

ORACLE'S GENERAL TERMS

Oracle America, Inc is in receipt of the Request for Information #10-RFI-001-SS, dated October 16, 2009, (the "Request") issued by Florida Agency for Workforce Innovation ("you" or "your"). Oracle is pleased to have the opportunity to submit this proposal in response to the Request (the "Response"). The general terms applicable to the Response are as follows:

Please note that Oracle's Response is subject to these terms. If you disagree with these terms please return the Response to Oracle immediately and do not retain any copies thereof.

The general terms applicable to the Response are as follows:

1. Oracle has made reasonable efforts to accurately respond to the Request. The Response is based upon information that you have provided to Oracle. Since Oracle's interpretation of your requirements as expressed in the Request may differ from your intended or actual requirements, Oracle is unwilling to attach or incorporate the Request or the Response into any contract that may result between us. Nothing in the Response should be construed as a representation or warranty on behalf of Oracle and Oracle does not intend to create or imply warranties of fitness for a particular purpose, merchantability, performance, product, or product/platform or service availability, or any other representation or warranty. Oracle takes exception to any provision of the Request that purports to establish the contractual and legal terms under which Oracle will provide products or services to you; you should not construe, nor does Oracle consider, the Response to be legally binding upon Oracle. In the event of any inconsistencies between the text in the Response and this document, the text of this document best describes Oracle's position and shall take precedence over any inconsistency with the Response.
2. The documents that comprise the Response or supporting marketing literature that may be included as part of the Response may include the words "solution" or "partner". Oracle may use the word "solution" generally to describe Oracle's product or services offerings; Oracle does not mean to warrant or imply any Oracle product or services will solve your information management issues or any other problems. Likewise, Oracle may use the word "partner" in broad, general sense and does not intend to warrant or imply any legal relationship between Oracle and any third party.
3. Oracle contemplates that you will contract directly with third parties for any third party products or services desired by you. Oracle makes no warranty as to the performance or suitability of any such third party products or services. Additionally, Oracle assumes no responsibility for systems integration work or responsibility to act in the capacity as a prime or general contractor with respect to any products provided or services set forth in the Response.
4. The Response is valid until February 28, 2010 unless otherwise mutually agreed, in writing, by the parties.
5. Oracle takes exception to Section B.8 of the Request and states that you may retain copies of the proposal (except as may be stated otherwise in the Response) solely for the purpose of this evaluation. Oracle retains all rights provided under Federal law. Oracle does not transfer title to the intellectual property that is part of its Response. Oracle's Response is the copyrighted property of Oracle and no transfer of ownership is made.
6. Oracle takes exception to Section B.9 of the Request and states that it will not indemnify the State for any claims made against the State as the result of this Request or Oracle's.
7. Certain information contained in this Response is considered by Oracle to be proprietary and/or confidential to Oracle to the extent that such information is not currently available in the public domain. Subject to **Fla. Stat. ch. 119.01 - 119.19**, the information contained in this Response may be used solely in connection with the evaluation of the Response. To the extent that a claim is made to disclose confidential information contained in this Response, Oracle reserves the right to defend its confidential information against such claim. Subject to the **Fla. Stat. ch. 119.01 - 119.19**, you agree to (a) keep the information contained in this Response in strict confidence and not to disclose it to any third party without Oracle's prior written consent and (b) that your internal disclosure of the information contained in this Response shall be only to those employees, contractors or agents having a need to know such information in connection with the evaluation of the Response and only insofar as such persons are bound by a nondisclosure agreement consistent with the foregoing. You do not acquire any intellectual property rights in Oracle's property under the Response and you agree to comply with all applicable export control laws and regulations to ensure that no confidential information is used or exported in violation of such laws and regulations. You may make a reasonable number of copies of this Response for your internal distribution for use solely in connection with the evaluation of the Response to the RFP; otherwise you may not reproduce or transmit any part of this Response in any form or by any means without the express written consent of Oracle. By reading the Response, you have agreed to be bound by the

foregoing terms. If you do not agree to be bound by the foregoing terms, you must promptly return this Response to Oracle without reading further.

ORACLE AMERICA, INC.

PURSUANT TO SECTION B9 REDACTED COPY

[REDACTED PORTIONS BLACKENED]

OF

RESPONSE TO

FLORIDA AGENCY OF WORKFORCE
INNOVATION

FOR

10-RFI-001-SS

FEBRUARY 15, 2010

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"PLEASE READ THE PARAGRAPH BELOW BEFORE OPENING THIS RESPONSE."



ORACLE USA INC.

RESPONSE TO

FLORIDA AGENCY OF WORKFORCE
INNOVATION

FOR

10-RFI-001-SS

28 OCT, 2009

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Response Guidelines

Corporate Entity

This Response is being made by Oracle USA Inc., a wholly owned subsidiary of Oracle Corporation. All responses reflect information concerning Oracle Corporation (hereinafter referred to as "Oracle") except where otherwise indicated as being information of Oracle USA Inc. (hereinafter "Oracle USA Inc.").

Definition

Throughout this Response, the term "solution" refers to and is interchangeable with "approach" or "system." Solution is not intended to contractually bind Oracle to "solve" any issues or problems. It is intended to express the concept that an approach to your project has been well thought out and is the result of the use of our products, methods and experience.

Throughout this Response, the term "partner" refers to and is interchangeable with "ally" or "collaborator." Partner is not intended to contractually or legally bind Oracle to Florida AWI.

Response Validity

This Response shall remain valid until 28 Jan, 2010, unless otherwise mutually agreed, in writing, by Oracle and Florida Agency for Workforce Innovation.

October 28, 2009

Florida Agency for Workforce Innovation
Office of Procurement and Contract Administration
Caldwell Building
107 East Madison Street, Suite B-047
Tallahassee, FL 32399
Attn: Sonja Stokes

Ms. Stokes,

On behalf of the Oracle team, thank you for the opportunity to propose use of the Oracle Workforce System Solution (WSS) for the Agency for Workforce Innovation's UC Modernization initiative. This proposal, in response to the RFI, will provide you with the information you requested, clearly and to the point as you continue your investigation of potential solutions/approaches for your UC Modernization.

This response provides an overview of the various components of the Oracle WSS, and how those components can be used to address the functional areas identified in your RFI. We also took the time to read the Feasibility Study earlier this year and digest the Study before developing this response. One of the requirements identified in the RFI was particularly encouraging to the Oracle Team regarding our approach to help AWI. The current system has been in service for many years, so the Agency's goal for an 'integrated, adaptable, and scalable web-enabled information system that will support the entire UC program and its customers well into the future' speaks to the need for a solution that is flexible and configurable to meet the current requirements, but also ongoing changes over time. We look forward to showing AWI staff exactly how the Workforce System Solution enables this flexibility for change. Other themes that we have tried to integrate in our response as a result of the RFI, Feasibility Study and discussions with AWI staff include the following:

Oracle's Workforce System suite offers a comprehensive, integrated solution that addresses all the functional areas identified by AWI; select modules that complement our software suite and offer 'best of breed' functionality can also be incorporated with our solution for AWI due to the architectural capabilities of the solution; we have a focus on UC/UI

- **Emphasis on Self Service:** The Oracle approach for UC Modernization is web-based to encourage as much self-service for employers and employees as possible; by helping these groups to help themselves with enabling, comprehensive and easy-to-use systems we address a mandatory component of any good UC system

Making a difference sooner rather than later: the criticality of a full-featured, configurable and integrated case management and eligibility determination components for Adjudication, Audit and Appeals cannot be overstated; however, a solution to address the complete functionality outlined in the RFI must help Florida's unemployed get back to work with Job Matching, address Fraud and incorporate robust Workflow and Document Management

Working relationship with quality Partners/Systems Integrators who also understand the value proposition that Oracle's System Solution, and the configurability that comes with it



Referenceable users in this space; this speaks for itself

- Large projects such as Florida AWI's UC Modernization have challenges that must be mitigated with sound proven approaches that anticipate potential problems before they arise; we look forward to discussing our approach to ensure a successful implementation
- Domain expertise with staff who have been involved with UI-related projects in their former and current careers; this brings a practical approach to the potential and the pitfalls for the project that is mandatory for any large project

Oracle appreciates that the UC Modernization project is critical not only to AWI, but to those individuals and employers struggling with the current economic downturn. We are interested in helping Florida because we believe our approach to this project and the flexibility of our solution will truly be enabling technology to get individuals back to meaningful jobs and be a springboard for the Florida economy. We look forward to discussions with the Florida AWI team on our proposed approach for UC Modernization. Please feel free to contact me anytime if you have any questions or desire further information. I can be reached at (859) 381-7486 or via E-mail at douglas.kennedy@oracle.com.

Sincerely,

Douglas T. Kennedy
State of Florida CRM Sales Manager
Douglas.kennedy@oracle.com
(859) 381-7486
2502 Rocky Point Drive Suite 600 Tampa FL

A description of the respondent's ability to design and develop a UC replacement system or provide a COTS or transfer solution, the approximate time for development through implementation, conversion, support services, operations and maintenance, training and equipment needs.

Oracle understands AWI is about to embark upon a UC Modernization initiative that is highly visible, mission-critical project, with layers of complexity, constraints on resources, and a number of stakeholders. As such, AWI is seeking an experienced partner who has the ability to deliver a best-of-breed solution that includes robust software that is standards-based, with web services-enabled technologies, is flexible, scalable and adaptable to meet the needs of AWI vision and project objectives. Additionally, AWI seeking expertise to successfully implement an UI system by engaging a provider that clearly understands Modernization methodology and AWI unique requirements set forth within the RFI and the feasibility study. Oracle is the thought leader in Public Sector Social Services and the application of technology to address issues confronted by many health and human services agencies. We have a proven track record in delivering similar solutions to million of users across industries.

❑ **The Oracle Unemployment Insurance Solution Advantages**

- ✓ Multi-Channel solution platform promotes business process improvements
- ✓ Standard-Based Solution Breadth and Integration capabilities facilitate better integration with and strengthened emphasis on re-employment activities that lead to faster and better employment outcomes for claimants
- ✓ Business Driven Workflow Automation delivers high levels of process maturity and automation and drives down the cost of non-critical business functions and the processes and technology
- ✓ Robust Fraud Management capabilities prevent overpayments
- ✓ Modernization Implementation Methodology creates a culture that is receptive to change and proficient at driving implementation transformation.

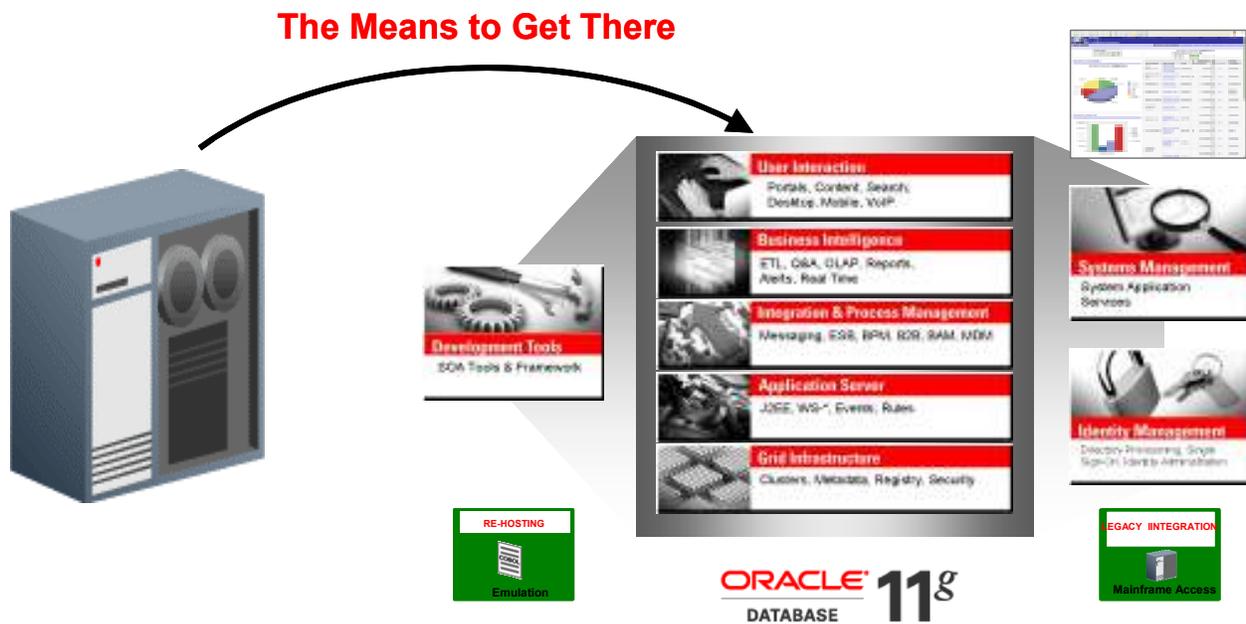
Oracle is a global leader in enterprise Commercial off the Shelf (COTS) based solutions across Public Sector, particularly in large, complex, integrated case management applications for Social Services customers. We can support both a full-scale technology renewal and replacement strategy or an incremental development approach based on your needs. Oracle has many implementations and a strong track record in complex integration environments and our solution drives risk, and cost out of the equation. In addition, our solution provides business insight with real-time analytics that are tied directly to the Unemployment Insurance application, allowing agency staff to drill down on case information, drive case activities and make better, more-informed decisions.

Our UC Modernization blueprint encompasses the following principles, supported by a roadmap depicted in the diagram below:

- Increase operational efficiencies by implementing an open, secured, flexible, and integrated UC technology, information, and business processes for UC Benefits and Appeals.
- Enable secured, real-time, and seamless access to claims data and pertinent information for internal and external stakeholders, partners, and the general public utilizing user-friendly search capability.
- Provide a system that is fully compliant with Federal and State regulation as well as Agency procedures and rules.

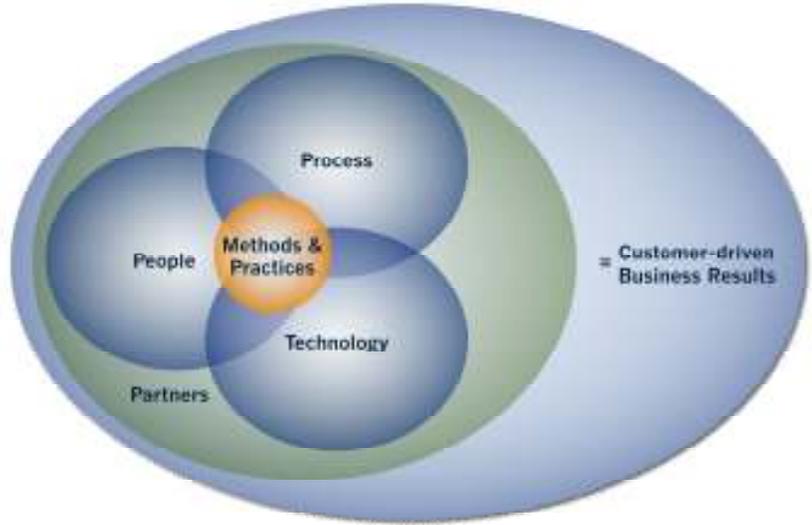
- Provide maximum agility from replacement applications by reducing total cost of ownership with a COTS solution that can be configured by approved program staff to adapt to changing agency and legislative requirements.

In addition, Oracle's solution enables AWI to use lower-cost hardware and software platforms. These computing platforms, based on more-modern hardware, Windows/UNIX/Linux operating systems, and industry standard software technology such as Oracle applications, databases, Oracle application servers, and Oracle process management engines, together form an application server and grid infrastructure—an interlocking grid of hardware, operating system, database, application server, and process management resources that act as a single, highly scalable unit. These grid computing platforms in turn are combined with service-oriented architectures (SOA) to create the next generation IT environment in which orchestrated application components and computing resources in multiple locations form a virtual environment with a single point of management, control, and access.



A Target UC Modernization Architecture

To implement the UC modernization blueprint, Oracle and our partners are the premier service provider focusing exclusively on the success of customers deploying Oracle technology and applications. With over 13,000 implementation specialists worldwide, Oracle offers unprecedented Oracle software implementation experience dedicated to maximizing the value of Oracle software and providing predictable business outcomes. Specifically Oracle has provided successful implementations in many projects focusing on turnkey public sector applications and technologies, utilizing industry-leading methodology to maximize results from People, Process, and Technology.



Approach to UC Modernization Requirements

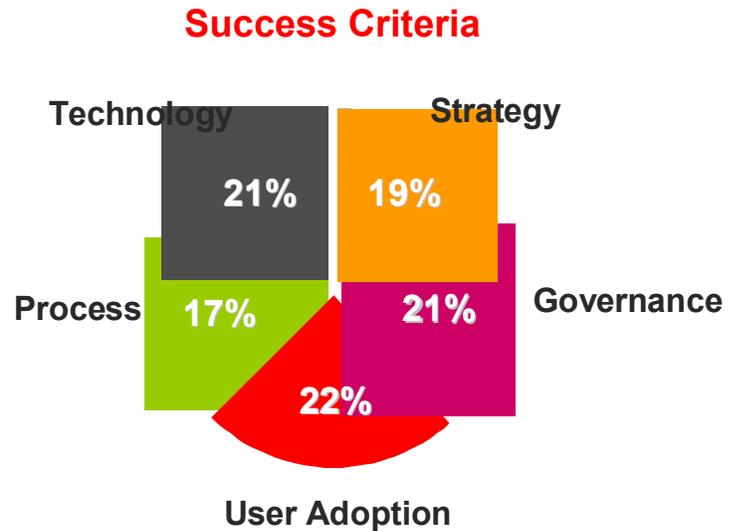
Oracle approach to UC modernization requirements is found from our understanding that IT modernization is the continuous evolution of AWI's existing application and infrastructure software, with the goal of aligning IT with ever-shifting business strategies. It implies the acquisition and deployment of modern technologies, skill sets, and capabilities to replace legacy environments. These modern technologies must be based on open standards and must provide an open, complete, and integrated environment that is both economically efficient and able to support an organization's strategic business goals.

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|--|
| <ul style="list-style-type: none"> ☐ Key Principles Of UC Modernization Approach ✓ Leverage standard COTS functionality and best practices ✓ Ensure active user involvement. Get users involved early and keep them involved ✓ Use a Production Pilot. This step minimizes risk and enhances chance of success ✓ Phased implementation approach ✓ Adhere to the methodology; it is designed to ensure customer requirements are met |
|--|

Based on our understanding of AWI's UC modernization requirements which are consistent with our methodology that the approach that is most often considered in IT modernization is replacing legacy applications with Oracle COTS applications' single web-oriented N-Tier architectural framework application. Additionally, Oracle proposes replacing legacy applications with SOA-based application packages can also be highly cost-effective. To get maximum agility from replacement applications, Oracle recommend AWI replace legacy applications with applications made up of SOA components and applications that use SOA capabilities (such as SOA component orchestration). These SOA components can then be mixed with other modernized components using an SOA orchestration engine to facilitate an end to end Claims Intake to Benefit Payment processes as well as Adjudications and Appeals, etc., This maximizes the agility of the complete application, because the packaged applications are seen as sets of reusable components rather than as isolated application silos.

Oracle understands AWI’s UC Modernization is an enormous undertaking. To conduct a phased plan to transition to a solution that meets the business process requirements and user needs as described in the RFI, Oracle proposes the following six stages that prescribe the specific actions that businesses must complete, and the order in which they must be executed upon, to positively transform the internal modernization effort and the experience the customers, partners, and stakeholders have in interacting with AWI:

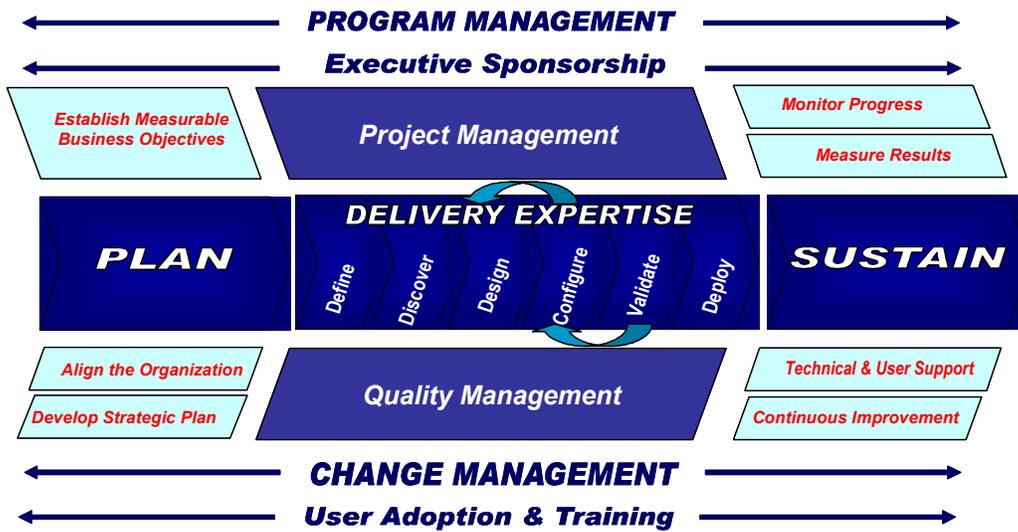
- Understand the baseline business needs that must be met to transform the customer experience and achieve measurable business outcomes.
- Envision the future state of the business from the customer’s perspective, creating a clear strategy for achieving the desired business outcomes and metrics for them.
- Define a detailed solution that takes into account organizational alignment, process changes, and technology to achieve the envisioned outcomes.
- Build and Deliver an integrated solution—involving people, process, and technology—to achieve the envisioned business outcomes.
- Confirm that the solution has achieved the desired outcomes, using pre-established metrics, and has in fact transformed the customer experience.
- Operate and Optimize the solution to meet current and future business needs, ensuring that the business realizes its maximum value over the long term and responds to its customers’ changing needs through consistent, efficient operational support, process compliance, and reported metrics of business outcomes.



*Source: Input from more than 17,000 customers on critical success factors

Not all projects or implementation engagements will always use all stages and complete all the activities outlined in the methodology. However, the key tenets of the Blueprint should always be adhered to in completing implementation tasking. Therefore, this staged approach has been designed to be flexible enough to allow specific requirements to be properly addressed for methods and techniques to be selected as needed. Each stage has been carefully defined with predefined inputs and activities defined to produce the desired output. A formal review process is used throughout the methodology to ensure project quality.

Oracle’s implementation approach is to leverage our understanding of the AWI’s business process and the proposed application. This enables us to design business processes to meet client requirements, while minimizing modifications to the software, thus lowering the Total Cost of Ownership (TCO). The Oracle implementation methodology accelerates project implementations by focusing on the key strategic and tactical areas that must be addressed to maximize the customer's return on investment, while minimizing their business risk to facilitate a successful completion of an Oracle project.



Approach to UC Modernization Timeline

In general, IT modernization can be done as quickly or as slowly as an organization requires. Strategies and road maps can span multiple years, but must align with the organization’s business priorities and budget constraints. IT modernization allows organizations to align their IT and business strategies.

Any modernization project should begin with an application portfolio assessment to determine the state of current systems. This assessment is crucial in order to determine which applications are the best candidates for modernization (those that will return the best modernization ROI) as well as which modernization techniques should be employed in order to minimize risk and maximize speed to deployment.

- The Oracle Delivery Differentiators**
 - Exclusively Focused on Oracle technologies
 - Deep Business and Process Expertise in Social Services including Unemployment Insurance
 - Comprehensive Technical and Applications Expertise Across All Oracle Products
 - Business Insights for Public Sector customers with varying sizes, channels, offerings and user adoption challenges
 - COTs-based solution optimizes delivery timeline
 - High Quality Project Management Practices Drive Consistent Satisfaction and Results
 - “End-to-End” Service Delivery Capability



[Redacted]

[Redacted]

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Conversion

[Redacted]

Oracle's data migration approach is based on the belief that certain goals must be achieved for a data conversion exercise to be considered successful. These goals help define the procedures and the organizational makeup of the process. They also act to ensure that the best possible services are provided to the customer and to reinforce the highest possible quality standards. The goals of the data conversion exercise are:

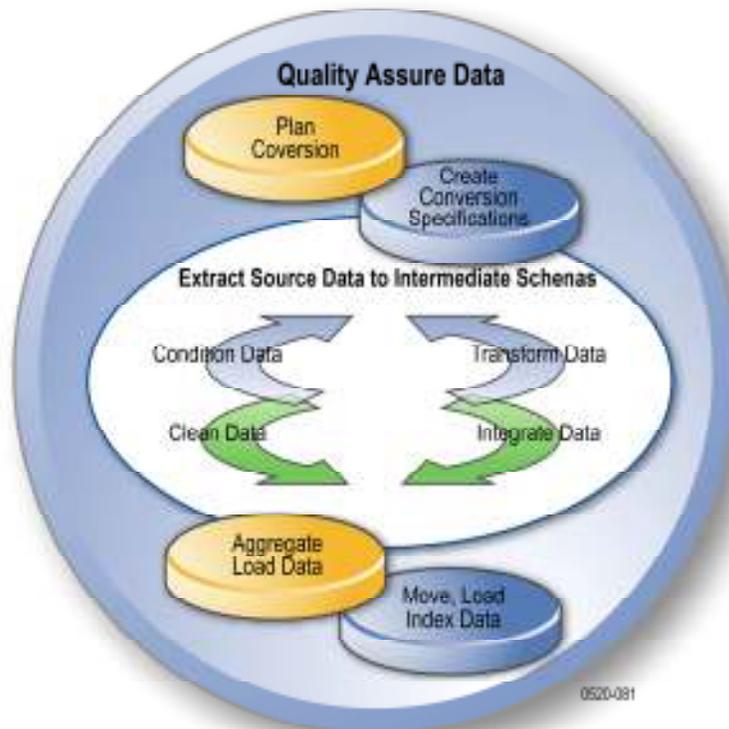
- The use of best practice methodologies

- Accurate conversion/migration specifications
- Repeatable to support phased implementation and staggered roll-out
- Minimal risk strategy

Our proven data conversion process is composed of seven main phases as stated below:

- Develop Data Migration Strategy
- Create Conversion Plan
- Create Conversion Specifications
- Clean, Transform and Integrate Data
- Aggregate Load Data
- Move, Load and Index Data
- Quality, Assure Data

In addition, data accuracy can be enhanced during the implementation's data migration process. Oracle's data conversion process starts early in the project to establish data quality baseline standards, policies and mappings that would be utilized in the design of the Data Model. The data conversion process defines the



flow and sequence of activities that must be performed to ensure the successful end-to-end conversion of

data from source, i.e., legacy systems per identified by AWI, to the target, i.e., Oracle's UI solution. The main objective of rendering business rule driven data quality on time and with in the budget were considered in defining the process for converting data from source to the target system.

Once the source data is gathered to a staging area, conversion routines need to be executed to prepare the data for migration to the target system. Data cleaning ensures the data's integrity through special programs that correct data, improving the data's accuracy and overall usefulness. Such data cleaning software is typically a separate step in a batch job stream, callable subroutines executed in a batch or online environment, or an external service that is not under the control of the traditional batch cycle. The techniques of data cleaning, transformation, and integration are typically applied in an iterative fashion generally using specialist analysis/cleaning products. The following are the major components of a data cleaning process:

- Data examination determines the quality of the data, the patterns within it, and the cardinality of the fields (the number of different fields used).
- Data parsing determines the context and destination of each component of each field.
- Data correction matches the data against known lists and ensures that all fields are tagged as good, bad, or automatically correctable.
- Record matching (de-duplication) determines whether multiple records (perhaps of different types) represent data on the same object. This process involves many value judgments and often requires sophisticated software tools.

Data transformation typically involves operations such as:

- Decoding/encoding coded fields to ensure a consistent mapping of codes and keys between the source and target systems.
- Adding or setting values for 'common' fields as appropriate in the target schema (for example, identity columns, timestamp fields etc).
- Handling any remaining business rule validation and data cleanup tasks not addressed/resolved by the data cleaning process. In the situation where data is extracted from more than one subject area/system (or more than one version within a subject area) a process of integration must also occur so that the data is presented into a single view.

Support Services

Oracle represents the success of advancing business solutions and industry standards. Thirty years of knowledge and best practices has led Oracle to design, implement, and support the best in class suite of operational solutions. Oracle's methodology has factored all facets of the business component, with an adherence to managing business flow and processes. This directive has engineered a seamless architecture that factors the sales, customer, and user experience, harmonizing the performance value in each group.



Oracle’s solution standards continue through Public Sector where governmental agencies benefit from a product engineered to best practices. The ability to manage and support these processes comes from years of understanding and working directly with government systems. The return for any government agency is the confidence in working with an organization that is backed with experience, knowledge, and proven delivery. Oracle has grown our government application solutions, and the provisions gained are at work today through our product offerings and services. Oracle Premier Support gives AWI access to the most advanced support organization in the world. The global support team drives better results for customers by

helping deliver optimal performance for Oracle’s Siebel Applications.

Oracle provides comprehensive maintenance support services for all Oracle products that include 24/7 toll free support via our Global Support Center and Oracle Metalink, Oracle’s online support service. With Oracle, you have access to the individuals who built the Oracle Applications and who continue to maintain and enhance your software. We actively maintain approximately 700 representative environments in our support labs to assist with complex troubleshooting and diagnostics—and we can quickly create a new environment and troubleshoot for a client with unique system configurations. In addition, we maintain a knowledge base of more than 400,000 systems, which addresses 97 percent of customer inquiries. Our advanced tools for customer care include collaborative support, multi-vendor support and new releases, Performance Monitor, and Diagnostic Framework tools that assist you with reducing the cost and effort needed to maintain your applications.

ONGOING APPLICATIONS SUPPORT

Oracle Support Services provides technical and operational experience to help customers maximize their investment. We have 7,500 support professionals around the clock and around the globe to address customer concerns. Oracle leads the industry with the most comprehensive and flexible support policy, our Lifetime Support Policy, which is simple and predictable. Our support policy covers your entire technology stack, from database to middleware to applications—an industry first, only from Oracle, introduced on September 19, 2005. Oracle Support Services enables customers to know up front how long their Oracle products will be supported.

Feature	Benefit
Continuous Product Enhancement	Information-driven applications with advanced technology and product enhancements to provide optimal system performance
Major Product Release	<ul style="list-style-type: none"> • Enhancement to Siebel CRM products • Remain competitive and keep productivity up while you improve your business efficiencies • Information-driven business processes that connect and automate your business
Technical Support	Access problem-solving assistance, technical knowledge, self-service support tools, existing fixes and updates, and available workarounds
Updates, Fixes, and Security Alerts	Reduces the risk of downtime

Feature	Benefit
Tax, Legal, and Regulatory Updates	Makes sure that systems are up-to-date with the most current tax, legal, and regulatory updates.
Third-Party Certifications	Secure your systems with support for third-part components, including databases, application servers, browsers, and operating systems Reduces the risk by running mission critical applications on a supported technology platform
Global Support for Rapid Resolution	Anytime, anywhere access to an award-winning support model, with a commitment to industry-leading support practices
Global Support Center	<ul style="list-style-type: none"> Support from 17 major hubs around the world, in any of 27 languages, including English, French, German, Italian, Dutch, Japanese, Mandarin, Portuguese, and Spanish Direct access to Oracle specialists with over 7,500 support service professionals and 20,000 technology and application developers worldwide
24x7 Support for Mission-Critical Issues	Fast, accurate resolution, resulting in maintaining production schedule
Oracle Customer Connection	<ul style="list-style-type: none"> Quick access to product, technology, and support information Leverage the internet for immediate access—24/7 support

Oracle is the first enterprise software provider to receive certification under the J.D. Power and Associates Certified Technology Service and Support (CTSS) Program. This prestigious certification recognizes Oracle for providing “An Outstanding Customer Service Experience” to North American customers, across all product lines and reflects that Oracle customers are backed by one of the highest levels of support in the industry—Oracle Premier Support. It is based on cross-industry customer satisfaction research and an extensive audit conducted jointly by the Service and Support Professionals Association (SSPA) and J.D. Power and Associates.



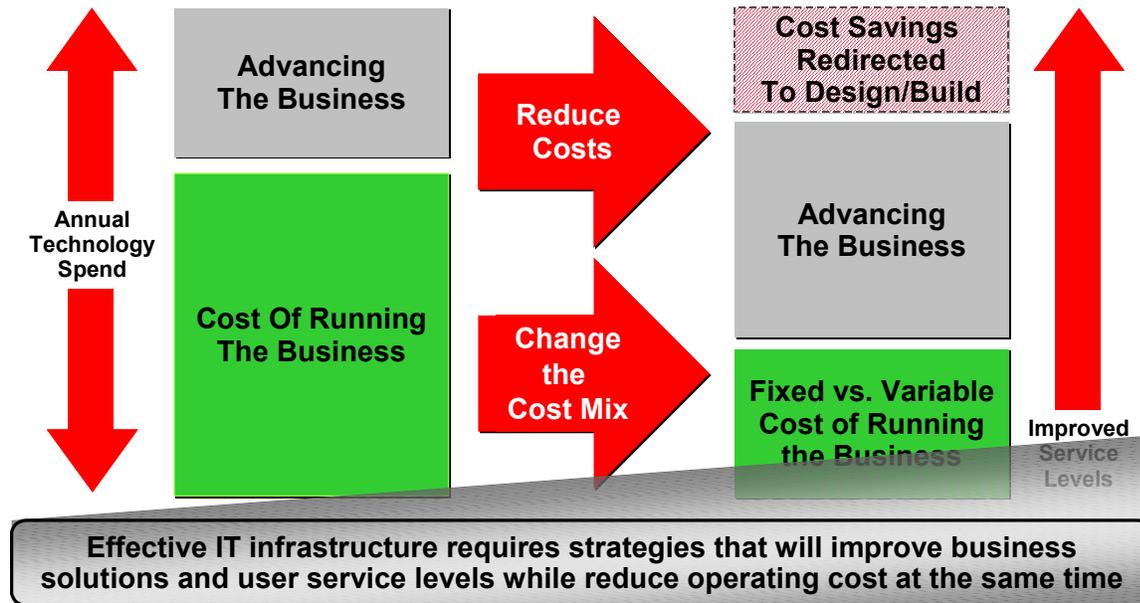
Operations and Maintenance

Oracle Managed Services provide an innovative, flexible approach to maintaining and improving your Oracle Applications and technology solutions. This portfolio of services covers many essential post-implementation functions for maintaining and improving the implemented UI modernization and technology infrastructure. You can effectively manage your IT budget and balance your project priorities by choosing the services you require – when you need them, and for as long as you need them. By supplementing your IT staff with Oracle’s global team of specialists, proven methodology and tight integration across Partners, Consulting, Support, Development and

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| <ul style="list-style-type: none"> <input type="checkbox"/> Oracle’s Operations and Maintenance Capability <input checked="" type="checkbox"/> Optimize IT Management <input checked="" type="checkbox"/> Single Point of Accountability <input checked="" type="checkbox"/> Reduce Total Cost of Ownership (TCO) <input checked="" type="checkbox"/> Accelerate Speed of Deployment <input checked="" type="checkbox"/> Improve Service Levels <input checked="" type="checkbox"/> Mitigate Operational Risk |
|---|

Education, you benefit from expert system management and lower total cost of ownership. The diagram below depicts our value-add services:

Oracle Operations and Maintenance Capability Reducing Cost and Advancing the Business



Oracle Consulting Managed Services provide the necessary functions to manage and operate your Oracle Applications and technology solutions. They are available for all core technology solutions as well as for all product lines within the Oracle Applications family. These services can be purchased stand alone or in conjunction with one another for greater value and efficiency. The services within the portfolio include:

- Database Administration (DBA) Services - enable you to decrease database administration costs with off-hours, specialty instance and peak period DBA assistance without sacrificing performance or availability.
- Functional and Technical Helpdesk Services - improve the quality and reduce the cost of supporting your systems with a proven method and approach for quick resolutions to your application issues and requests.
- Enhancement Development and Support Services - manage and maintain any customizations or extensions (CEMLI's) that you have made to your environment including custom applications built using J2EE or any of Oracle's development tools.
- Testing Services - provide you with a full service testing solution including the development, maintenance and ongoing execution of automated regression and performance test scripts to ensure that you can update and upgrade with confidence.

- Non-Production Hosting and Support - provide immediate access to the infrastructure and support necessary to envision, architect and implement complete Oracle solutions without adding to their total cost of ownership.

Oracle Managed Services provide a family of applications and technology services that leverage an innovative and flexible approach to services delivery. Oracle offers a fully accountable, scalable service delivery model that adapts to fit customer IT needs while deriving the most benefit from IT spend. Because Oracle is a global organization, customers have available to them a wide range of experts, and a mix of services and cost structures. Oracle Managed Services can be delivered from anywhere in the world on a 24 x 7 basis.

Training

Oracle University provides comprehensive training offerings designed to meet all of our customers training needs such as project team as well as end user training. Oracle University offers a complete curriculum of technical training courses designed to ensure that implementation team members can skillfully and efficiently participate in the implementation and maintain the Oracle solutions. Additionally, Oracle provides comprehensive role-based training for the entire implementation team, including business analysts, developers, configuration specialists, system architects, system administrators, application administrators, project managers, and web developers. Training courses are offered in a variety of formats including: Instructor Led classes, Web-based Training, Virtual Classroom, and CD-ROM.

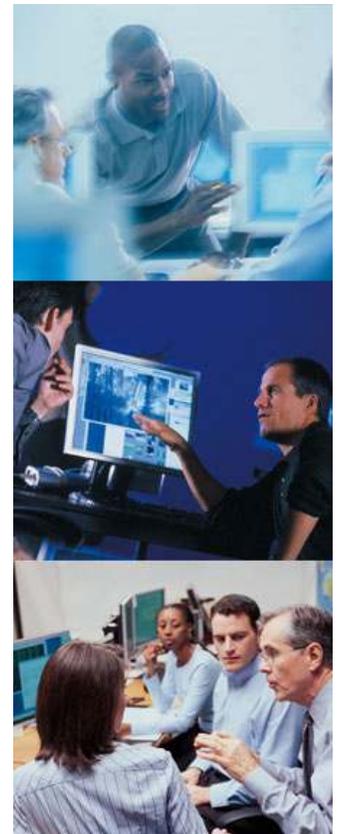
Instructor Led Training: Public Education Centers & Private Event Training

Instructor Led Training courses are offered at Oracle's Education Centers throughout the world. To see education center locations, course schedules, and other course information go to <http://education.oracle.com>.

All of Oracle University's Instructor Led technical training courses can be delivered as a private event at a chosen AWI facility. In certain instances, where there is critical mass around training we will recommend private event training. For delivery of onsite courses, the customer is also responsible for hardware, installation, and for the instructor's reasonable travel and living expenses.

Private Event Training is flexibly structured to match customer preferences for:

- Content: Content is tailored to match your organizations specific business needs
- Structure: Blended learning approach can include using instructor led learning method, supplemented with hands on exercises, coaching and mentoring, and access to online training materials.
- Scheduling: Dates and times are set by you
- Location: Training can be done at an Oracle site or at your company site



- Collaboration: The learning environment can encourage as much collaboration and teaming as needed
- Budget: If training at your location, costs are eliminated for employee travel expenses and additional time away from the office

Oracle End User Training

Having deployed over 1,000 customer engagements and trained over 400,000 users, Oracle University's User Adoptions Services team has the skills and expertise to manage every detail of a customer's training program related to its use of Oracle programs and ultimately to assist the customer in achieving the highest rate of user adoption.

The success of a customer's implementation strategy is dependant upon the proper preparation of an organization's human capital. For this reason, Oracle University's User Adoption Services help customers focus on the people and process.

Our services include customized training development and delivery that can be tailored to meet your specific needs. The following are some of the products and services Oracle University offers to help customers achieve their training objectives and ultimately their business goals:

- Training Needs Analysis
- Communications Support
- Curriculum Development
- Train-the-Trainer
- Training Delivery
- Simulation Creation
- iHelp Customization
- On-Site Assistance

Training Needs Assessment

To facilitate AWI training requirements, Oracle University will combine our UI subject matter expertise (SME) knowledge and the focus on understanding your key business requirements to create a custom training plan that addresses the training required for all of your system end users. The amount of training required is dependent on a variety of factors that will impact the recommended number of days of training that AWI requires for the solution. Existing skill sets, number of resources requiring training, and required level of competency for end users will affect the training plan designed.

The training needs assessment will result in a Training and Development Plan including:

- Recommendations on the most appropriate training delivery methods and channels for the user groups

- Planning for the development of the training materials, such as instructor guides, participant guides, media-based training and quick-reference guides,
- Identification of milestones based on the available resources from AWI and Oracle.
- Deliverables include a Training Requirements Report and Curriculum Design Document.

Content Development Services

Oracle University consultants develop customized, modular training materials based upon user roles and business process, and the customized Oracle application. During the development of the training materials, the training developers will work with AWI subject matter experts for knowledge transfer of AWI's specific processes and AWI's specific information that will be captured in the training material. The following documents are developed for the number of job roles defined in the training plan:

- Paper-based classroom participant guides for each identified user group. These guides include business processes and hands-on exercises, and are based upon 'Day in the Life' scenarios.
- Paper-based classroom instructor guides including instructor notes with additional background information and points to be highlighted during the training.
- Quick-reference guides for post-training purposes to accomplish sustainable results
- Media-based training simulations for pre-class preparation, in-class practicing and knowledge and skills validation.
- All materials created in English.

Train-the-Trainer Services

Development and delivery of a Train-the-Trainer program to prepare AWI trainers for the delivery of the training program. This program will include:

- Training the AWI's instructors on the customized version of the Oracle application as it would be trained to an end user, allowing the instructors to model our approach.
- Transfer of knowledge to convey leading practice, Oracle concepts, and new business processes to the AWI's instructors.
- Sharing of leading practices on creating an effective classroom and an appropriate learning environment.

We have realized the above approach to be beneficial in beginning your end user training. As the current UC Modernization initiative progresses further, Oracle University is looking forward to working with AWI to define a curriculum and delivery methodology specific to AWI's solution footprint and unique end user training requirements.

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

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
			[REDACTED]	

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	SOLKE.MUNNEKE@UWV.NL	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
			[REDACTED]	
			[REDACTED]	

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]



The Agency is also interested in responses from vendors with contemporary enabling technology that can be applied to the UC business processes or systems to create a more flexible and responsive environment (e.g. enhanced IVR, voice recognition, adaptable user interface technologies, etc.).

Oracle would like to draw attention a major component of our Unemployment Insurance Solution. Oracle's business rules engine, that allows government agencies around the world to effectively deliver services and fairly and consistently determine legislated and policy obligations. There are two key components:

- First, it provides a complete natural language, rule-authoring environment that is fully integrated with Microsoft office. It includes debugging, regression testing, and what-if analysis for policy changes. This includes the capacity to have a centralized repository of rules used across multiple channels.
- Second, it is used to deploy the rules to a high-performance production environment for complex benefit and eligibility determinations, featuring productized deployments as a web-based self-service questionnaire and an out-of-the-box SOA-compliant web service. It also includes guided interactive questionnaire capabilities.

Our Business Rules Engine will help you transform your processes through the consistent use of rules and policies. This will affect many of your business processes – from claims intake (regardless of the channel), weekly certifications, issues and adjudication, appeals, benefit charges and even legislative 'what-ifs'. See below for additional details about the benefits of this component:

- **Easily determine eligibility and offer citizen self-service.** Web-based, interactive questionnaires that allow your organization to quickly and transparently deal with eligibility determination and boost the confidence and self-service of citizens. You can be assured that all issues will be identified during claim intake and the fact finding information required for those issues will be gathered during claim intake. If issues are appealed a complete audit history of all the determinations rendered will be available to staff. Oracle is confident this will address your challenges outlined for Adjudication, Appeals as well as others in your feasibility study.
- **Manage changing policy rules.** Oracle's patented temporal reasoning capabilities make it possible to easily manage changes in both data and policy rules that occur over time. For example, the solution allows for changes in an individual's weekly certification information (such as new data from fraud matches, QWRs, etc) with all of the attendant related updates. Change in circumstance processing will automatically apply the changes as they occurred over-time and provide the final result – which may be an over or underpayment or even no change. And as you will see below there is a full detailed audit report. This will result in significant savings of your staffs' time and will ensure consistent output.
- **Increase accountability.** Detailed audit reports – automatically generated in natural language – allow you to see, document and justify each step of the decision process. This results in greater trust between government and its constituents and significantly reduces complaints and appeals.
- **Reduce reliance on technical staff.** The unique natural-language authoring capabilities in Oracle Policy Modeling allow government subject matter experts to develop rules directly from complex legislative text, policy documents and regulations using Microsoft Word, Microsoft Excel, and

Microsoft Visio. No scripting or programming is needed so your reliance on technical experts is greatly reduced. With the use of our business rules engine, the amendments to Federal law providing for UC modernization incentive payments (once approved by the State Legislature if required) would in fact be quite simple to implement.

- **Implement what-if analysis for proposed legislation.** Comprehensive testing capabilities allow you to pinpoint the impact of proposed legislation, regulations and policy changes. By enabling what-if analysis of proposed amendments, you can analyze the impact of change. Being prepared for change results in consistent service delivery throughout the policy implementation lifecycle.
- **Meet demanding performance standards.** Based on patented linear inferencing technology that maximizes the use of large processor memory caches, Oracle's highly scalable determinations engine is optimized to meet the demanding performance of the largest public sector enterprises.

As you can imagine, this will transform the way your current staff do business. All of the various rules and regulations associated with programs like TRA and STC can be applied quickly and consistently to all applicants. As new rules or regulations are issued by the Federal Government they can be updated and implemented almost immediately. In addition, AWI can quickly identify those individuals who may be eligible for those programs the Federal Government continues to support for various dislocated workers. Getting citizens into those programs as quickly as possible will help get those workers back to work in sustainable jobs as soon as possible and in the long run save AWI from paying out benefits unnecessarily.

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

Core processes that the new system needs to address are:

- Adjudication

When a claim is filed by a claimant that requires additional fact finding and/ or adjudication, the Oracle solution enables your organization the ability to do the following

- Dynamic fact finding - The system will prompt the claimant to provide the required information about their job loss and situation. This information will be passed across and associated to an issue case. The information gathered here is easily accessed by adjudicators for use in making accurate and consistent determinations.
- Automated assignment - Issue cases are automatically assigned to Adjudicators based on the Adjudicators:
 - Skills (the type of claims they can handle, languages spoken, level of authority, etc)
 - Availability: The Oracle solution has the ability to look at calendar availability (integrated)
 - Workload – Does one Adjudicator have more issues and determinations (and the difficulty of those cases is taken into account) than other adjudicators
 - Location – You can assign issue cases based on claimant location as well
- Automated activity generation
 - Ability to adhere to federal timeline standards for tasks needed to be completed.
 - Tasks can be assigned to individuals or groups as required and can be monitored ensuring timely response.
 - Different types of issues can have different tasks automatically generated.
 - Tasks can be completed in parallel or serially (next task automatically created when another task is completed)
- Render Timely and Accurate Determinations
 - All data required by Adjudicators is easily accessible “one tab away”
 - Automatic notifications of determinations to claimants and interested parties (employers)

- Determination suggestions from the integrated rules engine are provided to Adjudicators using gathered input data. These suggestions can be based on current Florida AWI Policies. Adjudicator can use suggestion or over-ride (and give a reason for that)
- If negative determination, then notifications can be provided to claimants and interested parties stating Florida regulation and policy.

- **Audit**

The Oracle Workforce System solution supports the audit life cycle – from selection of audit candidates based on Federal guidelines and other requirement through completion of the employer audit. The Field Audit supports uploaded documentation and attachments, answers to System Review Questions, activities that need to be completed and tracked, the creation of documents from pre-defined templates.

If the state of Florida has audit software, the Oracle solution has the ability to interface and upload audit results so there is no dual entry of data.

- **Appeals**

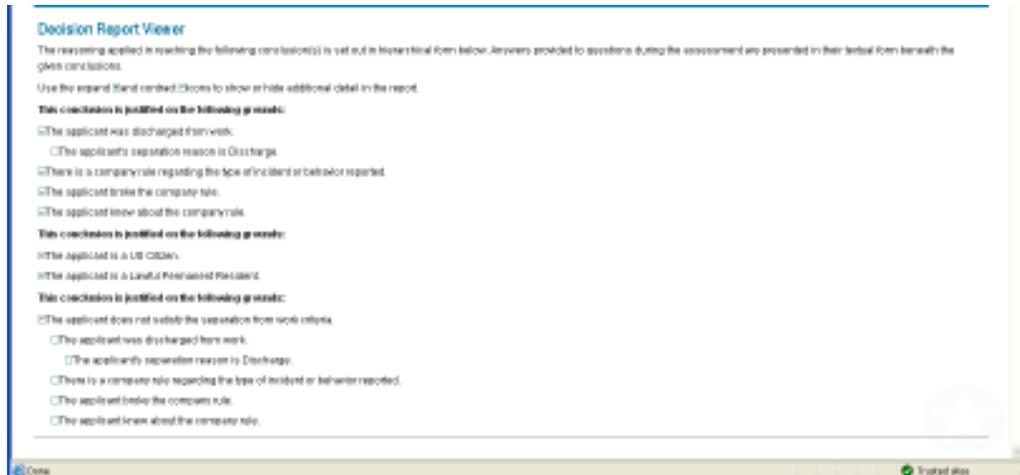
The Oracle solution offers the ability for *end-to-end* Appeals Processing for all parties associated to a case or claim (claimants and employers and AWI...) as described:

Appeal cases track create dates, decision dates, activities, documents, generated documents, correspondence, and outcomes. Recordings can be associated to appeal cases as an attachment.

Appeals Processing for Claimants:

The Claimant can appeal any determination rendered. For any Determination issued there can be a link on the home page for the claimant to Appeal. The system tracks the issue date of the Determination to know if the Appeal is filed timely. These electronic “case folders” give any internal user with correct rights and privileges access to the information contained in the appeal. There is no need to create new folders and send them around to users within the organization.

- Determinations on non-monetary eligibility determination – if they are deemed in-eligible for benefits based on non-monetary rules, the claimant has the ability (from the web) to appeal that decision.



- Determinations on monetary amount – if the claimant does not agree with the benefit amount calculated (using Florida’s Policies), they can appeal. With the appeal they can provide additional wage information initially not taken into account by providing documentation as required.



Claims can go through multiple levels of appeal as required by Florida law. If the claim is in appeal status, weekly certifications can still be filed against the claim. Based on AWI business process, the system will enable **AWI** to decide if payments continue or not during the appeal process. The Oracle solution’s flexible workflow design enables you to maintain those rules **without the use of programming**.

Once the final determinations are made (in the claimant’s favor) payments for the valid weekly certification can be released to the claimant

Appeals Processing for Employers

Employers receive a notification when a claim they are responsible for is filed. Employers have the right to appeal the claim within a certain time period. Using the Employer portal, or multi-channel interface, employers can appeal the claim. The appeal will record the date/time that the appeal was received, and capture the reason for the appeal. Notifications will go out to claimants and the employer, and activities will automatically be generated to move the appeal through its process.

The Oracle solution supports the ability to group many appeals together enabling them to be heard as one case. (example: An employer mass lay-off, where the agency wants to hear the Appeal as one case rather than each individual).

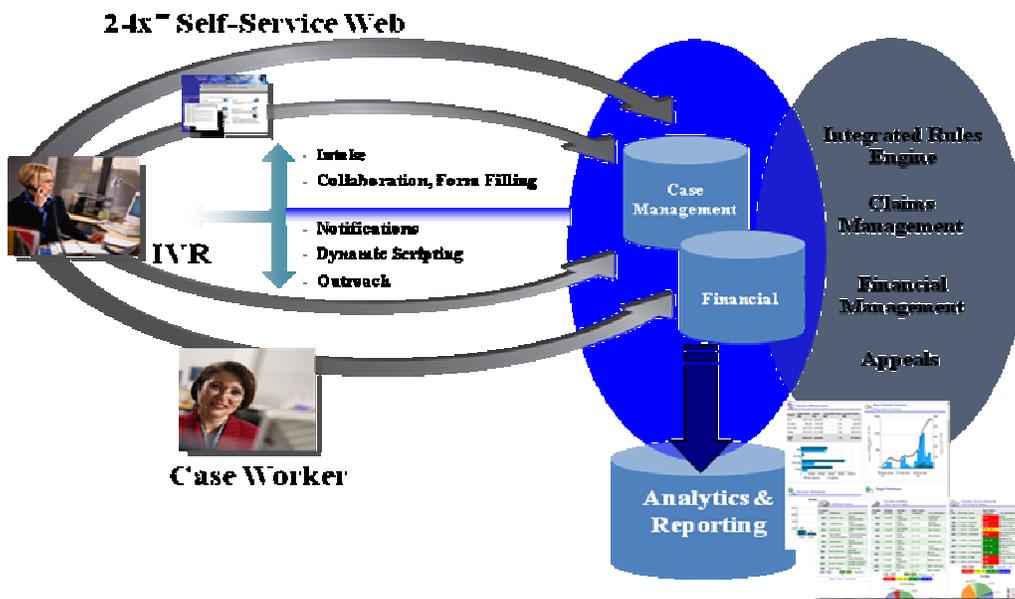
- Benefit Payment Control

We understand that in today’s environment a lot of what is accomplished by the BPC unit can be manually intensive. The need for qualified staff never goes away but the Oracle solution can automate many of the tasks and processes outlined in your feasibility study.

AWI – through the use of our robust rules engine, change in circumstance processing, workflow and the other tools our solutions offers, will determine how the various tasks should be handled. Change in circumstance processing will negate the need for a case worker to manually calculate – or wait for overnight processing – to determine an over or under payment resulting from fraud, cross-matches and other changes. Many of those final results could be work-flowed to start the collection process if appropriate, released for refund or simply initiate a communication with the claimant or employer.

AWI can determine what items require manual review. We also believe that many of the cross matches that currently occur should be moved up in the process so the emphasis is on fraud prevention, not detection. Algorithms along with our rules engine can be used to make decisions about whether wage credits found for the same quarter an individual was receiving benefits should create UCO-2 to the employer or if it is not necessary. We want to emphasize that our tools can automate many of these processes to allow your workers to be more efficient and to not over-burden employers with unnecessary requests

- Claims (Interactive Voice Response (IVR) & Florida Unemployment Internet Direct (FLUID) Website)



The Oracle solution is based on highly configurable, integrated commercial off the shelf (COTS) software designed for Claims Intake, Claims Management, Financial Management, Appeals, Adjudication, Investigations, and Eligibility Determination.

The Oracle solution is designed to handle multiple, integrated channels of communications out of the box such as: internet, phone (with integrated IVR), e-mail, mail, or face to face. This enables claimants, case stakeholders, and state workers to communicate through their channel of choice.

We believe our system will ensure that a high percentage of initial claims taken will be completed without human intervention. Through the use of our business rules engine and case management systems, claimants can file their initial claim through their channel of source, the system will prompt them for all of the required data based on their circumstances, if no issues are detected the claim can be completed.

The web based and IVR access enables claimants to create claims without the assistance or interaction from State employees. This “no-touch” claims processing includes dynamic scripting which prompts the claimant for the appropriate information needed to process the claim.

The screenshot shows a web browser window displaying a claims intake form. The form is divided into several sections:

- Personal Information:** Fields for First Name, Last Name, Social Security Number, Date of Birth, and Gender.
- Employment Information:** Fields for Employer Name, Job Title, and Start Date.
- Home Address:** Fields for Street Address, City, State, and Zip Code.
- Work Address (if different):** Fields for Street Address, City, State, and Zip Code.
- Insurance and Eligibility Questions:** A series of yes/no questions regarding the claimant's insurance status and eligibility for benefits.

Based on the answers provided, the claimant will dynamically be prompted for the next logical question(s) required. This information is used to create the claim. The system checks to see if there is an existing Benefit Year.

- If the Benefit Year does not exist for the claimant, then the benefit year will be created with the start and end dates calculated per Florida’s policy. The claim will be automatically linked to the benefit year.
- If a benefit year exists for the claimant, the Oracle solution will process the claim per Florida business policy.

The Oracle system will access or interface to the claimant's wages, from one or multiple employers. The system will do checks to verify that the wages have not been used for previous monetary eligibility determinations, then send the wage information over to the rules engine to calculate monetary amounts (as governed by Florida policy).

Based on the information gathered from the claimant, the claim will be categorized, and a non-monetary eligibility determination will be invoked. If the claimant is both monetarily and non-monetarily eligible, the claim will be created, notifications will go to the responsible employer and claimant, and the claimant can start the weekly certification process. All of this can happen without the intervention of a claim worker.

- **Federal Reporting**

The Oracle Solution will support all of the Federal reporting requirements utilizing Business Intelligence capabilities.

As part of our overall solution we are proposing an integrated Business Intelligence platform. These Analytics applications deliver a comprehensive set of *role-based*, easy-to-use **dashboards and reports** that can be used by State employees at all levels. The Analytics applications provide the following:

- **Pre-built Data Warehouse:** a comprehensive data repository optimized for claim analysis. The data model leverages the best practices of data warehouse design. Information is also aggregated and users have the ability to drill down to obtain more detail.
- **Pre-built ETL:** a high performance extract, transformation, and load engine with all of the pre-built ETL plans that can be leveraged as is or can be modified based on business requirements.
- **Scalable Intelligence and Analytics Platform:** a highly scalable, efficient, query and analysis server that integrates data from multiple relational (cross reference), unstructured, OLAP, and pre-packaged application sources. This is referred to as the Oracle Business Intelligence Server (OBI Server).

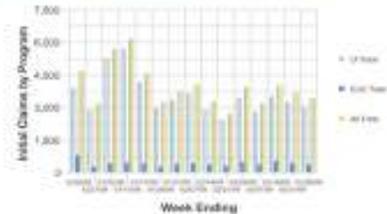
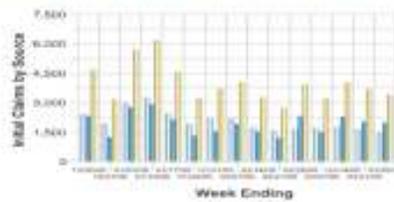
End-User Tools:

- **Dashboards** are the AWI personalized window into your intellectual wealth, hiding one hundred percent of the technology from the end user. Users are able to quickly personalize their dashboard to contain the analytics that are most important to them, or, they can simply stick with the default dashboard design that is designed for their role. Either way, each dashboard is personalized to each user because the contents of each analyses is personalized to the data that they are authorized to see. Further, users can modify the contents of any individual analysis or an entire dashboard page, by selecting from the many filters available to them.

Benefits & Client Data are Valid Through: 04-APR-09

Week Ending: [12/08/08] and [03/08/09] Go

Weekly Initial Claims															
Week Ending	UI					EPC					Total				
	Web	Web %	Others	Other %	IR Total	Web	Web %	Others	Other %	EPC Total	Web	Web %	Others	Other %	All Total
12/20/08	2,392	61.3%	1,513	38.7%	3,905	10	2.3%	772	97.0%	790	2,410	51.3%	2,295	48.7%	4,695
12/27/08	1,922	66.3%	965	23.3%	2,887	2	0.6%	350	99.0%	350	2,600	61.3%	1,723	38.7%	3,323
01/03/09	2,942	55.7%	2,330	44.1%	5,278	10	3.6%	401	99.0%	417	2,950	51.9%	2,737	48.1%	5,685
01/10/09	2,225	56.3%	2,472	43.3%	5,207	19	4.0%	429	95.0%	447	2,253	52.9%	2,001	47.1%	6,454
01/17/09	2,441	58.8%	1,712	41.2%	4,153	16	3.8%	394	99.0%	410	2,447	53.8%	2,106	46.2%	4,553
01/24/09	1,930	65.4%	1,022	34.6%	2,952	9	2.3%	267	96.0%	276	1,939	60.0%	1,290	40.0%	3,229
01/31/09	2,176	65.2%	1,162	34.8%	3,338	13	3.4%	365	99.0%	378	2,189	58.9%	1,627	41.1%	3,716
02/07/09	2,167	58.4%	1,479	40.6%	3,646	12	2.9%	399	97.0%	410	2,179	53.7%	1,677	46.3%	4,056
02/14/09	1,752	60.2%	1,150	39.3%	2,908	11	2.0%	350	97.0%	367	1,763	52.6%	1,512	46.2%	3,275
02/21/09	1,941	63.7%	879	36.3%	2,820	10	3.3%	297	99.0%	307	1,951	60.0%	1,176	33.1%	3,127
02/28/09	1,022	47.0%	1,032	53.0%	3,454	11	2.3%	463	97.0%	474	1,033	41.6%	2,295	58.4%	3,520
03/07/09	1,700	60.6%	1,088	39.2%	2,788	10	2.6%	377	97.0%	387	1,710	63.7%	1,475	46.3%	3,185
03/14/09	1,733	48.7%	1,752	50.3%	3,485	9	1.7%	519	99.0%	528	1,742	43.4%	2,271	56.6%	4,013
03/21/09	1,042	50.6%	1,050	49.4%	2,092	6	1.4%	414	99.0%	420	1,049	45.0%	2,014	55.0%	3,062
03/28/09	1,449	47.8%	1,563	52.2%	3,012	13	3.3%	378	99.0%	390	1,462	42.7%	1,959	57.3%	3,421
Grand Total	30,654	57.6%	22,662	42.4%	53,316	178	2.3%	6,099	97.0%	6,267	30,878	54.8%	26,849	45.2%	57,727



- **Answers** complement the solution by allowing you to provide **self-service access** to relevant, timely and actionable intelligence to any user over the device of their choice. With Answers, any user can easily get real-time answers to **ad-hoc** business questions; slice and dice the results; create charts, pivot tables, and tabular reports; and save, organize or share the results through user's personalized dashboard.

- Customer Information Requests

The Oracle Workforce System solution will enable Florida to minimize the total cost to serve claimants while improving service effectiveness by extending service and support operations to the Internet. The solution provides a complete Client Self-Service solution, allowing claimants (and employers) 24/7 access to a secure, personalized web portal. This portal provides an environment for claimants and employers to search FAQs (call avoidance), create information requests, maintain personal information, fill out and submit online applications, upload required documentation and access the status of existing Claims or cases.

The Oracle solution enables the intake (via multiple channels, swift handling, tracking and resolution of Requests for UI Information. Similar to claims, information requests can be routed to the person or group best equipped to answer the question.

- Special Payment

This solution supports all of the tasks carried out by the Special Payments group.

Case workers will log into **one system** (compared to multiple systems) to determine the status of lost or forged checks and they will have access— based on security levels – to initiate new checks for those that require replacing.

When a monetary re-determination is issued, Oracle's change in circumstance processing and patented Temporal Reasoning – will automatically take the new information, the effective date of that information and process a new determination. There is a complete audit trail of the re-calculation. All dates – old and new are available for viewing.



Key enabler: Temporal Reasoning (Patent Pending)

	2006-05-01	2006-05-15	2006-05-16	2006-06-01	2006-06-15	2006-06-16	2006-07-01	2006-07-15	2006-07-16	2006-08-01
Global										
Global										
The start of the payment month	1/05/2006			1/06/2006			1/07/2006			
Payment day is {uncertain, 15/1}	15/05/2006			15/06/2006			15/07/2006			
The start of the following month	1/06/2006			1/07/2006			1/08/2006			
the family										
the family										
The family's monthly payment is				93 0.0			90 0.0			93 0.0
The family's monthly repayment	837.0			810.0			837.0			
The family's daily benefit is (\$0)										
The family's total repayment so										
The family's daily nominal repay				83 0.0			81 0.0			83 0.0
The family's monthly benefit is	9300.0			9000.0			9300.0			
The date the family's loan is rep										
The family's remaining debt is (\$										
The family's daily actual repaym										

ORACLE

In addition to issuing 1099-Gs in batch, any claimant will be able to print a 1099-G from their homepage, eliminating the need for customer service requests for the re-printing of 1099Gs, eliminating the mailing costs associated with sending out copies.

- **Special Programs**

The use of the Oracle integrated policy automation rules engine, a component of the Oracle Workforce System solution, will transform the way your current staff does business. All of the various rules and regulations associated with programs like TRA and STC can be applied quickly and consistently to all applicants. As new rules or regulations are issued by the Federal Government they can be updated and implemented almost immediately. In addition, AWI can quickly identify those individuals who may be eligible for those programs the Federal Government continues to support for various dislocated workers. Getting citizens into those programs as quickly as possible will help get those workers back to work in sustainable jobs as soon as possible and in the long run save AWI from paying out benefits unnecessarily.

- **Unemployment Appeals Commission**

The Oracle Workforce System solution will support your appeals escalation process all the way to the Unemployment Appeals Commission. This solution enables you to communicate and track activities which occur within or outside of the system.

All of the information associated to the claim and appeals (from both employer and claimant) can be tracked, captured and sent to the Unemployment Appeals Commission. Judges and court workers have their own role within the system enabling them to see and print out the appropriate documents as evidence in order to make informed decisions.

The Oracle solution offers the ability to schedule and track events such as hearings, court sessions, etc automatically inviting required and interested parties. The system can validate that everyone is adequately informed of these sessions and confirm their attendance. Again, the solution will initiate and track notifications and correspondence.

The solution enables court personnel to utilize pre-defined decision templates, containing the legal language to create personalized documents for distribution.

The Oracle solution can track an appeal when it leaves the agency into the state court. State court personnel can have special roles set up for them to give them access to the appeals they are assigned and working.

The list below contains some of the components necessary for any solution proposed for UC and the vendor should have the ability to design, develop, implement and/or maintain an integrated information system that provides consistent, uniform information across the entire enterprise supporting program management requirements for administrators to include but not limited to:

Strong interconnectivity with environments maintained by the AWI Workforce Services (Coordination of Workforce Services), Unemployment Appeals Commission (Appeal Information), the Department of Children and Families Benefit and Employment Data), the Department of Financial Services (Accounting Data and Information for the Issuing of Unemployment Warrants), the Department of Revenue (Child Support Enforcement, General Tax Administration and Unemployment Tax Program), the Department of Education (Evaluations), and the US Department of Labor (Workforce Program Oversight)

- Eligibility determination functionality

Oracle's business rules engine enables you to effectively and efficiently define eligibility rules and fairly and consistently determine legislated and policy obligations. There are two key components:

- First, it provides a complete natural language, rule-authoring environment that is fully integrated with Microsoft office. It includes debugging, regression testing, and what-if analysis for policy changes. This includes the capacity to have a centralized repository of rules used across multiple channels.
- Second, it is used to deploy the rules to a high-performance production environment for complex benefit and eligibility determinations, featuring productized deployments as a web-based self-service questionnaire and an out-of-the-box SOA-compliant web service. It also includes guided interactive questionnaire capabilities.

This business rules engine will help you transform your processes through the consistent use of rules and policies. This will affect many of your business processes – from claims intake (regardless of the channel), weekly certifications, issues and adjudication, appeals, benefit charges and even legislative 'what-ifs'.

- Reduced adjudication and appeals cycles through document imaging, document management and workflow

The Oracle solution will give the Adjudicators and the personnel handing appeals the information they need to quickly make determinations. Attachments including data recordings, document images, correspondence, and more are associated directly to the claim. Anyone accessing the claim can bring these online documents up immediately (with permission).

Using Oracle's configurable (**NO PROGRAMMING**) workflow tool, these appeals are streamlined to the personnel who have the ability to move the item through the process.

- Online overpayment collections

Collections cases can automatically be generated when the source of overpayment is identified. When cross matches, fraud, federal audits of the agency's determinations, etc identify the overpayment, the Oracle solution will create the collections case, identify the overpayment amount and automatically assign the case to the worker with the appropriate skills (collections department). The system can also prevent additional overpayments from being made.

- Reduced trust fund disbursements by significant reduction in manual processing effort due to improved Internet claims interface and ease of use

As previously discussed, the Oracle solution offers consistent processing across all channels (IVR and Internet). The system will automate a number of activities and tasks that are currently being done manually (example from *feasibility study* stated that there are currently 16 apps the claim takers and adjudicators access to do their job)

Automation is one thing, but accuracy is equally important. The Oracle Workforce System solution offers an integrated rules engine that takes inputs from claimants (from the dynamic questioning/fact finding) and accesses other information (wages, prior claims, etc) and issues determinations based on AWI policies.

The Oracle solution will ensure that claimants are submitting accurate complete information, automatically access the appropriate claimant wage information, and issue clear, timely accurate determinations without the use of human intervention. When human intervention is needed, the system will automatically route the work directly to the individual with the skill, availability and low workload for additional processing.

- Improved self-service capabilities (Streamlined internet access, scalable client targeted IVR service, etc)

The Oracle solution offers an integrated self service portal for both claimants and employers to interact with the state.

Self service functionality for claimants includes but is not limited to:

- Self registration
- Creation of new claim
- Continued Claim activities
- Add documentation to existing claim (any type of document)
- Status inquiries
- Appeals

Self service functionality for employers includes but is not limited to:

- Employer registration
- POA's
- Receiving Benefit Wage Charge Reports
- Mass Layoff
- And more.

- Facilitates resource re-allocation that can be applied to valuable reemployment related activities such as claimant skills and reemployment opportunity matching

The Oracle solution will automate a number of Florida’s manual business processes (accessing multiple systems to process a claim, etc). The time resources AWI is spending on these manual processes can be re-allocated to activities directed to reemployment as stated below or other areas where there is a backlog such as adjudication as noted in the feasibility study...

- Integrating Workforce functionality such as job matching, etc. on the front-end of the initial claims application process to promote faster claimant reemployment

Oracle agrees with AWI getting claimants back into sustainable jobs as quickly as possible is of vital importance. As part of the Oracle solution we believe an individual’s core job competencies and skills should be collected as soon as possible. Either at the time they file an initial claim – or soon thereafter. Using self service, claimants can submit their resume. This will be used with their other data to perform job matching.

Our solution is more than just job searching. Our solution considers all data, measures degree of fit and produces best-fitting results. Not all criteria will be met exactly – but we can provide the best fit, weighted and ranked accordingly. A user can also see why they may not be matching to the types of job they expected.

The solution would be able to demonstrate that the individual is lacking certain requirements (training, skills, and college degrees) that jobs in the area or discipline they are searching for require. Of equal importance is the employer’s requirements – our solution returns matches that fit not only the claimant’s requirements, but the employers as well – which should lead to putting individuals in sustainable jobs.

This solution is the best tool that can be put in the hands of claimants, employers and case workers. We look forward to demonstrating this exciting component of our solution.

- Fiscal management functionality to optimize the timely and accurate settlement, reconciliation and forecasting utilization of funds and services provided to Florida’s unemployed

The Oracle Workforce System solution includes a financial component to it which works with the rules engine ensuring timely and accurate allocation of funds and payments to claimants.

- Administrative management functionality in support of data security, reporting, audits and user safeguards against fraudulent actions

The Oracle Workforce System solution architecture provides a comprehensive set of access control mechanisms, to meet access control requirements at several levels.

Control Access To...	Access Control Mechanisms
Applications	Responsibility access or external access control
Application Functionality (Views)	Responsibility access
Datasets	Organizational access

Transaction Data	Position based access
Content (referential data)	User groups access

- Responsibility – Responsibilities describe the roles help by a particular user. Responsibilities are used to determine what parts of the application a user has access to.
- Organization – Organizations are used to partition data within the application. Organizational access ensures that members of an organization only see data within that organization.
- Position – Positions represent a place in the organization structure. Typically a single employee occupies a position, however it is possible for multiple employees to share a position. Position based access is used to limit access to information based on being assigned to that information.
- User group – A user group is simply a collection of users. Groups can be ad-hoc, or based on some attribute of users like organization or account. Access to content can be controlled at the user group level, providing a powerful way to control who has access to parts of the product catalog, service solutions, etc.

All access control is administered via easy to use administration views. There is no need to understand programming to create or modify access control. The administration of access to content has been designed to enable you to control access to millions of content items for millions of users. Using a hierarchical categorization, the administration of access to content is similar to managing a file system.

- Automating cumbersome manual or paper processes to ensure that critical information needed to effectively manage the programs are readily accessible to state and local administrators and policymaker

The ability to have policy experts directly maintain determination rules that are automated within the solution. This policy ownership is achieved by storing the source version of all rules in familiar Microsoft Office Word and Excel documents. This allows policy personnel to work directly with rules, using familiar desktop software. The result is that policy experts can directly manage the business decision content using the Oracle solutions, bridging the traditional communication divide between business and IT.

- System’s technical architecture and underlying functionality must be adaptable, scalable and flexible to support continuous process improvement and change in applicable State and Federal law.

We look forward to highlighting the flexibility and configurability of the solution to AWI. One example is the various rules and regulations associated with programs that can be applied quickly and

consistently to all applicants. As new rules or regulations are issued by the Federal Government they can be updated and implemented almost immediately. In addition, AWI can quickly identify those individuals who may be eligible for those programs the Federal Government continues to support for various dislocated workers.

The Oracle solution is an integrated Web-based application designed for use by administrators, front line workers, employers, citizens and executives associated with AWI. The product contains intuitive visual tools that allow users to configure the User Interface without modifying HTML. It provides an easy to use graphical user interface and guided business processes. This unique technology provides levels of interactivity traditionally available only in Windows applications like dragging columns to rearrange their order, selecting a record to edit it, or clicking on the header of the column to sort it.