Component	Accenture	Deloitte
Company & Team Experience	• Completed UI projects: FL, KS • Current UI projects: IL, TX • Several key team members with AWI specific experience • Project Manager was Project Manager for the IL and KS implementations • Development Lead also led FLUID enhancement project and OSST conversion effort (both AWI projects) • Change Strategy Lead has worked on 3 UC implementation projects (KS, WI and IL). • BPR Lead has strong relationships with Workforce • Design, Development and Test Leads have UC Implementation experience on multiple projects (primarily IL) • Plan to hire new staff for lead and team member roles • IL UI program is decentralized with local offices and currently does not use IVR nor web for initial claims **Subcontractors and role:** • **Genesys** - provide the customer-enabling IVR contact center software, customized to meet AWI requirements, provide integration services • **ImageAPI –** content and document management, assist in conversion to FileNet, current AWI vendor • **Bradner Consulting Group –** business process reengineering	• Current UI projects: MN, MA, NM, CA • Has modernized with UC or Workforce systems in 22 states. • Successfully implemented (7) seven UC Modernization efforts in the last (8) eight years • 100% of proposed project leadership team has worked on and completed successful UC implementations • Key proposed resources average more than 10 years of UC experience • Proposed team has worked together on other UC modernization projects • uFACTS framework was designed for UC and Tax • RUP-based Playbook Methodology and Tools • Prior experience with all proposed subcontractors • Deloitte has a 250 member (internal employees) UI Practice **Subcontractors and role:** • **ImageAPI –** content and document management, assist in conversion to FileNet, current AWI vendor • **CSG –** AWI UC Benefits Business Processes • **Brandt Information Services –** AWI UC Benefits Business Processes • **ISOCORP** - .Net technology and AWI legacy systems • **IPO –** Genesys integration

Project Approach – Project Schedule	• ~~27 Month Implementation Timeline~~
	  ◦ ~~Release 1 – Go-Live 6/30/2011 FLUID replacement~~
	  ◦ ~~Release 2 – Go-Live 6/29/12 IVR/BOSS/Special Payments, Wage Det~~
	  ◦ ~~Release 3 – Go-Live 5/31/13, Remaining functionality~~
	• ~~Proposed alternate three phase 23 month approach which will reduce overall project cost~~
	• All staff on-site during each project phase
		• ~~24 Month Implementation Timeline~~
		  ◦ ~~Phase 0 – Planning~~
		  ◦ ~~Phase 1 – Go-Live 7/1/11 UC Claims and Benefits Portal~~
		  ◦ ~~Phase 2 – Go-Live 4/27/12 Call Center IVR and Benefit Overpayment Screening~~
		  ◦ ~~Phase 3 – Go-Live 3/1/13 Internet and Internet Appeals & Claims & Benefits~~
		  ◦ ~~Phase 4 – Warranty, Maintenance & Operations~~
		• ~~Used three estimating techniques to derive the basis of estimate~~
		• ~~Recommend consolidating phases to reduce rework, implementation timeline, and overall project risk.~~
		• ~~Proposed consolidation will reduce implementation timeline by 1-3 months~~
		• All staff on-site during each project phase

Component	Accenture	Deloitte
	Single Phase Approach – 21 Month Timeline • Overlapping Phases • Implementation (go-live) November 2012 Assumes AWI resources allocated to the project will also be responsible for creating/developing deliverables (requirements, design, conversion, etc.) Assumes AWI will add 5 additional technical resources to support project execution. ~ 67 total resources (AWI & Accenture) at project peak. Resources are accountable to complete project deliverables. Significant customization required to modify the IBIS solution from an over the counter solution to AWIs vision. Significant functional gaps with the IBIS solution and AWIs requirements were observed by AWI during the demonstrations and negotiations. Customization creates a higher risk to deliver within the proposed 21 month schedule.	Single Phase Approach – 22 Month Timeline • Completed in Iterations (phases) • Go-Live December 2012 Assumes AWI resources allocated to the project will work with the Deloitte team to assist in documentation and deliverable reviews. AWI resources are not responsible for creating/developing deliverables. ~ 33 resources at project peak (Deloitte only). Deloitte resources are accountable to complete project deliverables. Moderate customization required to modify the uFACTS solution to meet AWIs vision. This was validated by AWI during the demonstrations and negotiations. Manageable risk to deliver within the proposed 22 month schedule.
Project Approach – Requirements Validation	• **Requirements Software:** IBM Rational RequisitePro • Commits to tracking and verifying the requirements throughout the project's development life cycle. For changes, we work with AWI to identify the impact and follow the change control process. • Requirement validation includes Joint Application Development (JAD) sessions with selected staff across all business areas. Confirm business processes, requirements and impacted systems. • Propose one to four JAD sessions during the week to maintain pace with development and send agendas at least five (5) business days in advance to participants. • Session topics and attendees are pre-selected to maximize AWI staff's time and ensure key decision makers are present. Experienced technical and functional staff participates and answers questions and concerns. • Following each requirement validation session, Accenture will disseminate meeting minutes to AWI staff then a draft is prepared outlining issues addressed,	• **Requirements Software:** IBM Rational RequisitePro • Use the work done to date as our launching point for the project. • uFACTS repository has over 3,000 UC Tax and Benefit specific requirements (1,500 are claims specific) • Deloitte validates requirements and technical architecture, and review existing use cases within the uFACTS Solution Framework at the onset of the project. • Joint Requirement Management (JRM) sessions and Use Case Activity diagrams are used in the Define phase to map AWIs Requirements. • Deloitte will focus on achieving consensus across teams and determining the full scope of the project. • Transfer, or migrate, existing AWI requirements into the requirements management tool. • Combines modified uFACTS requirements artifacts with existing project documentation to form the requirements baseline. • Conduct a fit/gap analysis. • Will use the uFACTS Solution Framework to prototype potential alternatives in appropriate

Component	Accenture	Deloitte
	decisions made and business rules linked to the requirements, workflows, forms, and other items and will be provided to the Agency's Project Director within three days of the session's conclusion. • Propose to use the IL transfer solution as a prototype in design sessions to confirm expectations and gain consensus. • Accenture proposed to eliminate Customer Information Request and Media Outlet requirements – Price includes meeting the requirements as specified in Attachment Q • Accenture added Natural Speech recognition with the option to eliminate the natural speech recognition for a reduced price • Accenture has agreed to fulfill all AWI requirements specified in Attachment Q	cases to help AWI better understand how the system could work. • To complete the fit/gap process, processes must function as designed (less custom development), stakeholders must accept the processes, and the gaps must not violate any of the program assumptions. • Deloitte has agreed to fulfill all AWI requirements specified in Attachment Q.

Component	Accenture	Deloitte
System Requirements Response Summary		
0 – Cannot Support	~~2~~ 0	~~3~~ **0**
1 – Customization Required	~~600~~ 602(40%)	~~312~~ 315 (21%)
2 – Configuration Required	134 (9%)	365 (25%)
3 – Included in base Product	747 (50%)	803 (54%)
Project Approach – Development Approach	• All Development will be completed on-site • Development methodology based on the Software Engineering Institute's (SEI) Capability Maturity Model Integration® (CMMI). • ~~SDLC integrated within each release (phase)~~ • Propose to use the Rational Suite • Propose to train AWI users on the Rational products • ~~Phased implementation approach will require minimal "throw away" interfaces with the legacy system.~~	• All Development will be completed on-site • Development methodology based on the Software Engineering Institute's (SEI) Capability Maturity Model Integration® (CMMI). • ~~SDLC integrated within each release (phase)~~ • Prototyping approach used to configure and determine the required modifications • uFACTS knowledge repository includes system design project artifacts for each project phase (artifacts from previous UC implementations) • ~~Phased implementation approach will require minimal "throw away" interfaces with the legacy~~

	• Prototyping approach used to configure and determine the required modifications Assumes AWI resources allocated to the project will also be responsible for creating/developing deliverables (requirements, design, conversion, etc.) Assumes AWI will add 5 additional technical resources to support project execution. Specified 75,000 hours dedicated to AWI resources Did not specify specific AWI task responsibilities Proposed Phase Gates throughout DDI	~~system.~~ Proposed to conduct DDI in iterations

Component	Accenture	Deloitte
Project Approach – Data Conversion Approach	~~• Propose to convert data in 3 phases mapped to the implementation schedule:~~ • Propose a combined effort with the Agency • Have prior experience and knowledge of the current UC databases that must be converted • Will not need to convert images since ImageAPI is the current vendor and will go through an upgrade to iCenter, however, will need to link images by claimant ID. • AWI responsible for data extraction from legacy system (estimate: 3 FTE) • Approach involves the following high level activities: ◆ Develop comprehensive Conversion Plan and schedule ◆ Determine, with AWI assistance, the legacy systems source data fields for all legacy system data elements ◆ Identify missing database ◆ Recommend procedures for handling missing data ◆ Develop data maps for each legacy system ◆ Design all conversion applications ◆ Develop and run legacy system downloads ◆ Develop and test data conversion software ◆ Develop and test automated data cleanup software ◆ Run conversion software for unit, system and acceptance test ◆ Develop detailed conversion procedure ◆ Run mock conversions ◆ Analyze conversion results ◆ Correct programs or data for errors ◆ Re-run mock conversions ◆ Run automated data conversion process ◆ Conduct manual conversions <u>Proposed an additional AWI Role (Legacy Integration) to assume additional data conversion responsibilities.</u>	• Some files requiring conversion may become interfaces – either temporary bridges or ongoing interfaces • Deloitte extracts data from the legacy source, stages and loads data • Historical and live data are put through conversion programs on a different schedule to maintain the integrity of production data during the various conversion increments • Only data that have been verified make it to the new databases • Data continues to reside in the staging area until it passes the transformation rules necessary to load the databases • Conversion programs (automated and manual) run against the staged data • AWI staff, in collaboration with Deloitte, determines the data that require manual cleansing and subsequently performs the manual cleansing of data based on reports produced by the conversion team • Deloitte stages unclean data for remediation • Deloitte loads cleansed data that pass transformation rules and begin the nightly synchronization process • Begin data conversion right away • Produce a thorough understanding of the data requirements from the target and source systems, and to confirm and refine these requirements throughout the project lifecycle • Use automated conversion tools, where appropriate • Deloitte moves from developing a conversion plan to validating conversion for an iteration, and populating development/unit test, system test, training, and production databases. • Conversion Approach Includes: ◆ Conversion Plan ◆ Design, Develop, Test, and Run Conversion Programs ◆ Validate and Verify Data Loaded ◆ Implement, Execute, Validate, and Verify Conversion ◆ Perform multiple mock conversions
Project Approach – Training and Knowledge Transfer	**Training** • Training is role-based. • Types of training proposed: Instructor Led, Web-based and job aids • Conduct a user needs assessment to determine user roles based on functions they	**Training** • Pragmatic training and knowledge transfer approach and use validated training tools and materials currently available in the uFACTS Knowledge Repository • Involve all appropriate staff in every phase of the project lifecycle.

Component	Accenture	Deloitte
	perform currently and what they will do in myBIS • Develop a detailed training plan that is right for AWI and addresses the knowledge and skills required for system users to use the application. • Along with the instructor facilitation, participants perform practice and test exercises • Delivered "just in time," or approximately 30 days before going live on each of the three (3) releases and in accordance with the training schedule • Training Methodology: ◆ Plan - Work with AWI to conduct an end user needs assessment of UC staff. Based on the results, we develop the overall Training Plan and refine the training curriculum for each audience group. ◆ Design - During this phase we work with AWI to determine the specific user roles for a given release. ◆ Build – Develop training materials. ◆ Test – Test training materials to validate the courses meet the learning objectives. ◆ Deploy - Deliver the training to the end users at the AWI training facilities by prepared trainers (some AWI SMEs), virtually, or at the users' desktop <u>Proposed alternative training method, train-the-trainer.</u> **Knowledge Transfer** • Begins early in the project schedule and continues throughout the project lifecycle. • Approach leverages the "learn-by-doing" concept • Presented conceptual level of detail during presentations	• Focus on building your skills to be ready to do the job • Artifacts include the following: ◆ Traditional training manuals ◆ Topic-specific CBT (Captivate simulations) can be placed on web ◆ Evaluation materials ◆ Training plans/schedules from successful UC training projects ◆ Training materials to support the training of the internal project team and system users on the use of the third-party tools selected for use during the project. <u>Proposed alternative training method, train-the-trainer.</u> **Knowledge Transfer** • Both formal and informal starts on day one of the project • Knowledge transfer delivery channels: formal "just-in-time" training, on-the-job training, mentoring, system documentation • uFACTS Knowledge Repository contains reusable artifacts that represent our lessons learned and best practices gained during our experience implementing effective knowledge transfer programs for UC business processes for several states, including: MT, KY, MN, and MA
Solution Overview	• Transfer system from Illinois - myBIS - built using Java J2EE • Current solution accommodates creating, processing, and establishing alternative programs • Four releases have been successfully implemented: ◆ Internet Claims ◆ Guided Interview ◆ Auto Registration with Illinois Skills Match	• uFacts framework implemented in two states and currently being implemented in two states • Proposed solution is .NET, can also implement in J2EE • Current solution accommodates creating, processing, and establishing alternative programs • Solution includes a knowledge repository from all Deloitte's previous UC engagements • Oracle Policy Automation (OPA) - Business rules engine will be integrated with uFacts, current business rules engine integrated with uFACTS is iLog.

Component	Accenture	Deloitte
	◆ Internet Certification • Business rules are currently implemented using tables • Business rule engine is not currently integrated with the solution • Solution has all the current federal rules from the latest round of American Recovery and Reinvestment Act (ARRA) changes • The Short Time Compensation program will need to be developed • Demonstrated knowledge of system and UC • Functionality currently provided in the transfer system will be integrated with different components than in the existing system: ◆ Business Rules ◆ CRM ◆ Imaging <u>Proposed option to remove the business rules engine and satisfy the requirements through the application</u>	• Solution framework includes the following components: ICON, Table driven correspondence, Case Management, Document Management, and Help • Most business rules are currently implemented using tables. • The Short Time Compensation program has been implemented • System currently supports multiple languages • Demonstrated knowledge of system and UC <u>Proposed option to remove the business rules engine and satisfy the requirements through the application</u>
Solution Architecture	Service Oriented Architecture	Service Oriented Architecture
Base Solution	Transfer - IL	Proprietary - uFACTS
Business Rules Engine	Embedded within code base; JBoss	Oracle Policy Automation
Document Management & Imaging	ImageAPI iCenter	IBM FileNet P8 Content Manager, Records Manager & Capture Professional
IVR/Call Center/CRM	Genesys CIM, Microsoft Dynamics CRM	Genesys Voice Platform; uFACTS
Correspondence & Forms	Pitney Bowes DOC1, QAS Pro Web (address validation)	HP Exstream; QAS Pro Web (address validation)
Database	IBM DB2 LUW	Oracle 11g

Component	Accenture	Deloitte
Reporting	SAP Business Objects	SAP Business Objects
Workflow	Embedded within code base & Oracle BPM	FileNet P8 Business Process Manager
Batch Processing	SpringBatch	UC4 Application Manager
Fax	ImageAPI iCenter	OpenText RightFax
Other	• Assumption: current printer will be used for bulk printing • JBoss is not implemented in the IL solution • IBM WebSphere Application Server • IBM WebSphere Management Console to monitor WebSphere Application Server • IBM HTTP Server (IHS) as the Web Server • Rational Application Developer (Java IDE) to code and unit test the java-based components that run on WebSphere • JSpell SDK for spell check • BMC Patrol Express to monitor system servers and databases • DB2 Performance Monitor to monitor DB2 database performance • Microsoft Enterprise Search / Fast Search and Transfer (FAST) Search Platform Proposed option to remove the workflow engine and use existing solutions workflow ~ $2m of hardware and software cost is lacking in the vendors IRP response. This was validated during the IRP review Agency support staff would require significant and complex training to operate and maintain the solution due a non homogenous environment High cost of long term operations and maintenance based on the number of distinct components	• Integration layers exist to support 3rd party software • .NET 4.0 • .NET Business Components • ASP.NET for presentation tier • Microsoft Internet Information Server (ISS) • Microsoft Active Directory • Microsoft Windows Communication Foundation for building and running connected SOA based systems • Microsoft ADO.NET and LLBLGen Pro • Page Scholar JSpell for spell check • Brava Enterprise Viewer for retraction • FOIAXpress for processing Freedom of Information Act and Privacy Act requests • GlobalSCAPE EFT Server Homogenous environment and solution based on widely available products without the use of open source Ability for the Agency to find the appropriate staff skills to perform operations and maintenance Reasonable cost of long term operations and maintenance based on the number of components to support Less staff required to support a homogenous environment

Component	Accenture	Deloitte
	Risk in the ability of the agency to find the right staff skills to perform operations and maintenance. Multiple operating systems proposed Non-redundant database representing a single point of failure	Less training required for agency staff to support homogenous environment ~ $50,000 of hardware and software cost is lacking in the vendors IRP response. This was validated during the IRP review
General System Functions – Correspondence	• Correspondence Software: Pitney Bowes DOC1, Experian QAS ProWeb • Ability to associate required and optional sections to a template • Ability to define and associate variables with forms/correspondence • Manages e-forms while still providing options for paper-based mailings • System verifies addresses in real time against the USPS using QAS Pro Web software by Experian • Could allow UC staff to generate forms and correspondence • Ability to preview forms and correspondences before they are generated Non-redundant correspondence server	• The uFACTS Solution Framework provides the primary logic to trigger and generate necessary UC correspondence, including the creation of ad hoc correspondence • Template driven correspondence - • Ad-Hoc correspondence functionality allows for the creation of unique documents • Each piece of correspondence is stored in the document management system for historical review • Ability for mass correspondence generation
General System Functions – Advanced Search & Document Management	• **Document Management Software:** ImageAPI iCenter Image Capture • Electronic Case Folder integrates case management and document management to share information, allowing for collaboration among users • Documents and correspondence can be maintained within a single repository. • Any user with appropriate privileges can view case documents via the Electronic Case Folder regardless of their location. • Provides the ability to search, re-index, re-categorize, and annotate existing documents based on security rights. • Solution includes Enterprise Search Service capabilities to perform advanced searches across various documents and data repositories. • Advanced Search Software: Microsoft Enterprise Search / Fast Search and Transfer (FAST) Search Platform includes word stemming, federated search, reliability, performance and ease of integration within the overall architecture Proposed option to remove advanced search	• **Document Management Software:** IBM FileNet P8 Content & Records Manager, Capture Professional • The uFACTS Solution Framework features intuitive search and navigation functionality that the users find very easy to use • The search functionality features various means of search using ID numbers, name, partial and full text searches, wild card searches, group search, sorting and paging of results. • Document Management will be tailored to deliver AWI's desired functionality • The Document Management Integration component provides transparent integration of required documents into the application. • Ability to connect documents to account or claim • Can track items not physically in the data base, such as non-electronic or non-document evidence • Role based security for notations on documents • Adjudication file can include all documents fact findings and determinations
General System	• Reporting Software: Business Objects (currently integrated)	• Reporting Software: Business Objects (currently integrated)

Component	Accenture	Deloitte
Functions – Reporting	• Preconfigured standard Federal and State reports • Staff can schedule jobs and receive automated alerts and reminders • Will be able to track the report when initiated: when it ran; who ran it; how long it ran; whether it was successful; and how many records were involved • Proposed to create a copy of the transactional database as a reporting database • Transfer includes several built-in UI reports <u>Proposed option to provide existing reports without modification.</u>	• System currently supports delivery of reports electronically • Staff can schedule jobs and receive automated alerts and reminders • Fiscal Reporting, Management and Administrative Reports, Statistical Reports, Ad Hoc Reports and Inquiries • uFACTS Reporting Services Includes ◆ Fiscal Reporting ◆ Management and Administrative Reports – ◆ Statistical Reporting ◆ Ad-Hoc Reports and Inquiries - ◆ The uFACTS Solution Framework contains multiple templates for UC Benefits management reports <u>Proposed option to provide existing reports without modification.</u>
Business Rules	• **Business Rules Software:** JBoss Enterprise BRMS and embedded in program code • To make the process of updating dynamic business logic even more streamlined, proposing to incorporate the JBoss Enterprise BRMS. • Includes a rules engine and rules development, management, and repository • Proposes to not convert embedded rules to rules engine • JBoss will require reliance upon IT staff to make changes • JBoss provides basic rules engine functionality • Enables trained business analysts to view and manage AWI business rules as encoded in the AWI application infrastructure • Dynamic parameters with the potential to change frequently are stored in the database and can be easily updated via a script • Parameter changes do not require modifications to application code <u>Proposed option to remove JBoss.</u>	• **Business Rules Software:** Oracle Policy Automation (OPA) • The uFACTS Solution Framework leverages a business rules engine and table-driven parameters that are called by application program code and processes • The separation of business rules into a separate rule repository promotes reuse by treating business logic as a manageable enterprise resource. • Visible Rules – rules are presented in a language that makes sense to business users • The uFACTS Solution Framework includes over 400 code tables and 12,000 sub code tables to maintain uFACTS • The Sub-Code System Management component allows authorized users to create and maintain records in system code tables • Includes testing engine and test scripts. • Can perform 'what if' scenarios (business impact analysis) • OPA not in use in MA, NH, or MN <u>Proposed option to remove OPA.</u>
Workflow	• Workflow: Oracle BPM and embedded program code (Oracle BPM is not currently integrated) • Demonstrated proven COTS solution with upgrade and support path. • Automates workflow processes through application embedded workflow	• The uFACTS Solution Framework Case Management component controls workflow • Case Management / Workflow uses FileNet products • Workflow component monitors and tracks processes • Workflow processes are created, managed, & modified using a flowchart tool

Component	Accenture	Deloitte
	functionality • Provides the ability to route work tasks/activities to various users in a business process • Requires minimal effort to reflect business process and workflow changes • Monitors assigned work to make sure it is completed on a timely basis Updated response includes JBoss for the workflow, which replaces Oracle BPM. This reduces price but according to the vendor will not reduce functionality. Also proposed an option to eliminate JBoss for the workflow and use the workflow embedded in the solution.	• Ability to receive workflow metrics • Includes predefined events and action diagrams of common unemployment processes
Imaging	• **Imaging Software:** ImageAPI iCenter Image Capture • iCenter is not currently in production and has been available since Fall 2009 • Provides the ability to search, re-index, re-categorize, and annotate existing documents based on security rights • Provides image capture, email and fax-to-image, content redaction capabilities, bar coding and indexing processes • Supports fax to image capability • Enables storage and retrieval imaged documents, correspondence and account information regardless of the source. • Framework includes centralized storage and an image scanning facility • Accenture has successfully implemented correspondence imaging system with Image API at various clients • Currently being used at AWI and it is known by the AWI staff • Current images in the iCenter repository don't need to be converted to a new system • Built on a scalable architecture comprised of product layers • Solution supports linking documents together to form logical packets to support business processes • Follows AWI processes with automated workflow capability enabling enterprise-wide collaboration, approvals, and better management • Supports effective content use by delivering controlled, transparent access, storage and publication of large volumes of documents	• **Imaging Software:** FileNet P8 suite of products • Users will be able to access documents and workflows by logging into the same Web interface provided by uFACTS using a single set of login credentials • Some of the key features of the solution include receiving incoming documents via fax and paper, automatically indexing documents when possible, attaching documents to issues, redacting documents and attaching non-indexed documents to work queues for manual indexing, bar coding • Document repository and imaging components lie within the core of the IBM FileNet P8 to capture, manage, and store content. Multiple repositories are created and managed within IBM FileNet P8 to match specific physical configuration requirements • The uFACTS application architecture is designed to manage storage of non-structured data, such as correspondence to and from claimants and employers • Proposed 11 scanners

Component	Accenture	Deloitte
	• Leverages work Image API has done helping the State of Florida achieve many of its goals for improving processes through automation, content management solutions, and business processing. • Proposed 12 scanners	
Security	• IBM WebSphere as the Application Server and IBM HTTP Server (IHS) as the Web Server • Solution incorporates security from various levels within the technology which includes network, servers, access, and application levels • Symantec Virus Scan for File Uploads.	• To preserve the integrity of data within the Information Tier, the uFACTS Solution Framework promotes the concept of allowing database updates only through the business application where appropriate edits and security validations can be applied • Deloitte proposes limiting access to the operational data repository to only the application environment • The uFACTS Solution Framework features comprehensive security architecture to address the security requirements of the proposed UC solution • The security functionality features user account management, role based security, password and account resetting, secure communication by users and data transmission to external agencies • Supports single sign-on
Claimant Internet Portal	• ~~Deployed by June 30, 2011~~ • Existing functions: create and maintain account information, file claims, view benefit payment information, and complete continued claim certifications. • Demonstration uncovered usability concerns. Stated usability testing was conducted with non-UC staff • Number of Agency requirements not met by Illinois solution. Plan is to meet the requirements through development. • UC staff, new and existing claimants, employers and Third Party Agencies (TPA) have 24X7 access to claims data, appeals and/or documentation. • Provides customers with the ability to perform a number of self service tasks that may have previously required UC staff intervention • Employers and TPAs with the appropriate security can access frequently requested documents, browse FAQs, and view and enter appeals information for cases to which they are a party	• ~~Deployed by July 1, 2011~~ • Steps claimants through the application process, dynamically determining the questions to be asked based on past responses to questions and by displaying a progress bar • uFACTS tailors the home page to each claimant • Virtual UI Agent/Determine Correct Path provides claimants with messages related to outstanding fact-finding, re-employment activity, available weeks, and determination or appeals status • Generates appropriate real-time fact-finding to the claimant based on claimant responses, attaches result in .pdf format to claim • Partially completed claim can be saved for completion at a later time • Calendar can be integrated with MS Outlook • Demonstrated address validation. • During employment collection claimants verify addresses where they worked, job titles and reasons for separation. • Based upon eligibility requirements, uFACTS will present the proper application for programs • Support real-time SSN validation with SSA • .Employers and wages are only displayed if the SSN verification was completed successfully • Eligibility to file is checked before obtaining personal information • Table containing routing numbers and associated banks is updated monthly • Displays job matches for claimant

Component	Accenture	Deloitte
Integrated Voice Response	• The Genesys CIM platform provides the telephony platform that enables telephone-based access to myBIS • myBIS provides the capability to provide AWI staff with screen pops of information collected by the IVR • Automatic Call Distribution: Calls are distributed through defined ACD rules • Call Treatment: Genesys ACD handles the call based on set rules at the ACD level and routes calls to pre defined destinations • Prompting: ACD is capable of simple prompting and digit collecting • Did not propose natural speech recognition Added Tier 2 Nuance natural speech recognition	• Utilizes Genesys call center architecture • IVR functionality (screen pops, messaging, etc.) is part of the uFACTS framework • Script Based Interface - Users will interact with pre-recorded prompts, known as "scripts" • Alternative Language - Alternative language IVR scripts will follow the same logical flow as the original script, but the content will be translated by a language specialist • IVR script will transfer the call to the appropriate call center staff by using skill-based routing logic ~~• Did not propose natural speech recognition~~ Provided Tier 3 Nuance natural speech recognition
Customer Relationship Management	• CRM Software: Microsoft Dynamics CRM (not currently integrated) • Customizable user interface that connects to the underlying data objects without programmatic extensions • Screen pops claimant info to agent from IVR • Email and Chat functionality was demonstrated • Email integration with CRM tool • CRM tool handles all information from IVR • System will display caller statistics • System identifies if the calling number is the number on the claim Proposed option to remove Microsoft Dynamics. This would require the purchase of Genesys Agent Desktop Licenses.	• Genesys in conjunction with the uFACTS Solution Framework will support CRM • Screen pops will be provided to CSRs • uFACTS has been integrated with other IVR/CRM solutions • Genesys is currently being implemented in California with uFACTS • uFACTS framework provides many of the CRM requirements
Employer Portal	~~• Deployed by June 30, 2011~~ • Functions to be developed: access frequently requested documents, browse FAQs, and view and enter appeals information for cases to which they are a party, submit a request for information and documentation • JSPs and JSP TagLibs for the Presentation Layer, which results in Internet screens used by Employers	• Existing functions: file appeals, manage correspondence notifications to and from employers and employer agents • Generates appropriate real-time fact-finding to the employer based on claimant responses • Each portal is managed with the same basic look-and-feel, same business flows, and an intuitive design • The re-use of a common graphical user interface reduces system maintenance, improves staff to constituent assistance and training, and provides for a consistent set of business processes • Designed in a manner that allows users to generally access a business process with no more than three "clicks"

Component	Accenture	Deloitte
		• Employers will have inboxes • Can interface with SUNTAX system • Currently record business owner/operator information and cross-match that information with claims filed to detect issues • Portal for employer agents. Deloitte has had success in two states getting TALX to used employer portal and fact-finding forms to respond to employer notices of claim filed and they believe that they can help FL accomplish same • Suggest FL pull employer files from DOR to have account previously established for employer/agents • MN has had 873 employers sign up for STC since Deloitte did their modernization and they only had 1 employer prior; 50,000 STC applicants
UC Program Workspace – Claims	• Navigate via a cascade menu that provides navigation options at the business process-level. • Claims are established when filed. IB-4s and correspondence to be mailed are processed at night. Does not prevent claims from being filed. • Currently automatically delete (cancel) claim if IB-4 response indicates claimant has claim in another state • Screens contain a drilldown layout. • Consolidation of data from multiple screens into one screen • Data validation is built into the system. • Error messaging built into the application enforces correct and complete data entry. • Confirmation messaging throughout the system • Data validation rules confirm that initial data entry is correct and vital information is not missing • Task and assignment screens allow both UC staff and supervisors to view tasks and assignments • Supervisor level staff has the ability to reassign tasks and assignments • Includes a batch process that updates prioritization of tasks based on business rules • Assignment lists are sorted by priority and due date in order to better manage the queue, and monitoring the dashboard alerts the user of past due items • Completed Assignments page offers a history of task throughput and completion rates for management staff's review • System Dashboard features office-level statistics that allow management to chart overall task and assignment volumes as well as geographic workload trends	• Integration w/ employer wage information • Real time claimant fact finding • Claim services components focus on efficient and accurate claimant registration, wage determinations, claimant self-service, and the establishment and maintenance of alternative programs • These services can be integrated with the tax processing functionality in SUNTAX • This module provides a secure login; an audited real-time interface with the SSA and DHS; integration with employer wage information; real-time fact-finding to claimants. • The uFACTS Solution Framework accommodates creating, processing, and establishing alternative programs (STC, DUA, TRA) • In Minnesota, 85 percent of claimants now use the Web application to process their claims, which is a drastic increase from 31 percent pre-implementation. • 87 percent of these claimants process 100 percent of their business online with no staff intervention • The uFACTS Solution Framework's Determine Correct Path functionality only displays the "Request for Benefits" link to claimants when there is an available week to claim. • Work is completed via work flows and not a work list • Real time validation for SSN and addresses • Overnight batch for wages. • Correspondence runs in batch or individually. • All screens configurable to Florida specifications • Accessible via internet for staff working from home • Only call center data is stored in Genesys

Component	Accenture	Deloitte
	• Pseudo monetary determination screen for claims staff and wages can be 'added' or 'deleted' to see affect on claim	• Forces notes when a user makes changes • Bundles and prints documents with coversheet and places exhibit numbers prior to printing
UC Program Workspace – Adjudication	• Solution is similar to AWI FAAS system. • No current auto adjudication • ERPO employers can be automatically non-charged • When the issue is logged, automatically schedules most Adjudications in real time. • System schedules hearings and adjudications based on criteria defined by the Adjudication and Appeals Divisions, including claimant's assigned local office, availability, issue type, language skills, employer stacking, referee training or special expertise • Scheduler tries to add the new issue to the same adjudicator so they can group the interviews and complete them on the same day • Navigate via a cascade menu that provides navigation options at the business process-level • Screens contain a drilldown layout. • Consolidation of data from multiple screens into one screen • Data validation is built into the system. • Confirmation messaging throughout the system allows the user to confirm key functions before data is submitted and processed • Data validation rules confirm that initial data entry is correct and vital information is not missing • Task and assignment screens allow both UC staff and supervisors to view tasks and assignments for the queue they are assigned • Supervisor level staff has the ability to reassign tasks and assignments. • Includes a batch process that updates prioritization of tasks based on business rules • Completed Assignments page offers a history of task throughput and completion rates for management staff's review	• The uFACTS Solution Framework Adjudication module allows individual UC organizations to create, track, and adjudicate issues • After an issue has been created, the Adjudication module will send out any necessary fact-finding documents and route issues to the appropriate adjudicator for processing • uFACTS integrates fact finding into process, making the experience seamless for the user • Ability to auto adjudicate based on business decision (currently 57% with no earnings auto adjudicated in MN) • In addition to fact-finding beginning with the party that created the issue, the system will generate fact-finding for other interested parties if necessary • Fact-finding request can be sent either electronically or through a paper notice • Once the fact-finding has been received or the due date for fact-finding has passed, based on AWI-specific rules, uFACTS marks the issue as "ready-to-be-worked" and assigns the issue to an adjudicator • In some cases the answers provided through fact-finding , or the fact that fact-finding was not returned, allows uFACTS to auto-adjudicate an issue and create a determination without staff interaction • The Multi-Claimant/Mass Layoff process provides staff with an efficient method for processing multi-claimant issues • Each adjudicator's skill level is set for a queue and issues are distributed to users based on their skill set • 280 base adjudication code and sub code types
UC Program Workspace – Appeals	• myBIS appeals functions can facilitate and balance referee workload via work item automation • Automated Appeals scheduling • Integrated with MS Outlook • The system tracks each appeals case with a single docket number	• The uFACTS Appeals module enables employers and claimants to appeal determinations and initiate due process hearings • Enables the creation of appeal dockets • Manages the scheduling and rescheduling of appeal hearings • Will integrate scheduling with MS Outlook

Component	Accenture	Deloitte
	• Hearings are auto scheduled and the system sends notices to all parties involved • Referees can access previously made determinations and case information in one place • An extension to the myBIS solution will allow for digital recording of the appeals hearings • Will configure automated chargeability • Can schedule by priority • Ability to add an issue for adjudication • Appeals module is currently in production in Illinois. Proposed option to defer the Appeals module.	• Appeals are accessible through claimant and employer self-service and through IVR • When filing an appeal the system automatically presents up to three scheduling options • Scheduling options include: Automatic, Manual, and Combined • Employers and claimants can manage their own appeals • Appeals module is currently in production in 2 states and being implemented in 2 states
UC Program Workspace – Special Payments	• Ability to view payment deductions, payment details and accounts for individual payments in daily, monthly, quarterly and yearly financial statements • System automatically processes payment adjustments, supplemental payments, and overpayments • System currently has the ability to make payment via EFT, debit card, and warrant. • Re-issue functionality will be developed for AWIs requirements • Demonstrated strong fund transfer capabilities	• Ability to generate payments for all special programs as well as additional compensation • Each payment is tied to the specific wage determination and program type so that all accounting and fiscal reporting are accurate • Staff has the ability to process exception-based payment transactions • Functionality includes the ability to make past weeks requestable once again for the claimant • Demonstrated that payment information is easily accessible via the claimants home page • Demonstrated strong fund transfer capabilities • Automated processes for supplemental payments
UC Program Workspace – BPC	• BPC functionality is integrated with Adjudication, Appeals and Continued Claims activities • Solution creates a single overpayment record for the Weekly Benefit Amount (WBA) and Penalty Weeks • Will customize solution to include cross matches and wage audits (currently performed on legacy system) • Functionality to setup an overpayment on non-claimants • The system automatically applies collections and recoveries to overpayments • Ability to reverse a repayment • Demonstrated complete set of BPC functionality Proposed option to defer some BPC functionality and interface to the existing BOSS system.	• Benefit Payment Control module includes functionality that processes benefit payments for all UC programs • Functionality incorporates cross-matches and inquiries to detect fraudulent activity • Summary shows the current Overpayment Balance and previous repayment transactions (Payments and Offsets) • Claimant can setup a re-payment plan • Ability to add other state overpayment information • Demonstrated complete set of BPC functionality
Cost	• See updated cost summary	• See updated cost summary

Component	Accenture	Deloitte
DDI Services	~~$39,436,235~~	~~$27,918,800~~
DDI Software	~~$6,117,648~~	~~$8,753,251~~
DDI Hardware	~~$1,148,115~~	~~$2,128,999~~
DDI Base O&M H/W & S/W Licenses	~~$1,529,644~~	~~$402,676~~
DDI Total	~~**$48,231,642**~~	~~**$39,203,726**~~
Base O&M	~~$3,721,426~~	~~$2,454,400~~
Total to Implement	~~**$51,953,068**~~	~~**$41,658,126**~~