



State of Florida
Agency for Workforce Innovation

UC Modernization Project - Phase 2b

**Unemployment Compensation Claims and
Benefits Information System (UCCBIS)**

Presentations Workbook - Deloitte

TABLE OF CONTENTS

- TABLE OF CONTENTS2**
- 1 INSTRUCTIONS3**
 - 1.1 LOGISTICAL INFORMATION3
 - 1.1.1 *Meeting Location*3
 - 1.1.2 *General Meeting Times*.....3
 - 1.1.3 *Demonstration and Preliminary Negotiations Schedule*.....3
- 2 MEETING AGENDA4**
 - 2.1 DAY – 14
 - 2.2 DAY – 232
 - 2.3 DAY – 348

1 INSTRUCTIONS

1.1 LOGISTICAL INFORMATION

1.1.1 Meeting Location

Tallahassee, FL - Winewood Building 5, Room 109

1.1.2 General Meeting Times

- Preliminary Negotiations and Demonstrations will be conducted between 8:30AM and 5:30PM Eastern Time.
- Meeting room will be open at 8:00AM for Respondents to setup equipment.
- Meeting room will be secured at 6:00PM. Respondent equipment may be left in the room; however, the Agency is not responsible for any lost or stolen equipment.

1.1.3 Demonstration and Preliminary Negotiations Schedule

The Agency anticipates a series of demonstrations and preliminary negotiation sessions to occur between August 31 and September 23, 2010. The sessions will be conducted in Tallahassee, Florida with the location to be announced. The Demonstration and Preliminary Negotiations sessions are scheduled for:

Dates	Respondent
August 31 - September 2, 2010	Tata Consultancy Services
September 7 - 9, 2010	IBM
September 14-16, 2010	Accenture
September 21-23, 2010	Deloitte

2 MEETING AGENDA

2.1 DAY - 1

Ref #	Time	Agenda Item
1	8:30AM - 8:40AM	Meeting Kickoff
Description		
<ul style="list-style-type: none">• Instructions and administrative activities.		
Summary		
Prepared Questions		Non-Prepared Questions

Meeting Kickoff Notes

Blank area for meeting notes.

Ref #	Time	Agenda Item
2	8:40AM- 9:30AM	Company and Team Experience
Description		
<ul style="list-style-type: none"> Introduce your team. Talk about their relevant experience and the contribution each team member will make to the project. 		
Summary		
<ul style="list-style-type: none"> Key proposed resources average more than 10 years of UC experience Have modernized with UC or Workforce systems in 22 states Implemented seven UC Modernization efforts in the last eight years 100% of our proposed project leadership team has worked on and completed successful UC implementations Our proposed team has worked together on other UC modernization projects, and brings the built-in collaborative approach required by AWI to efficiently plan, design, and develop its system RUP-based Playbook Methodology and Tools Deloitte Subcontractors: <ul style="list-style-type: none"> CSG - AWI UC Benefits Business Processes Brandt Information Services - AWI UC Benefits Business Processes ISOCORP - .net technology and AWI legacy systems ImageAPI - content and document management, assist in conversion to FileNet 		
Prepared Questions		Non-Prepared Questions
<ul style="list-style-type: none"> How many people are currently supporting your implemented System in Minnesota? How many people are modeled to support the implemented system in Florida? What is the geographic distribution of this staffing model (e.g., how many people staffed and where will they be located)? Speak to the roles and responsibilities between Deloitte, CSG, ISOCORP, Brandt and ImageAPI staff? 		<ul style="list-style-type: none"> Do you have samples of marketing materials and instructions to be available in One Stops or sent out in bulk mailings?

Company and Team Experience Notes

Empty text area for notes.

Ref #	Time	Agenda Item	Description
3	9:30AM-9:45AM	Break	

Ref #	Time	Agenda Item	Description
4 1 of 6	9:45AM-10:45AM	Project Approach (Schedule)	

Description			
<ul style="list-style-type: none"> • Present your overall approach for delivering the project. <ul style="list-style-type: none"> ♦ (1) Project Schedule (Phasing) ♦ (2) Requirements Validation ♦ (3) Development Approach ♦ (4) Data Conversion Approach ♦ (5) Testing Approach ♦ (6) Training and Knowledge Transition 			

Summary			
<ul style="list-style-type: none"> • Schedule exceeds implementation dates outlined in Florida Statute. • Project Approach results in deployment of Appeals, Claims, and Benefits functionality in 24 months • Experience with SUNTAX • Phased implementation approach with incremental releases • Phases align to Florida Statute <ul style="list-style-type: none"> ♦ Phase 0 - Planning ♦ Phase 1 - UC Claims and Benefits Internet Portal ♦ Phase 2 - Call Center IVR and Benefit Overpayment Screening ♦ Phase 3 - Internet and Internet Appeals System & Claims & Benefits ♦ Phase 4 - Warrant, Maint., & Operations • Developed use cases have been mapped to the phases • Deloitte’s System Development Playbook, like many other development methodologies, is an iterative, approach fostering design, development, testing and implementation enabling incremental deployment • Increments designed to support development of separate parts of a system may require the same set of phases required by the overarching project • Consider each increment a mini-project within the overarching project phases 			

Prepared Questions	Non-Prepared Questions
<ul style="list-style-type: none"> • How many of your associates will be on-site (by role and phase)? • Describe in detail the releases identified in your proposal and what is included in each release. • Schedule seems aggressive. What risks are identified in the current schedule? What mitigation strategies are proposed? What are the significant basis of estimates you used to derive the proposed effort and duration? • Your response indicated an aggressive schedule with tight controls regarding the ability to tailor your solution to meet our requirements. What assumptions are in your plan to tailor uFACTS to meet our requirements? Please discuss the ability to tailor uFACTS to meet our requirements in relationship to your proposed schedule. Please discuss the relationship to a change in schedule and a Firm Fixed Price (e.g., if a schedule is extended with no change in the scope and approved work, describe a response They should expect.) What process do you use to determine root cause analysis for schedule slippage? • What alternative Project Schedule/Phasing would you propose to reduce cost and risk? • Assuming no external or legislative constraints, describe the most cost effective approach and timeline to meet the project’s requirements. 	

Project Approach (Schedule) Notes

Blank area for notes.

Ref #	Time	Agenda Item
4 / 2 of 6	9:45AM- 10:45AM	Project Approach (Requirements Validation)
Description		
<ul style="list-style-type: none"> • Present your overall approach for delivering the project. <ul style="list-style-type: none"> ◆ (1) Project Schedule (Phasing) ◆ (2) Requirements Validation ◆ (3) Development Approach ◆ (4) Data Conversion Approach ◆ (5) Testing Approach ◆ (6) Training and Knowledge Transition 		
Summary		
<ul style="list-style-type: none"> • Use the work done to date as our launching point for the project • Begin with requirements validation and refinement, and move quickly to Design • Requirements validation is in the Define Phase The Deloitte Team develops business and technical requirements with you and performs focus groups and executive interviews during the Define phase that result in recommendations for your new system • At phase completion, the analysis and recommendations prepare us for the Design phase • This phase includes four (4) deliverables: A business process reengineering assessment, technical recommendations resulting from process analysis, Process recommendations for the new system, and a finalized set of business and technical requirements • Rational Requisite Pro – Requirements Repository of functional requirements for UC Claims and Benefits that expedites requirements definition and validation • uFACTS repository has over 3,000 UC Tax and Benefit specific requirements <ul style="list-style-type: none"> ◆ The resource helps confirm a comprehensive and validated requirements list ◆ Use these artifacts during requirements validation and definition • 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 • AWI users and stakeholders help drive the requirements review and validation processes throughout the Define phase • Focus on achieving consensus across teams and determining the full scope of the project • To speed the requirements analysis process, will first transfer, or migrate, existing AWI requirements into the Rational RequisitePro requirements management tool • By integrating AWI requirements with those in the uFACTS Solution Framework Knowledge Repository, they establish a thorough list of requirements that includes UC Claims and Benefits modernization practices • Deloitte combines modified uFACTS requirements artifacts with your existing project documentation to form the requirements baseline for AWIs new system • Conduct a fit/gap analysis - Before defining the gap resolution options, the team will measure gaps related to actual business requirements, determine that they are within the project scope, and assess how critical the business requirement is to support defined business objectives • While defining the options for gap resolution, the teams will explore the possibility of modifying the business process design to close the gap (business process change), adding to the standard software functionality by modifying the software application (application extension development), or using an existing system to support the requirement (legacy system) to provide the functionality not included in the “as-is” uFACTS Solution • The Deloitte Team will use the uFACTS Solution Framework to prototype potential alternatives in appropriate 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 		

Project Approach (Requirements Validation) Notes

Blank area for notes.

Ref #	Time	Agenda Item
4 3 of 6	9:45AM- 10:45AM	Project Approach (Development Approach)
Description		
<ul style="list-style-type: none"> • Present your overall approach for delivering the project. • Address: <ul style="list-style-type: none"> ◆ (1) Project Schedule (Phasing) ◆ (2) Requirements Validation ◆ (3) Development Approach ◆ (4) Data Conversion Approach ◆ (5) Testing Approach ◆ (6) Training and Knowledge Transition 		
Summary		
<ul style="list-style-type: none"> • Based Playbook Methodology on the Software Engineering Institute’s (SEI) Capability Maturity Model Integration® (CMMI). • uFACTS Knowledge Repository represents lessons learned and industry-leading practices gained during successful implementation of UC solutions for several states, including MN, NH, NM, OH, FL, KY and PA. • uFACTS knowledge repository includes system design project artifacts for many of the requirements requested in ITN. • Created these UC project artifacts using the Rational suite of tools • UC project artifacts include: Project management artifacts, RequisitePro repository of functional requirements for UC Claims and Benefits, Use case activity diagrams for integrated Tax and Benefits systems, Use case specifications for both UC Claims and Benefits and UC Tax business processes, technical framework, UC specific training artifacts, Technical infrastructure artifacts 		
Prepared Questions		Non-Prepared Questions
<ul style="list-style-type: none"> • Describe how legacy systems’ data and process synchronization will occur during the three release rollout plan. • How will data integrity be enforced during the three release rollout? • How much development will be completed on-site vs. off-site? • Does the inclusion of continued claims into the uFACTS Benefit Payment Control module (5.1.1.3) have any adverse effect on your proposed solution to break out continued claims into your phase 1 implementation (4.1.5.1) and the rest of BPC into your phase 2? • What do you see as the most predominant risks to meeting the project’s objectives? 		<ul style="list-style-type: none"> •

Project Approach (Development Approach) Notes

Blank area for notes.

Ref #	Time	Agenda Item
4 4 of 6	9:45AM- 10:45AM	Project Approach (Data Conversion Approach)
Description		
<ul style="list-style-type: none"> • Present your overall approach for delivering the project. • Address: <ul style="list-style-type: none"> ◆ (1) Project Schedule (Phasing) ◆ (2) Requirements Validation ◆ (3) Development Approach ◆ (4) Data Conversion Approach ◆ (5) Testing Approach ◆ (6) Training and Knowledge Transition 		
Summary		
<ul style="list-style-type: none"> • Some files requiring conversion may become interfaces – either temporary bridges or ongoing interfaces • Deloitte extracts data from the legacy source and stage it • 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 that 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: <ul style="list-style-type: none"> ◆ Conversion Plan ◆ Design, Develop, Test, and Run Conversion Programs ◆ Validate and Verify Data Loaded ◆ Implement, Execute, Validate, and Verify Conversion 		
Prepared Questions		Non-Prepared Questions
<ul style="list-style-type: none"> • Describe and discuss the data conversion tasks and who the responsible party is for completing each data conversion task. 		<ul style="list-style-type: none"> • What are your data conversion roles and responsibilities? • What are AWIs data conversion roles and responsibilities? • Describe approach for data conversion validation and reporting of the converted data? • Are there multiple iterations (mock conversions) planned for data conversion?

Project Approach (Data Conversion Approach) Notes

Blank area for notes.

Ref #	Time	Agenda Item
4 5 of 6	9:45AM- 10:45AM	Project Approach (Testing Approach)
Description		
<ul style="list-style-type: none"> • Present your overall approach for delivering the project. • Address: <ul style="list-style-type: none"> ◆ (1) Project Schedule (Phasing) ◆ (2) Requirements Validation ◆ (3) Development Approach ◆ (4) Data Conversion Approach ◆ (5) Testing Approach ◆ (6) Training and Knowledge Transition 		
Summary		
<ul style="list-style-type: none"> • As Deloitte develops the solution, They fully test and then integrate it • On completion of systems integration, They obtain the appropriate approval and prepare for the Test phase • In the Test Phase, Deloitte uses UC Claims and Benefits Modernization Test Strategy documents, Test Plans, and Test Scripts from artifacts in the uFACTS repository • Level of Testing <ul style="list-style-type: none"> ◆ Unit Testing - Takes place in the Develop Phase and assists in validating that the smallest unit of software meets design specifications ◆ Integration Testing - Assists in validating that logical groupings of units and components interface with other logical groupings of components, and, as a group, satisfy their corresponding design specifications ◆ System Testing - Assists in validating that application business functions and system functions (e.g., batch processing and system security features) are ready for production ◆ User Acceptance Testing - Assists in validating that They satisfy user requirements and expectations and the system is ready for release to users • Testing processes begin with a test strategy that They use to create a test plan • Use test cases and test scenarios (use cases) to represent testable conditions and events • They produce and analyze test results to determine the success of the application or system. • Because our development methodology is iterative, it follows logically that our testing methodology is iterative as well • A System Test Plan is established during initial project management initiation activities followed by a User Acceptance Test Plan once They finalize stakeholder-related activities and schedules • Components of User Acceptance Testing include: Plan UAT, Identify Participants, Establish Acceptance Test Database, Create UAT Scenarios, Assist AWI, Provide Technical Assistance, Correct Issues, Document UAT completion, Final Deployment Approval from AWI • The comprehensive AWI User Acceptance Test Plan will document each of the techniques, tools, and procedures to be used during the acceptance testing activities • To provide adequate insight to project management, and granular tracking of acceptance test activities, each of the sessions for acceptance testing will have a specific timeline, specific scenarios, and individually identified acceptance testers • Deloitte will work with AWI to identify the level of planning that meets your goals for UAT 		
Prepared Questions		
Non-Prepared Questions		
		<ul style="list-style-type: none"> • What kind of High Availability testing was performed for the system implemented that closely reflects Florida's requirements? • Describe approach to regression testing? • How will Operability Test be performed in production after initial roll-out for subsequent releases?

Project Approach (Testing Approach) Notes

Blank area for notes.

Ref #	Time	Agenda Item
4 6 of 6	9:45AM- 10:45AM	Project Approach (Training and Knowledge Transfer)
Description		
<ul style="list-style-type: none"> • Present your overall approach for delivering the project. • Address: <ul style="list-style-type: none"> ◆ (1) Project Schedule (Phasing) ◆ (2) Requirements Validation ◆ (3) Development Approach ◆ (4) Data Conversion Approach ◆ (5) Testing Approach ◆ (6) Training and Knowledge Transition 		
Summary		
<ul style="list-style-type: none"> • 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. • Focus on building your skills to be ready to do the job. • Transfer of knowledge is both formal and informal. • 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: Montana, Kentucky, Minnesota, and Massachusetts. • Artifacts include the following: Traditional training manuals, Topic-specific CBT (Captive simulations), 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. 		
Prepared Questions		Non-Prepared Questions

Project Approach (Training and Knowledge Transfer) Notes

Blank area for notes.

Ref #	Time	Agenda Item	Description
5	10:45AM-11:00AM	Break	

Ref #	Time	Agenda Item	Description
6	11:00AM-12:00PM	Solution Overview	
Description			
<ul style="list-style-type: none"> • Present the overall solution components focusing on the benefits the agency should expect to derive from the solution. Discuss how your solution meets the project objectives and aligns with the service delivery model of the Unemployment Compensation Claims and Benefits program. • Present the process engineering approach you will follow as part of implementing the solution. 			
Summary			
<ul style="list-style-type: none"> • Estimate that 75% of the uFACTS solution is ready to meet AWIs requirements • uFACTS framework was designed for UC and Tax, not COTS packages that need to be integrated to meet AWIs requirements • The uFACTS Solution Framework focuses on integrating common business processes onto one platform, eliminating labor-intensive data re-entry, and mandating data consistency and integrity. • Current solution accommodates creating, processing, and establishing alternative programs such as DUA, TRA, and STC • Will integrate with SUNTAX to systematically calculate the maximum benefit amount, number of weeks in which benefits may be paid, and the weekly benefit amount for each claim type • Solution includes a knowledge repository • Oracle Policy Automation (OPA) - Business rules engine • Solution framework includes the following components: ICON, Table driven correspondence, Case Management, Document Management, Help, and Interfaces (established) • Requirements validation will be done in phases • Will conduct a fit/gap analysis • Some service level improvement in Minnesota include: <ul style="list-style-type: none"> ◆ More than 85% use the self-service Web application and the remaining 15% access these services through the IVR ◆ Of the claimants using the self-service Web application, approximately 87% process applications and continued claims with no staff intervention ◆ Issue adjudication improved 100% ◆ Adjudicators are completing 89% of separation issues within 21 days of detection, and 98.3% of non-separation issues are completed within 21 days of detection ◆ The average age of a pending first level appeal is 20 days, and 83.6% of first level appeal cases are decided within 30 days of the date filed. 			
Prepared Questions		Non-Prepared Questions	
<ul style="list-style-type: none"> • How does your ICON interface work? • How is the uFacts application licensed? Who maintains the software post-implementation? • Address the three functional requirements that you cannot deliver (FR.0525, FR.0616 and NF.0205). 		<ul style="list-style-type: none"> • What % of the proposed solution is currently in production and what % will need to be developed specifically for Florida's requirements? 	

Solution Overview Notes

Empty area for notes.

Ref #	Time	Agenda Item	Description
7	12:00PM-1:00PM	Lunch	

Ref #	Time	Agenda Item	
8	1:00PM- 2:30PM	Solution Architecture	
Description			
<ul style="list-style-type: none"> • Discuss the technical architecture of your proposed solution. • Focus on the integration of the components: <ul style="list-style-type: none"> ◆ Claimant Portal ◆ Employer Portal 		<ul style="list-style-type: none"> ◆ IVR ◆ CRM ◆ Imaging ◆ Document Management ◆ UC Claims & Benefits System 	
Summary			
<ul style="list-style-type: none"> • Can be implemented in either .NET or J2EE – Proposing .NET • Deloitte’s Development Playbook methodology is compliant to CMMI Level 3 expectations • Presentation Tier – ASP.NET • Microsoft Internet Information Server (ISS) • Microsoft Active Directory • Spell Checker – Page Scholar JSpell • Service Tier <ul style="list-style-type: none"> ◆ NET Business Components ◆ Micosoft Windows Communication Foundation (used for building and running connected SOA based systems) ◆ Business Rules Engine – Oracle Policy Automation (OPA) ◆ QAS Pro Web – Address Validation • Integration Tier <ul style="list-style-type: none"> ◆ FileNet P8 Business Process Manager - Workflow ◆ IBM FileNet P8 Content Manager (Document management and imaging) ◆ IBM FileNet Records Manager (enforcement of records management policies) ◆ IBM FileNet Capture Professional (Document Scanning) ◆ OpenText RightFax (Incoming fax capture) ◆ Brava Enterprise Viewer (Retraction Software) ◆ FOIAXpress (used for processing Freedom of Information Act and Privacy Act requests.) ◆ HP Exstream (Used to compose and deliver documents) ◆ UC4 Application Manager (Batch job scheduler) ◆ GlobalSCAPE EFT Server • Information Tier <ul style="list-style-type: none"> ◆ Oracle 11g (Database) ◆ LLBLGen Pro and Microsoft ADO.NET ◆ SAP BusinessObjects (Reporting) 			
Prepared Questions		Non-Prepared Questions	
<ul style="list-style-type: none"> • What is the backup strategy? • Describe your capacity planning methodology? • What variables and values were used to model your proposed hardware configuration? • Does your proposed hardware and software configuration include development, test, training, pre-production, and production environments? • Are the environments virtual or actual (e.g., partitions on the same unit or completely different units)? • What is the number of concurrent users you are planning to test for? (both internal users and external users) 		<ul style="list-style-type: none"> • In Minnesota, what is the uptime percentage of the system? • In Minnesota System, what is the longest period of time the system was down due to maintenance? • In Minnesota, what is the longest period of time the system was down due to a system failure? • In Minnesota, how many database connections are in the connection pool? • In Minnesota, what is the maximum number of users that this system has been tested for? • In Minnesota, what is the average amount of time a user is on the system? 	
		<ul style="list-style-type: none"> • What is the maximum memory footprint per user? • What challenges did you discover during development? • What challenges did you discover at implementation? • What challenges is the implemented system is facing now? • What was the actual % Out of the box Utilization? • What Raid configuration is used for the DB and App servers? 	

Solution Architecture Notes

A large, empty rectangular box with a thin black border, intended for taking notes on solution architecture. The box occupies most of the page area below the header and above the footer.

Ref #	Time	Agenda Item	Description
9	2:30PM 2:45PM	Break	

Ref #	Time	Agenda Item
10 1 of 3	2:45PM- 5:00PM	General System Functions – System Generated Correspondence

Description

Demonstrate the following system functionality:
Generate System Correspondence:

- Create Correspondence Templates

- Generate Correspondence
- Generate Mass Correspondence

Summary

- 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 - Manages correspondence notifications to and from employers, claimants, and employer agents
- 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
- The correspondence functions provide the necessary “triggers” to initiate, update, and/or create and send new correspondence
- Mass correspondence generation
- A standard production method includes the ability to:
 - ♦ Bar code all outgoing mail – tying it to employer or claimant accounts
 - ♦ Image each document automatically
 - ♦ Print en masse
 - ♦ Scan and index returned documents
 - ♦ Scan and index new customer correspondence (e.g., handwritten appeals)
- Users can maintain these templates through administration screens included in the application

Prepared Questions

- Be prepared to describe and demonstrate current installations’ “help” screens for claims, adjudication, appeals, BPC and give examples.

Non-Prepared Questions

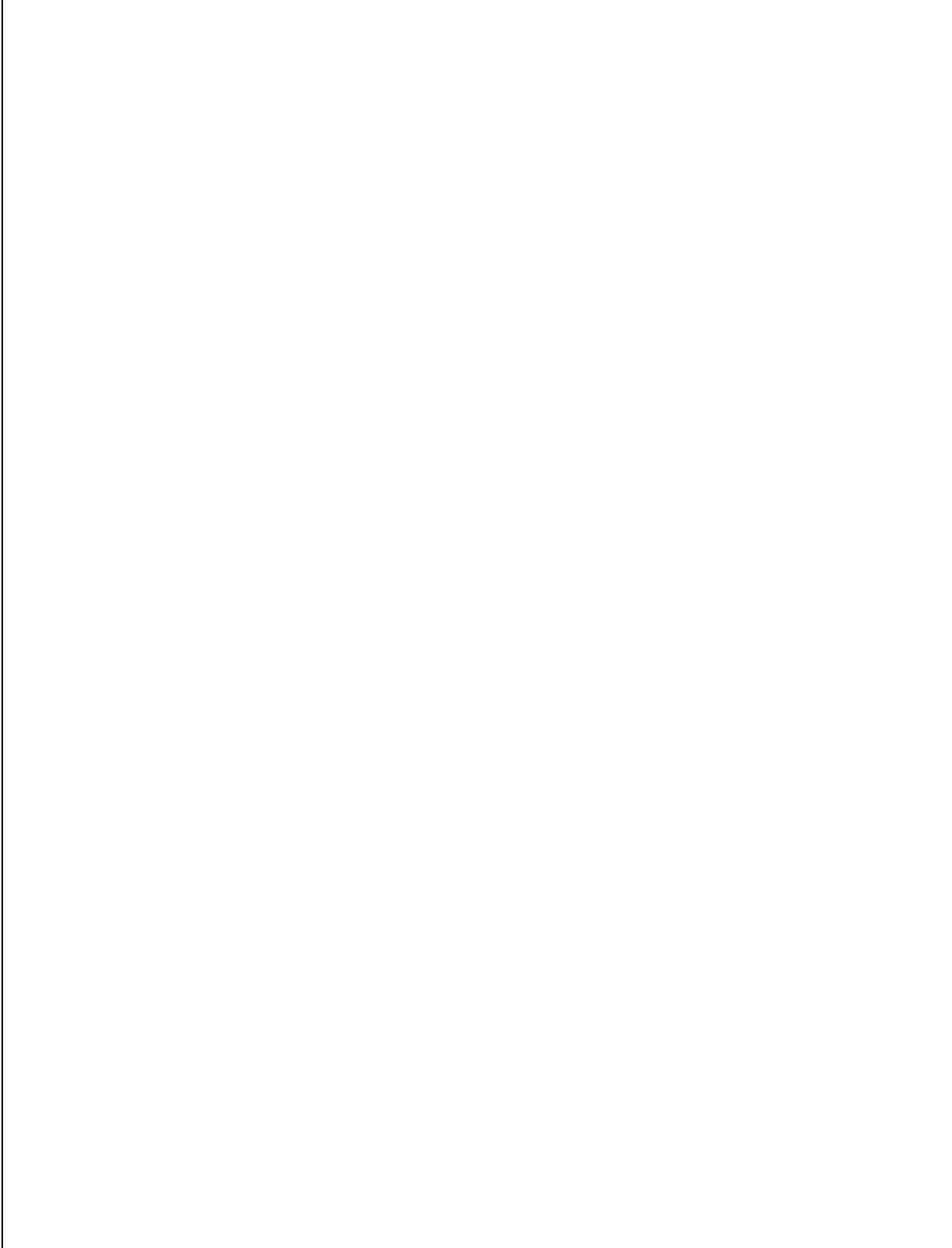
- Does the vendor currently have the functionality of electronic communication capability for claimants and employers, in production?
- If issues arise in web or IVR claims taking, will fact-findings related to specific issues be mailed or emailed automatically to claimants?
- What are the drivers of the limit to how much data can be merged into a correspondence template?

General System Functions -System Generated Correspondence

--

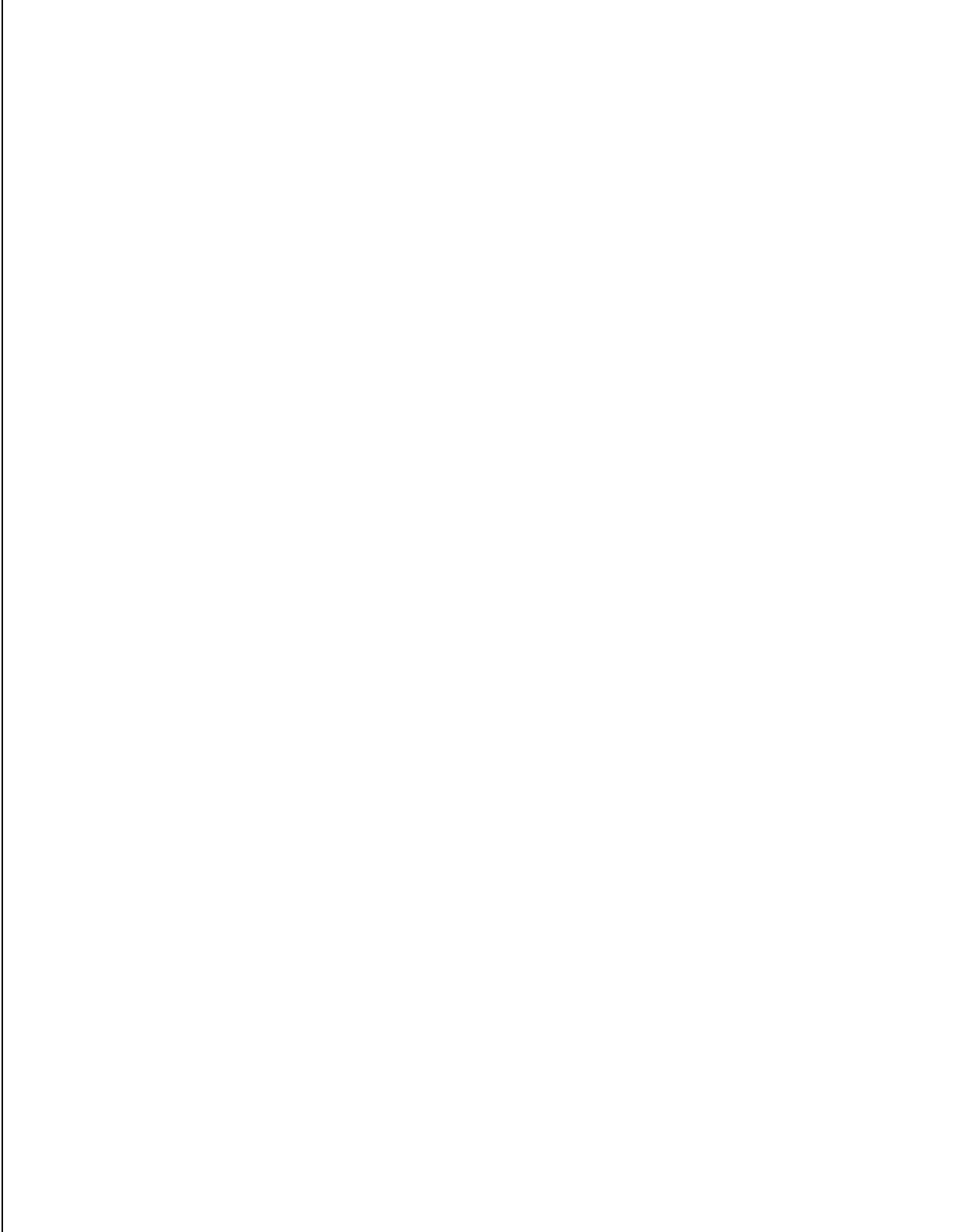
Ref #	Time	Agenda Item
10 2 of 3	2:45PM- 5:00PM	General System Functions – Advanced Search, Document Management
Description		
<p>Demonstrate the following system functionality:</p> <p>Document Management</p> <ul style="list-style-type: none"> • Demonstrate the document management capabilities of the system • Demonstrate how users can perform advanced searches for documents (e.g. full text, keyword, wild card, fuzzy logic) • Demonstrate the version control capabilities 		
Summary		
<ul style="list-style-type: none"> • 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 • IBM FileNet P8 Content Manager – Imaging and Document Management • 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 		
Prepared Questions		Non-Prepared Questions
<ul style="list-style-type: none"> • Be prepared to describe and demonstrate current installations' "help" screens for claims, adjudication, appeals, BPC and give examples. 		<ul style="list-style-type: none"> • Does the vendor currently have the functionality of electronic communication capability for claimants and employers, in production? • If issues arise in web or IVR claims taking, will fact-findings related to specific issues be mailed or emailed automatically to claimants?

General System Functions – Advanced Search, Document Management



Ref #	Time	Agenda Item
10 3 of 3	2:45PM- 5:00PM	General System Functions - Reporting
Description		
<p>Demonstrate the following system functionality:</p> <p>Reporting:</p> <ul style="list-style-type: none"> • Demonstrate how UC staff can access and execute reports • Demonstrate how UC staff can design, and execute ad-hoc reports • Demonstrate how graphics can be included in reports 		
Summary		
<ul style="list-style-type: none"> • Fiscal Reporting, Management and Administrative Reports, Statistical Reports, Ad Hoc Reports and Inquiries • They will work with AWI to analyze and identify your true reporting needs based on new business processes, data structures, and available staff screens • uFACTS Reporting Services Includes <ul style="list-style-type: none"> ◆ Fiscal Reporting - Provides a wide range of online and scheduled reports tracking benefits, Tracks data in a 'drill down' model through online reports, ◆ Management and Administrative Reports - Provides the reports required to administer AWI's UC programs and operate the Agency, Provides operational departments information about day-to-day work items ◆ Statistical Reporting - Generates statistical reports for departmental use, Produces and publishes data for state-specific constituents on department Web sites ◆ Ad-Hoc Reports and Inquiries - Creates and generates ad hoc reports and queries data to respond to Economic or Legislative Research inquiries • The uFACTS Solution Framework contains multiple templates for UC Benefits management reports 		
Prepared Questions		Non-Prepared Questions

General System Functions - Reporting Notes



Ref #	Time	Agenda Item
11	5:00PM-5:30PM	Question and Answer
Description		
Summary		
Prepared Questions		Non-Prepared Questions

Question and Answer Notes

Day-1 Meeting Adjournment at 5:30PM.

2.2 DAY - 2

Ref #	Time	Agenda Item
1	8:30AM- 9:30AM	General System Functions – Business Rules
Description		
<p>Demonstrate the following system functionality:</p> <ul style="list-style-type: none"> • Business Rule Setup • Business Rule Maintenance – change, add, remove • Business Rule Execution 		
Summary		
<ul style="list-style-type: none"> • The uFACTS Solution Framework leverages a business rules engine and table-driven parameters that are called by application program code and processes • Oracle’s policy automation (OPA) business rules product • 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 10,000 sub code tables to maintain uFACTS • The Sub-Code System Management component allows authorized users to create and maintain records in system code tables 		
Prepared Questions		Non-Prepared Questions
		<ul style="list-style-type: none"> • What specific system/business areas are controlled by the business rules engine (i.e., workflow, IVR/Internet application questions/flow, fact finding, reports, portal, etc.)?

General System Functions - Business Rules Notes

Blank area for notes.

Ref #	Time	Agenda Item	Description
2	9:30AM- 9:45AM	Break	

Ref #	Time	Agenda Item
3	9:45AM- 10:45AM	General System Functions - Workflow

Description

Demonstrate the following system functionality:

- Demonstrate the workflow capabilities of the system
- Demonstrate how work moves from one user to another, and from one step to another within a business process
- Demonstrate how workflow activities trigger notifications
- Demonstrate how UC can create or edit workflows

Summary

- The uFACTS Solution Framework Case Management component controls the flow of work
- Case Management / Workflow uses FileNet products
- Workflow component monitors and tracks processes
- Individual worker queues
- Ability to customize workflows
- The Case Management or Workflow component also monitors and tracks business processes so analysts and managers can see how their operations are performing, thereby gaining valuable insight into work metrics
- Includes predefined events and action diagrams of common unemployment processes that can accelerate the deployment of both packaged-based and custom workflow solutions
- Claimants and employers will have inboxes provided through the Self-Service functionality of the uFACTS Solution Framework
- Individual worker queues are integrated into the overall UC benefits process
- When within workflow, users can access the “switch workflow” function by selecting the hyperlink. This function prevents staff from logging in and out of a workflow/document management system to their benefits/revenue system, saving time and providing accuracy in data and process management

Prepared Questions

Non-Prepared Questions

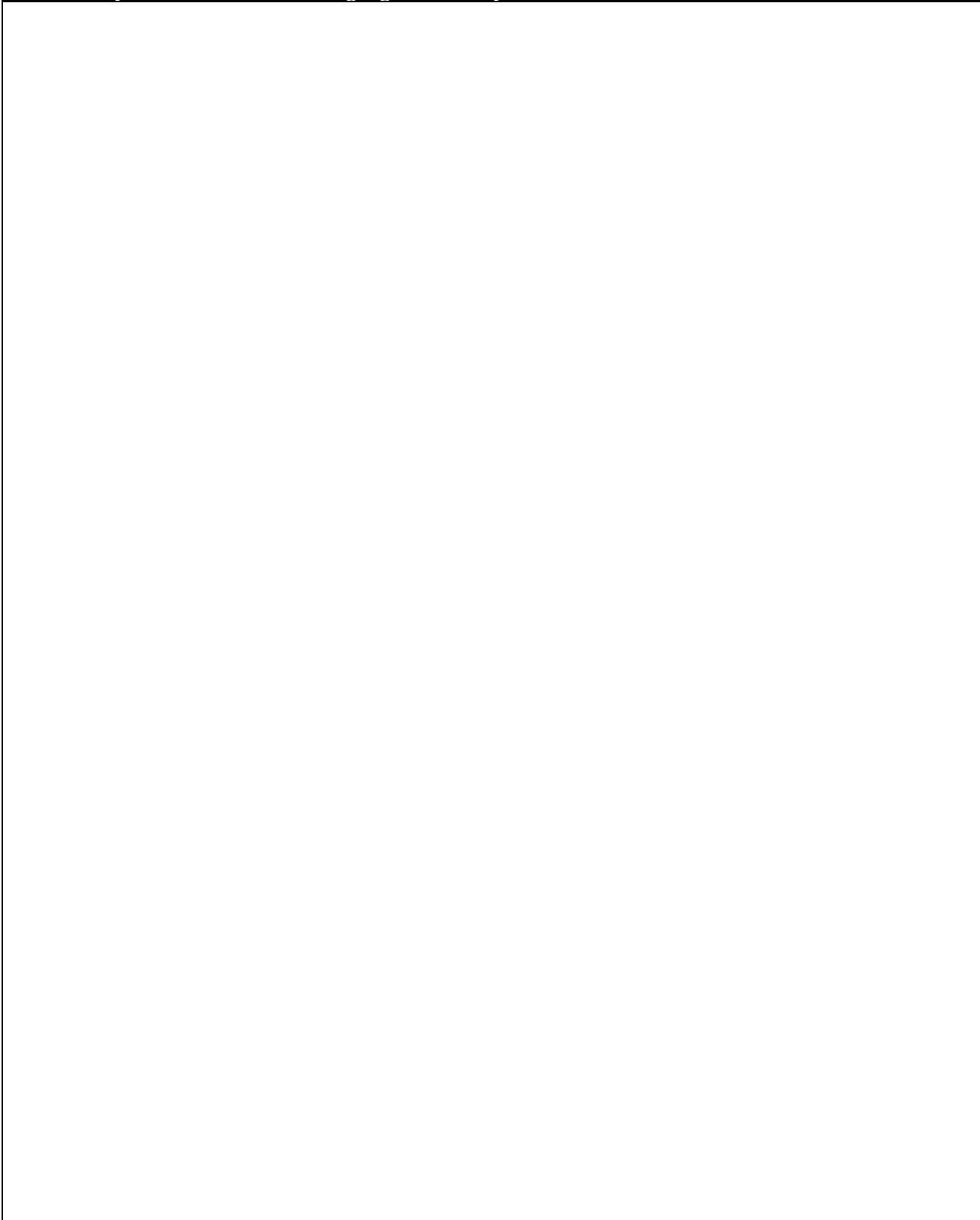
- Upon entering claim ID information, will the screens all update or will They have to enter claim ID info on all screens individually?
- What common processes are not supported in the system?

General System Functions - Workflow Notes

A large, empty rectangular box with a thin black border, intended for taking notes on general system functions and workflow.

Ref #	Time	Agenda Item
4	10:45AM- 11:45AM	General System Functions – Imaging & Security
Description		
Demonstrate the following system functionality: Imaging: <ul style="list-style-type: none"> • How bar-coding will be used to identify documents • How images will be indexed • Image search capabilities 		Security: <ul style="list-style-type: none"> • Setup User Roles • Setup Users • Maintain Users
Summary		
<ul style="list-style-type: none"> • Imaging solutions integrates with 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 • 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 • 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 		
Prepared Questions		Non-Prepared Questions
<ul style="list-style-type: none"> • What data is logged (Security, DB, UI, Middleware, etc.)? • How do you handle security of backend systems?(Operating System, Database, Middleware, Application Servers) 		<ul style="list-style-type: none"> • Security: Describe and demonstrate security from both and internal and external perspective. • If issues arise in web or IVR claims taking, will fact findings related to specific issues be mailed or emailed automatically to claimants?

General System Functions - Imaging & Security Notes



Ref #	Time	Agenda Item	Description
5	11:45AM-12:45PM	Lunch	

Ref #	Time	Agenda Item	Description
6	12:45PM-2:00PM	Claimant Internet Portal	

Description

Demonstrate how the claimant will perform the following activities:

- Create an account and login to the portal
- File an initial claim
- Check the status of their claim
- Receive request for information and other alerts from the UC Program
- Respond to requests for information from UC
- Submit requests for information to UC
- Receive determinations on their claim
- File an appeal of a determination
- File a continuing claim (certify weeks)
- Request an overpayment waiver
- Make payment on an overpayment balance

Summary

- uFACTS framework contains four portals: Employer, Agent/3rd Party, Claimant, and Staff
- All portals have a similar look and feel
- Multiple channels supported:
 - ♦ Internet, IVR, Fax, Mail, PDA
- uFACTS tailors the home page to each claimant
- The “Virtual UI Agent” or “Determine Correct Path” functionality provides claimants with messages related to outstanding fact-finding, re-employment activity, available weeks, and determination or appeals status
- Determine Correct Path dynamically determines which services are available to the claimant given the current state and status of the claim
- Generates appropriate real-time fact-finding to the claimant based on claimant responses.
- 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.
- An address validation process is initiated using address validation software.
- During employment collection claimants verify addresses where they worked, job titles and reasons for separation.
- Automatically sends wage requests without staff intervention for other states (IB4 requests), as well as federal and military wage requests.
- Combined Wage Transaction History allows staff to readily view IB4 requests, IB4 responses and IB5 transactions.
- Based upon eligibility requirements, uFACTS will present the proper application for programs.

Prepared Questions

Non-Prepared Questions

- Is the claimant internet portal on-line 24/7? Is there any batch processing that must occur? Is there a mirrored database environment?
- Is functionality in place to allow claimant to update personal information and payment type?
- How do claimants maintain account details, claim details, correspondences, profile, payment options, and 1099?

Claimant Internet Portal Notes

Empty text area for notes.

Ref #	Time	Agenda Item	Description
7	2:00PM-2:15PM	Break	

Ref #	Time	Agenda Item
8	2:15PM-2:45PM	Integrated Voice Response (IVR) Solution

Description

- Demonstrate how the claimant will use the IVR to file initial and continuing claims

Summary

- Utilizes Genesys call center architecture
- IVR functionality (screen pops, messaging, etc.) is part of the uFACTS framework
- The most requested channel is IVR
- 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
- Telephony Call-Center Integration - The uFACTS Solution Framework can assist call center staff by utilizing screen-pops, based on the requirements documented in the IVR use cases
- Workload Management - IVR script will transfer the call to the appropriate call center staff by using skill-based routing logic
- The uFACTS Solution Framework possesses seamless integration with our online system for any transactions that require distribution to AWI call center staff, utilizing uFACTS screen pops that accelerate customer service

Prepared Questions

Non-Prepared Questions

- How will claimants create an account in the IVR?
- Are claimants assigned a unique claim ID when they file their claim to avoid using the SSN thereafter for security reasons?

Integrated Voice Response (IVR) Solution Notes

Blank area for notes.

Ref #	Time	Agenda Item
9	2:45PM-4:00PM	Customer Relationship Management (CRM) Solution
Description		
<p>Demonstrate how call center staff will use the CRM solution to:</p> <ul style="list-style-type: none"> • Create a customer record in the CRM system • Update a customer record in the CRM system based on the results of a call • Capture all customer interaction, whether live answer, IVR, e-mail, postal mail or web-based. <p>In addition:</p> <ul style="list-style-type: none"> • Demonstrate how the CRM system will be integrated with the telephony systems to support screen pops, transfer of customer context with the call, etc. • Demonstrate how the CRM system will integrate with the UC application for the transfer of customer information (bi-directional) • Demonstrate how the CRM application will integrate with the e-mail management application • Demonstrate how the CRM application is used or fits into the agent desktop environment. • Demonstrate the reporting available out of the CRM system 		
Summary		
<ul style="list-style-type: none"> • The proposed solution features integration of a call center and IVR platform. • The call center software (Genesys) in conjunction with the uFACTS Solution Framework supports the requirements in this area by managing the call details, business transaction execution and reporting. • Integration with our online system for any transactions that require distribution to AWI call center staff, utilizing uFACTS screen pops that accelerate customer service. • If a customer requests information on the IVR, the customer will be immediately directed to a customer service representative unless the phone queue is unreasonably long or if it is after hours. In these cases customers can leave a voicemail message or be placed in a “virtual queue” where staff can call back at a later point in time. • Information requests initiated on-line will be routed to a special workflow queue where staff can review requests and respond to individual customers as necessary. 		
Prepared Questions		Non-Prepared Questions
		<ul style="list-style-type: none"> • CRM: What data is stored and how can that data be accessed?

Customer Relationship Management (CRM) Solution Notes

Blank area for notes.

Ref #	Time	Agenda Item
10	4:00PM- 5:00PM	Employer Portal
Description		
<p>Demonstrate how employers will use the employer portal to:</p> <ul style="list-style-type: none"> • Create an account and login • Review current and historical claims • Respond to requests for information from UC • Receive determinations • File an appeal • Request information from UC • Apply for Short Term Compensation (STC) assistance 		
Summary		
<ul style="list-style-type: none"> • The uFACTS Solution Framework contains four portals for managing UC activities: Employer Self-Service, Agent/Third Party Administrator Self-Service, Claimant Self-Service, and Staff • 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”. • Generates appropriate real-time fact-finding to the employer based on claimant responses. • uFACTS Solution Framework includes a comprehensive process to allow employers to file appeals. • Manages correspondence notifications to and from employers and employer agents • Employers will have inboxes. 		
Prepared Questions		Non-Prepared Questions

Employer Portal Notes

Empty text area for notes.

Ref #	Time	Agenda Item
11	5:00PM-5:30PM	Question and Answer
Description		
Summary		
Prepared Questions		Non-Prepared Questions

Question and Answer Notes

Day-2 Meeting Adjournment at 5:30PM.

2.3 DAY - 3

Ref #	Time	Agenda Item
1	8:30AM- 10:30AM	UC Program Workspace - Claims
Description		
Demonstrate how UC staff will use the system to: <ul style="list-style-type: none"> • View their to-do/work lists • Enter an initial claim • Determine eligibility for Unemployment Benefits • Process combined wage claims (multi-state) • Approve an initial claim • Flag a claim for potential issues 		<ul style="list-style-type: none"> • Process claims for Emergency Unemployment Compensation • Set up business rules for and process Extended Benefits • Set up and process Disaster Unemployment Assistance (DUA) • Set up and process Short Term Compensation (STC)
Summary		
<ul style="list-style-type: none"> • Real-time interfaces w/ SSA and DHS • Integration w/ employer wage information • Real time claimant fact finding • Accommodates creating, processing, and establishing alternative programs (DUA, TRA, STC) • 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 Social Security Administration (SSA) and Department of Homeland Security (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 		
Prepared Questions		Non-Prepared Questions
<ul style="list-style-type: none"> • Describe how your proposed solution addresses Wage Determination and any associated wage issues. • In section 5.1.1.1 of your proposal it states "Its 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, leveraging the interfaces that Deloitte helped develop as part of the SUNTAX Unemployment Tax deployment". Describe in detail your proposed SUNTAX integration. 		<ul style="list-style-type: none"> • How will all claims data be displayed for a specific claimant? • What controls the HCTC transmission and how is it stopped?

UC Program Workspace - Claims Notes

A large, empty rectangular box with a thin black border, occupying most of the page. It is intended for taking notes on UC Program Workspace - Claims.

Ref #	Time	Agenda Item	Description
2	10:30AM-10:45AM	Break	

Ref #	Time	Agenda Item
3	10:45PM-12:00PM	UC Program Workspace - Adjudication

Description

Demonstrate how UC staff will use the system to:

- View their to-do/work lists
- Communicate with claimants and employers
- Process potential separation issues
- Process potential non-separation issues
- Determine employer chargeability

Summary

- 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
- Automated or manual issues can be created
- uFACTS integrates fact finding into process, making the experience seamless for the user
- Ability to auto adjudicate
- 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

Prepared Questions

- What percentage of non separation issues does the vendor project to be automated? Do you have this methodology in production?

Non-Prepared Questions

- Does your system offer the Adjudicator a selection of determinations based on the facts gathered?

UC Program Workspace - Adjudication Notes

Empty workspace area for notes.

Ref #	Time	Agenda Item	Description
4	12:00PM-1:00PM	Lunch	

Ref #	Time	Agenda Item
5	1:00PM- 2:00PM	UC Program Workspace - Appeals

Description

Demonstrate how UC staff will use the system to:

- View their to-do/work lists
- Create an Appeal
- Schedule Appeal Events
- Document Hearings
- Document Appeal Decisions
- Correct Determinations

Summary

- The uFACTS Appeals module enables employers and claimants to appeal determinations and initiate due process hearings
- The Appeals module is designed to track the duration of appeal rights from determinations and appeal decisions and facilitates the submission of appeal requests by employers and claimants
- Enables the creation of appeal dockets, manages the scheduling and rescheduling of appeal hearings, and provides case management of electronic appeal files
- Appeals are accessible through claimant and employer self-service online as well as through IVR
- The File and Schedule Appeal sub-module tracks the appeal period, and depending on AWI's business rules, can remove the ability to appeal the issue, auto-dismiss the appeal, or create a staff workflow for follow up upon the expiration of the period
- When filing an appeal the system automatically presents up to three scheduling options
- After the appellant selects his/her scheduling option and submits the appeal request, workflow is initiated and uFACTS creates an electronic docket or case file
- The electronic case file links the pertinent information and documentation from the original determination and the appeal
- Scheduling options include: Automatic, Manual, and Combined
- uFACTS allows employers and claimants to manage their own appeals
- After an appeal is filed, the uFACTS Solution Framework creates a workflow and places it in the appropriate referee's inbox

Prepared Questions

Non-Prepared Questions

- Is automated scheduling included in this system?
- How are the documents provided for the hearing?
- How are reversals handled?
- Is there integration with users MS Outlook or do the users have to maintain a calendar in the system?

UC Program Workspace - Appeals Notes

A large, empty rectangular box with a thin black border, intended for taking notes. It occupies the majority of the page's vertical space below the header.

Ref #	Time	Agenda Item
6	2:00PM- 2:30PM	UC Program Workspace - Special Payments
Description		
<p>Demonstrate how UC staff will use the system to:</p> <ul style="list-style-type: none"> • View their to-do/work lists • Issue a payment • Certify Weeks • Issue Duplicate Affidavits 		
Summary		
<ul style="list-style-type: none"> • The uFACTS Solution framework contains functionality to generate payments for all special programs as well as additional compensation • These payments are made automatically by uFACTS after the continued claim has been submitted and approved • 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 in the system • Staff has the ability to make past weeks requestable once again for the claimant • After indicating the week is requestable, uFACTS will automatically make those weeks available for the claimant on his/her homepage • Staff can issue an alternative payment to a claimant in circumstances where payment must be made immediately despite the fact that there may be an eligibility issue that prevents the system from automatically disbursing the payment 		
Prepared Questions		Non-Prepared Questions
<ul style="list-style-type: none"> • How are fund adjustments processed? 		<ul style="list-style-type: none"> • What payment options does the vendor offer and are all being offered currently in production?

UC Program Workspace - Special Payments Notes

Empty workspace for notes.

Ref #	Time	Agenda Item	Description
7	2:30PM- 2:45PM	Break	

Ref #	Time	Agenda Item	Description
8	2:45PM- 4:00PM	UC Program Workspace – Benefit Payment Control	
Description			
Demonstrate how UC staff will use the system to:		<ul style="list-style-type: none"> • Receive and reconcile payments • Create and remove an overpayment stop • Setup a waiver of an overpayment • Conduct Investigations 	
<ul style="list-style-type: none"> • View their to-do/work lists • Conduct a wage audit • Conduct a new hire audit • Set up an overpayment 			
Summary			
<ul style="list-style-type: none"> • The uFACTS Benefit Payment Control module includes functionality that processes benefit payments for all UC programs • To meet DOL First Payment Timeliness standards, monetary determinations are calculated in an expedited manner, and non-monetary fact-finding is performed upfront so issues can be adjudicated as soon as possible • This module also contains program integrity functionality that incorporates cross-matches and inquiries to detect fraudulent activity • The Overpayment and Repayment Management component provides easy self-help payment management for claimants • The Overpayment Summary process allows claimants to view up-to-date information including the current Overpayment Balance and previous repayment transactions (Payments and Offsets) • If the claimant would like to make a payment he/she can select the “Make Payment” option from the Overpayment Summary process • Claimant can create a monthly re-payment plan: The uFACTS Solution Framework uses the monthly gross income to determine the appropriate monthly amounts on the payment plan • The self-service elements of uFACTS allow claimants to manage their claim deductions, while established interface ‘hooks’ to state child support and UC overpayments provide agencies a well-integrated approach to manage intercepts • The uFACTS Solution Framework allows the claimant or staff to view and add child support from within that claimant’s account • The uFACTS Solution Framework also allows staff to add other state overpayment information • The Modifications and Adjustments component is an automatic process which monitors monetary re-determination or the addition of earnings to a prior benefit week, and automatically generates the appropriate account adjustments • The Wage Detail Cross-Match identifies potential overpayments resulting from a claimant’s unreported or under reported earnings • The General Information Cross-Match performs an automated cross-check of claimant information in order to detect potential identity and payment fraud situations 			
Prepared Questions		Non-Prepared Questions	
<ul style="list-style-type: none"> • Be prepared to demonstrate /describe how an overpayment can be setup without a UC claim being established. • Describe how overpayments are managed through the ‘fail to pay and disposition’ process, i.e., courts, collection agencies. • Describe how an overpayment under multiple claims and multiple programs will be set up. 			

UC Program Workspace - Benefit Payment Control Notes

Empty workspace for notes.

Ref #	Time	Agenda Item
9	4:00PM- 5:00PM	Cost Discussion
Description		
This time will be set aside to discuss the cost components of the respondent's solution and services.		
Summary		
<ul style="list-style-type: none"> • Design, Development and Implementation - \$39,203,726 • 1st year of Operations and Maintenance Support - \$2,454,400 		
Prepared Questions		Non-Prepared Questions
<ul style="list-style-type: none"> • Provide detailed breakout of each operations and maintenance component by year. • Explain your support model through implementation (seems light). • Why are there no maintenance costs for software and hardware for the outlying years? • Provide detailed breakout of software and hardware costs. • Be prepared to discuss any and all options to eliminate, reduce, or defer costs. • Be prepared to discuss the cost of performing development activities on site in Tallahassee, Florida. 		<ul style="list-style-type: none"> • What was the estimated cost of the Core System solution? • What was the actual cost of the Core System implementation? • In your proposed costs, what costs are included for data conversion?

Cost Discussion Notes

Blank area for Cost Discussion Notes.

Ref #	Time	Agenda Item
10	5:00PM-5:30PM	Question and Answer
Description		
◆		
Summary		
Prepared Questions		Non-Prepared Questions

Question and Answer Notes

Day-3 Meeting Adjournment at 5:30PM