor Market Information

- LMI Home
- Labor Market Facts
- Employment and Wage Data
- Publications

More Services

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 This site is best viewed using these settings for your system and software.

NEBRASKA DEPARTMENT OF LABOR
 A proud partner of the americanjobcenter network

NEworks and Labor Market Information Home Pages

Client: Nebraska Workforce Development, Department of Labor

Address: 550 South 16th St., Lincoln, NE 68508

Contact: Ms. Joan Modrell

Title: Director, Employment and Training

Contact Phone: 402-471-9948

Fax: 402-471-3050

E-mail: joan.modrell@nebraska.gov

Development Framework: Geographic Solutions Component Library

Description:

<https://neworks.nebraska.gov>

The Nebraska Department of Labor initiated a multi-phase contract for a new workforce system in 2010. Phase I provided a labor market information system and went live on schedule April 30, 2010, as a full LMI Version 10.05 website. Phase II replaced the legacy case management system and AJLA job

matching system. In October 2010, Geographic Solutions deployed a full workforce system for Nebraska, fully integrated with the Virtual LMI system.

This system is the centerpiece of the state's workforce delivery system, providing services for individuals, employers, and staff. It manages the WIA, Trade Act, and Wagner-Peyser programs. Geographic Solutions was the sole contractor for the project and was responsible for providing business analysis and system design, project management, software development and customization, system installation, training, system documentation, system and data administration, web hosting, technical support and maintenance, and legacy data conversion from multiple legacy systems.

The integrated NEworks system includes content-specific updates to Nebraska's website using the Content Publisher tool.

Components: Labor Exchange, Services for Employers, Services for Individuals, Services for Providers, Case Management & Reporting, Individual Fund Tracking, Labor Market Information Analyzer, Consumer Reporting System, VOSJobs, Data Assistant

Programs Managed: WIA, Trade Act, Wagner-Peyser, LMI

Interfaces: Unemployment Benefit Payment System (BPS), UI Wage Data, WID

2.7.3 State of Wyoming



Wyoming at Work and Labor Market Information Home Pages

Client: Wyoming Department of Workforce Services

Address: 851 Werner Ct., Casper, WY 82601

Contact: Ms. Jeanette Pickinpaugh

Title: ES Program Manager

Contact Phone: (307) 777-8650

Email: jeanette.pickinpaugh@wyo.gov

Development Framework: Geographic Solutions Component Library

Description

<https://www.wyomingatwork.com/>

The Wyoming Department of Workforce Service contracted Geographic Solutions to develop a web-based labor exchange system called Wyoming at Work. Wyoming was unique in that it had a high demand for jobs outside the skill sets of job seekers in the state. Employers had specific industrial job

postings (e.g., oil refining and machinery) that matched the skill sets of job seekers in other states, states with high unemployment rates for these qualified individuals (e.g., Ohio and auto industry workers).

For Wyoming, Geographic Solutions developed a system that could display job postings that are easily viewed, searched, and applied for by job seekers in other states.

The state of Wyoming contracted for a complete replacement of its existing system, which was being turned off on a specified date. The new system was developed and went live within six months, including all job seeker, employer, case management, and reporting modules. The system was fully active without any delays, and was delivered on time and within budget.

Throughout the contract period, upgrades and enhancements have been implemented successfully to increase the original system's capabilities. For example, enhancements in 2007 included the addition of the *Trade Adjustment Assistance (TAA)* module.

Additional improvements include enhanced features for individuals (job searching, Resumé Builder, Virtual Recruiter, and search history functions); improved features for employers (candidate/resumé searching, candidate/resumé details, and referral/applicant information); more job description details (e.g., Green Jobs); and better capabilities for staff (improved case management summary controls, program and status controls, and auditing and document scanning).

Components: Case Management & Reporting, Advanced Individual Fund Tracking, Services for Employers, Services for Individuals, Labor Exchange, VOSJobs

Programs Managed: WIA, Trade Act, Wagner-Peyser

Interfaces: Unemployment Insurance, UI Wage Data, Job Central, Accounting System

3 Enabling Technology for More Flexible, Responsive Workforce Business Processes

DEO is also interested in responses from vendors with contemporary enabling technology that can be applied to the Workforce business processes to create a more flexible and responsive environment

This section is redacted as it is considered confidential as described in Florida Statute 812.801.

4 Additional Information Useful to DEO for This RFI

Any other information that vendors want to supply in response to this RFI

Additional considerations that are valuable in selecting a vendor for the Florida system are provided below.

4.1 Hosting

Geographic Solutions' high speed hosting service insures rapid response times. With Geographic Solutions hosting services no hardware or third party software purchases are required. There is no requirement for a webmaster, system administrator, programmer, or database expert. Our IT staff provides all support, database services and system updates.

4.1.1 Hosting Facilities and Equipment

Employ Florida can serve tens of thousands of concurrent users. To accommodate this demand, Geographic Solutions uses a dedicated server configuration, rather than sharing a server with other applications. We maintain this dedicated server setup at our secure hosting facility. To achieve maximum performance, separate servers are used for storing the backend database (data servers) and for accessing the Internet (Web servers). Geographic Solutions uses high-end Dell high-speed Clustered Data Servers with EMC detached Storage Area Network (SAN) disk arrays. These systems use fiber optics communications between multi-channel disk controllers and a mix of fiber channel and flash drives for maximum speed and efficiency. This network can scale in performance to handle large volumes of client requests without creating unwanted delays.

Systems that support mission-critical applications such as Employ Florida must run 24/7/365. For this reason, full redundancy shall be provided for all of the production servers. Active/passive clustering is used to enable multiple database servers to be managed as a single system for redundancy, high availability, and manageability.

4.1.2 Location

The Employ Florida application, reporting, data storage, user interfaces, business rules, data exchange, and security functionality is hosted in a state-of-the-art technical facility in Tampa Florida. This provides fast access to users in Florida, as fewer connections are required to access the servers. We would suggest that DEO require that the application be hosted in the state of Florida.

4.1.3 Environments

To ensure the stability of the production environment, Geographic Solutions maintains a separate isolated test/training environment. Dedicated websites and databases are established for training, testing, and user acceptance testing separate from the production systems. This provides proper operations and data segregation and prevents non-production users from corrupting production data or impacting the performance of the live system when training or testing is underway.

For the Employ Florida project, Geographic Solutions provides the following isolated environments:

- **Development** – a site for developers to perform unit and integration testing
- **Testing/QA** – a site for QA staff to perform system and regression testing as well as automated testing

- **User Acceptance Testing** – a site for DEO and its partners to test the system including specific fixes and changes
- **Staging** - a mirror of production data and code at time of last maintenance used for testing and diagnosing data issues as well as performance testing
- **Data Conversion** – a site to run conversion scripts and test converted data
- **Reporting** – a server containing a replicated copy of the live database up to 24 hours used for the purpose of running reports without impacting the performance of the production system
- **FTP** – a secure ftp site for exchanging data with DEO and its partners
- **Production** – the live site

To achieve maximum performance & redundancy for the production environment, we use clustered data servers and farmed load balanced web servers. We also use a single reporting data server to offload reporting traffic from the production data servers,

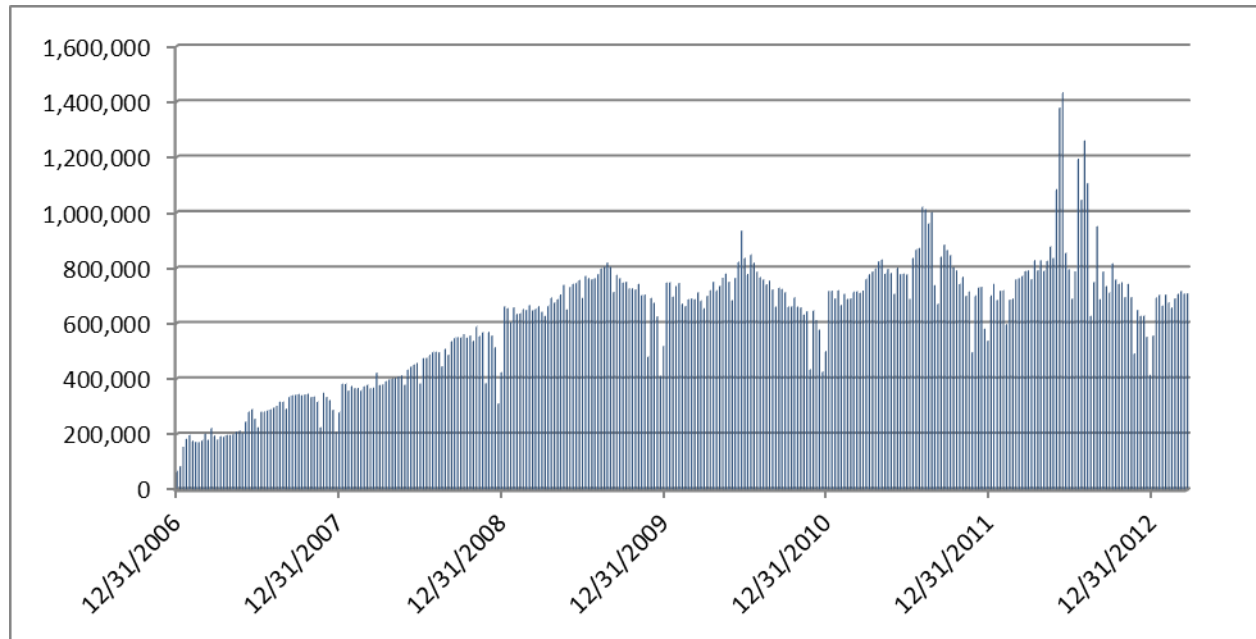
4.1.4 Disaster Recovery Site

Geographic Solutions maintains and supports a full-service disaster recovery and business continuity facility for Employ Florida in Sacramento California. This is a mirror of the production facility that is ready to assume the primary hosting responsibilities for Geographic Solutions essential production services should it become necessary.

Disaster recovery capability is ensured utilizing continuous data protection with EMC's RecoverPoint/SE product. The RecoverPoint/SE product is a hardware appliance and software solution that resides at both the disaster recovery facility and at the Production site. RecoverPoint/SE provides point in time Continuous Remote Replication (CRR) without impacting system performance. The EMC RecoverPoint/SE solution has the advantage that data is continuously replicated allowing full point-in-time data recovery.

4.1.5 Extensibility

It is important that the Employ Florida system is scalable and uses an architecture that ensures that as both the database and usage grow, the system will continue to perform. Since the launch of Phase IIIB of EFM in January of 2007, system usage has increased by 450% without the need for software upgrades/migrations or significant code reengineering. The Employ Florida site regularly exceeds 150,000 visits per day.



EFM Weekly Unique Visits since January 2007

4.2 Interfaces

The Employ Florida system currently supports the following data extracts, processes and interfaces with legacy systems:

- **Wagner Peyser, TAA and WIA Wage Request File** – Federal reporting process that creates files for State UI System to obtain UI and WRIS Wages
- **Wagner Peyser, TAA and WIA Wage Import File** – Federal reporting process to import wages from UI
- **WP Data Validation (Quarterly)** – Export quarterly federal reports data with Mathematica DRVS software
- **WIA Data Validation (Quarterly)** – Export quarterly federal reports data with Mathematica DRVS software
- **Quarterly WIASRD File for Federal Reporting** – Create text file to upload to DOLETA EBSS system
- **Quarterly TAPR File for Federal Reporting** – Create text file to upload to DOLETA EBSS system
- **UI PREP (WPRS) Import** – Importing profiled claimant information to track Worker Profiling and Reemployment Services (WPRS), and importing and automatically registering individuals who have filed for Unemployment Compensation benefits
- **UI Weekly Claimant Payments** – Import of Individuals who have been determined eligible to received Unemployment Compensation benefits and received a payment
- **UI Profiling and Re-Employment Services** – Export of Profiling and Re-employment services to UI Systems to provide information for the ETA 9048 and 9049 report and possible issues on UI claims
- **UI Claimant Status Indicators** – Import UI claimant status

- **State New Hire Data** – Import State new hire data
- **Workforce Information Database (WID) Data** – Import Labor Market Information including occupation projections and wage data
- **Job Listings from External Websites Import** – Import jobs from private job boards, corporate websites, non-profit organizations, newspapers, recruiters, education providers, and government agencies. Includes Monster and Career Builder, Job Central, and America's Job Exchange
- **Job Listing Export** – Export of selected internal job orders. Includes Job Central and America's Job Exchange
- **OSST import** – Import and automatically register TANF recipients
- **FETPIP Credentials** – Export credentialing information to State Department of Education (annual)
- **Brandt Surve Extract** – Export of information to third party for Customer Satisfaction Surveys
- **FL Quarterly PREP Extract** - Export of related to services provided for the PREP Participation run on a quarterly basis.
- **FL Placement Services** – Export of informaiton that is used to compile and publish the Governor's Report
- **FL Internal Job Counts** - Export of informaiton that is used to compile and publish the Governor's Report
- **FL EUC Import** – Importing Emergency Unemployment Compensation claimant information to track attendance in mandate EUC services. Importing and automatically registering individuals who have filed for Emergency Unemployment Compensation benefits
- **FL EUC Export** – Export of EUC Services
- **FL Fluid Exhaustee Import** – Import of UI claimants that have exhausted their benefits
- **FL UI Skills Scores Import** – Import of UI claimants skills scores
- **FL Daily Performance Report Export** - Export of informaiton that is used to compile and publish the Governor's job report

Note: *Some of these interfaces require customization to a specific state's legacy systems.*

4.3 Employ Florida Specialty Portals

The Employ Florida Marketplace offers various portals to serve special interest users. In February 2009, EFM launched the Silver portal (<http://silver.employflorida.com>) targeted to workers in the 50+ demographic. In May 2010, a veteran's portal (<http://veterans.employflorida.com>) was developed to match the state's military population with employers. Geographic Solutions responded to the Deepwater Horizon oil spill in the Gulf of Mexico by creating a Florida Gulf Recovery Jobs portal, which has since been retired. A fourth portal, highlighting the state's green jobs workforce, went live in late 2010: <http://greenjobs.employflorida.com/portals/greenjobs>

These portals are vital to their specific communities and need to be considered moving forward.