State of Florida

Agency for Workforce Innovation

UC Modernization Project - Phase 2b

Unemployment Compensation Claims and Benefits Information System (UCCBIS)

Presentations Workbook - IBM

TABLE OF CONTENTS

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
• Instructions and administrative activities.

Summary

Prepared Questions	Non-Prepared Questions

Meeting Kickoff Notes

Ref #	Time	Agenda Item
2	8:40AM– 9:30AM	Company and Team Experience

Description

- Introduce your team. Talk about their relevant experience and the contribution each team member will make to the project.

Summary

- Currently working on UI projects in Pennsylvania, Oklahoma, Kansas, and New York.
  - Projects range from Business Process Improvement to Custom Development
- Leveraging a COTS-based solution (Oracle and Siebel)
- Proposed Resource Experience from IBM UI Projects that have been proposed (some resources have worked on one or more of the projects listed below).
  - New York – Two proposed SME resources
  - Pennsylvania – Five proposed resources (mixture of SMEs and identified key resources)
  - Kansas – Eight proposed resources (SMEs and identified key resources)
  - Oklahoma – Two Resources (SMEs)
- IBM Subcontractors
  - Oracle – Oracle product suite
  - Perficient – Siebel configurators and business analysts
  - Vitaver – Testers and infrastructure support locally in Tallahassee
  - enChoice – Image conversion from existing repository to FileNet
  - Genesys – Developers for Genesys CRM/IVR solution
  - GIS – Testers and infrastructure support locally in Tallahassee
- IBM team will be primarily collocated with the AWI project team at an AWI facility to promote effective collaboration and facilitate access to subject matter experts
- IBM may leverage a small number of experienced, remote, development resources

Prepared Questions	Non-Prepared Questions
• What is your latest successful UC implementation (Core System) similar to Florida's requirements? • How many people are currently supporting your implemented Core System? • 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)?	• Are your projects in Pennsylvania, Oklahoma, Kansas, and New York fully integrated UC systems and are they all in production? • 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

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

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

Description

- Present your overall approach for delivering the project.
- Address:
  - **(1) Project Schedule (Phasing)**
  - (2) Requirements Validation
  - (3) Development Approach
  - (4) Data Conversion Approach
  - (5) Testing Approach
  - (6) Training and Knowledge Transition

Summary

- 28 Month Timeline
- Completed in three releases
- IBM also provided an alternate approach with a 25 Month Timeline
- Release 1 (UC Claims and Benefits Portal) Deployed 6/30/2011
- Release 2 (IVR and BPC) 6/29/2012
- Release 3 (Internet and Intranet Appeals and UC Claims & Benefits System) 5/31/13

Prepared Questions	Non-Prepared Questions
• How many of your associates will be on-site (by role and phase)? • Describe in detail the three releases identified in your proposal and what is included in each release. • 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? • Assuming no external or legislative constraints, describe the most cost effective approach and timeline to meet the project's requirements. • What do you see as the most predominant risks to meeting the project's objectives? • How much development will be completed on-site vs. off-site?	

Project Approach (Schedule) Notes

Ref #	Time	Agenda Item
4 2 of 6	9:45AM– 10:45AM	Project Approach (Requirements Validation)

Description

- Present your overall approach for delivering the project.
- Address:
  - (1) Project Schedule (Phasing)
  - **(2) Requirements Validation**
  - (3) Development Approach
  - (4) Data Conversion Approach
  - (5) Testing Approach
  - (6) Training and Knowledge Transition

Summary

- Approach to requirements definition and validation uses Joint Application Development (JAD) sessions to work with AWI employees to derive detailed requirements.
- Iterative process of reviewing and confirming.
- Each functional and technical requirement for the AWI UCCBIS system
- JAD Process Includes:
  - Review of the base functionality of the proposed UCCBIS solution
  - Gap analysis of the AWI requirements against this base solution.
  - Detailed requirements and business rules are gathered during this process, along with the refinement of process models and screen designs
  - Documentation resulting from the GAP analysis will be developed and reviewed and confirmed
  - Confirm existing requirements and identify new requirements, decompose the requirements into detailed requirements for later development into software specifications
- Next business use cases will be developed incorporating the business processes and rules, and detailed requirements.
- Final part of the JAD process includes: a review and validation of requirements documentation (business use cases, business rules, processes and detailed requirements).
- Requirements gathering will be accomplished by multiple teams focused on specific types or requirements (e.g., Business Rules, Interface, and Security Requirements), working independently with their AWI counterparts in meetings, focus groups and analysis sessions
- IBM Rational RequisitePro is used for the requirements repository

Prepared Questions	Non-Prepared Questions

Project Approach (Requirements Validation) Notes

Ref #	Time	Agenda Item
4 3 of 6	9:45AM– 10:45AM	Project Approach (Development Approach)

Description

- Present your overall approach for delivering the project.
- Address:
  - (1) Project Schedule (Phasing)
  - (2) Requirements Validation
  - **(3) Development Approach**
  - (4) Data Conversion Approach
  - (5) Testing Approach
  - (6) Training and Knowledge Transition

Summary

- IBM recommends a Commercial-Off-The-Shelf (COTS) package based solution in a Service Oriented Architecture (SOA) framework
- IBM has their own development methodology called Global Services Methods (GSM) Integrated Case Management Solution (ICMS). This methodology closely aligns the State of Florida System Development Lifecycle (SDLC) methodology.
- Methodology was established during successive case management and COTS based project implementations
- GSM controls many of the problems and mitigates the risk encountered in software development
- GSM was developed specifically for case management implementation projects
- ICMS phases include: Project Management, Assessment & Planning, Release Build, Base Build, Deployment and Rollout
- ICMS allows for additional work products that address functions outside a COTS technical scope such as data conversion and migration and other package implementations such as Financial Systems or Call Centers
- The Design phase uses the validated requirements and gap analysis from the Define Phase to facilitate efficient and accurate work products to be used in subsequent phases.

Prepared Questions	Non-Prepared Questions
• How much development will be completed on-site vs. off-site?	• What State of Florida SDLC is IBM referring to? • How does ICMS align to PMBOK phases?

Project Approach (Development Approach) Notes

Ref #	Time	Agenda Item
4 4 of 6	9:45AM– 10:45AM	Project Approach (Data Conversion Approach)

Description

- Present your overall approach for delivering the project.
- Address:
  - (1) Project Schedule (Phasing)
  - (2) Requirements Validation
  - (3) Development Approach
  - **(4) Data Conversion Approach**
  - (5) Testing Approach
  - (6) Training and Knowledge Transition

Summary

- IBM will leverage documentation available about the current AWI legacy systems to create data maps and metadata
- Four components to the data conversion methodology:
  - Analysis, Design, Construction, Implementation
- Develop Data Migration Plan (DMP) that will include:
  - Information on current environment, current applications and data repositories, and application and architecture models representing high level designs and information and details necessary to execute the migration of data from current system to the new system
  - DMP document will then be maintained and updated with detailed data mapping and metadata identifying data requirements for data validation, data cleansing, data transformation and loading into the new system.
- IBM Data Team will work closely with AWI subject matter experts to identify and document data validation and transformation rules (metadata)
- Data will get migrated using an incremental approach (by functional release)
- Data migration process will be tested through unit test, integration test, and system test.
- Data migration will play a part in user acceptance testing (ensure there was no loss of data)
- Data analysis effort designed to focus the team on obtaining both a technical and business understanding of the legacy data to be migrated
- Tools used for analysis include: Intersystem workshop meetings, legacy system documentation, and data sampling
- Data map (describes every source system table/file and their corresponding data elements) and necessary transformation rules will be developed
- Data model will be the UCCBIS data migration target for design purposes
- Data quality will be determined using data sampling
- Siebel APIs will be developed to migrate field from the legacy systems
- Alternative method of loading the data that cannot be migrated using standard Siebel APIs
- Pre migration activities will include: Data Quality, Audit-Balancing, and Exception Reports
- The IBM team will identify and document the system specific data migration issues and develop a migration approach in a preliminary data migration design document for each system

Prepared Questions	Non-Prepared Questions
	• 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

Ref #	Time	Agenda Item
4 5 of 6	9:45AM– 10:45AM	Project Approach (Testing Approach)

Description

- Present your overall approach for delivering the project.
- Address:
  - (1) Project Schedule (Phasing)
  - (2) Requirements Validation
  - (3) Development Approach
  - (4) Data Conversion Approach
  - **(5) Testing Approach**
  - (6) Training and Knowledge Transition

Summary

- Testing is completed with the assistance of AWI subject matter experts who have knowledge of the processes and data being tested
- Test cases based on use cases are developed
- Regression testing is completed with each environment promotion
- Five testing phases:
  - Unit/Functional Test - performed first and will test the individual functionality of the UCCBIS units (The Development Team will run their Unit Test, and following successful completion of that test the UCCBIS Test Team will run the Functional Test)
  - Integration Test - Ensure that the UCCBIS units function together
  - System Test - will test the UCCBIS system with the external interfaces
  - User Acceptance Testing - Test the end-to-end system
  - Operability Test – Done in the production environment
- A Master Test Plan will be developed to enable the successive releases of the solution to be tested in a methodological and consistent manner
- Test Readiness Review (TRR) held prior to the start of each test phase – Gate to beginning test conduct
- After the TRR all groups supporting the test and the program office will approve commencement of test
- Test Completion Review (TCR) is held after each test has been completed to determine if all objectives have been met

Prepared Questions	Non-Prepared Questions
	• 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

Ref #	Time	Agenda Item
4 6 of 6	9:45AM– 10:45AM	Project Approach (Training and Knowledge Transfer)

Description

- Present your overall approach for delivering the project.
- Address:
  - (1) Project Schedule (Phasing)
  - (2) Requirements Validation
  - (3) Development Approach
  - (4) Data Conversion Approach
  - (5) Testing Approach
  - **(6) Training and Knowledge Transition**

Summary

- IBM will team with the UCCBIS modernization project staff to provide practical, relevant learning and skills transfer to sustain this staff and build continuous improvement of its capabilities
- IBM will train or provide a mechanism to train all the proposed UCCBIS solution users including, but not limited to AWI and One Stop staff
- IBM will develop all training materials
- Six stage approach
  - Stage 1 Develop Learning Strategy – Develop end user training plan (based on an assessment of users)
  - Stage 2 Design Learning Program - The IBM team will develop a customized curriculum
  - Stage 3 Develop Learning Program - Development will incorporate both the work processes and the system detail necessary for end users to perform their jobs after the business transformation
  - Stage 4 Pilot Learning Program - IBM and AWI will deliver a selected pilot of each course toward the end of implementation
  - Stage 5 Deliver Learning Program – IBM will deliver the end-user training
  - Stage 6 Evaluate Learning Program – IBM and AWI will evaluate the training. IBM will revise the training to improve the training program if inadequacies are identified
- Knowledge Transfer: IBM will facilitate AWI's members' understanding concerning all aspects of the functionality, use, and reporting capability of the proposed UCCBIS solution
- Knowledge transfer for IBMs approach to planning, analysis, design, construction, configuration, and implementation of the proposed UCCBIS solution application software will be provided
- The training team will promote a forum for early discussions of end user issues
- IBM consultants mentor, teach and train during all phases and aspects of an implementation project

Prepared Questions	Non-Prepared Questions
	• How will knowledge transfer be conducted to provide AWI the capability to operate and maintain the implemented system (processes, timing, steps taken, functional and technical)?

Project Approach (Training and Knowledge Transfer) Notes

Ref #	Time	Agenda Item	Description
5	10:30AM-10:45AM	Break	

Ref #	Time	Agenda Item
6	11:00AM-12:00PM	Solution Overview

Description

- 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

- COTS solution that comes prebuilt with out-of-the box UC functionality that's been implemented by Kansas Department of Labor
- UC business functionality meets 93% of AWI's requirements out-of-the-box (OOTB) or with configuration, leaving only 7% to be met through reports, forms, and interfaces
- Implementation strategy allows AWI to replace current web application for filing initial and continued UC claims (FLUID) by the statutorily mandated date of June 30, 2011
- Solution and approach were designed by utilizing IBM's experience with UC projects gained in their work with Pennsylvania, Oklahoma, Kansas and New York's UC modernization projects
- Utilizing Oracle Siebel's Public Sector industry leading Case Management functionality, IBM will provide AWI a centralized data repository and processes to manage AWI's claims, adjudication, appeals, Benefit Payment Control and other Case Management related needs.
- The IBM Solution utilizes the Oracle Policy Automation (OPA) Rules Engine for storing and managing all rules that support AWI's UC claims and benefit system.
- The IVR will provide the same level of self service capabilities as the self service portal, with minor variations in situations when the IVR is the not efficient to capture the necessary data (e.g., the Claimant is required to provide employment history).
- Secure Enterprise Search is pre-integrated with Oracle Siebel's Public Sector software to allow agency staff the ability to search across all information in the system from one location.
- An electronic Case Management system which originates during the claims taking process, coupled with document management and workflow management component reducing need for paper files.
- Automated adjudication scheduling module designed to equalize workload and provide for quick resolution of issues.
- Dynamic intelligent questioning throughout the initial and continuing claims process which facilitates the gathering of required data that maximizes "no touch" claims submitted via the Web and IVR
- The IBM Solution's Rules Engine provides a built-in mechanism for saving a new claim anywhere during the process the Claimant decides to interrupt the completion of their claim process.
- The Genesys voice platform provides IVR capabilities which includes natural speech automated speech recognition and text to speech in the English and Spanish languages.
- Seamless front-to-back product integration with Siebel – from the front-end call center to the back-end case management benefits and claims processes

Prepared Questions	Non-Prepared Questions
	• What % of the proposed solution is currently in production and what % will need to be developed specifically for Florida's requirements? • Proposal states "….AWI may decide in the future to support communications using text/social networking technologies and our solution infrastructure can support these communication channels.." Is this functionality currently in production? How does IBM support this?

Solution Overview Notes

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

Ref #	Time	Agenda Item
8	1:00PM- 2:30PM	Solution Architecture

Description

- Discuss the technical architecture of your proposed solution.
- Focus on the integration of the components:
  - Claimant Portal
  - Employer Portal
  - IVR
  - CRM
  - Imaging
  - Document Management
  - UC Claims & Benefits System

Summary

- Comprised of 4 major COTS packages: Oracle-Siebel, Oracle Policy Automation, Filenet, Genesys
- Core benefits functionality provided by Oracle-Siebel
- Business rules functionality provided by Oracle Policy Automation
- Solution utilizes FileNet (FileNet Content Manager, FileNet Records Manager) to support the document management and imaging requirements outlined by AWI.
- IVR and Call Center Management provided by Genesys.
- Solution based on DB2 Relational Database
- IBM will utilize Websphere Message Broker (WMB) to manage the integration between the modernized UCCBIS systems and external systems.
- Security: Each COTS product selected provides security features that help protect the data collected by AWI and restrict access to that data to the non-authorized users.
- Architecture divided into layers: Presentation Layer, Security Layer, Application Layer, Data Layer, Integration Layer, Administration Layer
- SW vendors supply the integration of the COTS products rather than relying upon custom development to bolt-on
- Proposed solution is composed of the groups of servers: Web Servers, Siebel application servers (AOM App), OPA Servers, Clustered WebSphere Message Broker, FileNet Servers, Clustered Gateway/Non-AOM App/Siebel File System Servers, RightFax Server, ETL Server, OBI Server, Database, Genesys Servers

Prepared Questions		Non-Prepared Questions
• 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) • Describe how you plan to generate the test load. • In your Core System, what is the uptime percentage of the system? • In your Core System, what is the longest period of time the system was down due to maintenance? • In your Core System, what is the longest period of time the system was down due to a system failure? • In your Core System, how many database connections are in the connection pool? • In your Core System, what is the maximum number of users that this system has been tested for? • In your Core System, what is the average amount of time a user is on the system?	• 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

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

Ref #	Time	Agenda Item
10	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

- Correspondence Software: Siebel Correspondence Management Module or Oracle's BI Publication
- 60% of the correspondence requirements are supported out-of-the-box without any configuration.
- 30% of the correspondence requirements are supported with minimal configuration using Siebel Tools
- 10% of the correspondence requirements Configuration will require more extensive configuration using Siebel Tools.
- Capability to define correspondence templates in Word documents which are stored in Siebel
- Administrators map dynamic Siebel Fields to the form
- When the forms are generated users have the ability to update the content of the form and save it in the Siebel File System
- Once correspondence is generated and printed the information is automatically associated to the appropriate claimant or employer.
- Configuration using Siebel Tools will be performed to store the documents as PDF documents.
- Standard Siebel functionality stores the document as a Microsoft Word.
- Correspondence documents will be created in the preferred language of the claimant
- Siebel Fulfillment Center capabilities provide users with the flexibility of printing generated forms locally or sending the form to be printed at a centralized printing location
- While Siebel Correspondence can handle most forms and correspondence, there is a limit to how much data can be merged into a Correspondence template
- Some more complex forms will be generated using Oracle's BI Publisher application
- BI Publisher allows for expanded data elements to be merged and also allows data from external systems to be merged if necessary
- Triggers to generate correspondence and the type of correspondence generated will be documented in Operational Level Processes (OLPs)
- IBM will work with AWI to document a correspondence template for each correspondence type, providing the static content of the form and the dynamic Siebel data field mappings
- Based on the data elements required for each type of correspondence the Siebel Business Layer will be designed to ensure each type of correspondence can be generated
- In the Build Phase the correspondence templates will be uploaded to the Siebel File System. Developers will perform unit testing
- During the Test Phase each business process will be tested in context

Prepared Questions	Non-Prepared Questions
• Be prepared to describe and demonstrate current installations' "help" screens for claims, adjudication, appeals, BPC and give examples.	• 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 1 of 2	2:45PM– 5:00PM	General System Functions – Advanced Search, Document Management

Description

Demonstrate the following system functionality:
Document Management

- 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

- FileNet: Content Manager, Records Manager
- Search functionality is comprehensive, including full-text search, keyword searches, searching based on ranges of data, as well as advanced search (e.g., thesaurus, fuzzy spellings, wildcard matching, NEAR, and nested search expressions).
- Search results will include both structured and unstructured data (e.g., Microsoft Word documents and Adobe Acrobat files stored in FileNet).
- The SES search engine provides a simple user interface, comprehensive search across all data sources, and high quality search results.
- Leading COTS enterprise content management (ECM) package
- Provides mature versioning, parent-child capabilities, and robust fine grained security support
- Stores digitized information, specifically Microsoft Office documents, HTML files, photos, faxes, emails, images, business process definitions, and templates and associated metadata
- Manages the content and the associated metadata not simply as static items, but as individual and active content objects supporting business processes
- Provides records governance to facilitate trustworthiness, accuracy, and compliance with user defined records retention schedules. It combines content, process, federation, and connectivity streamlining records operations
- IBM Team will have analyzed current Document Management processes and developed and confirmed the "To-Be" document management process design
- IBM Team will translate the current document management processes and workflows into a FileNet document management model for inclusion in the UCCBIS Design document
- IBM Team will make use of a library of FileNet solution templates that will serve as the foundations for the design
- Solution templates provide reusable process maps, forms, class definitions, search templates, code, and sample user interfaces which will give our design team a "jump-start" that can significantly reduce implementation time and costs

Prepared Questions	Non-Prepared Questions
• Be prepared to describe and demonstrate current installations' "help" screens for claims, adjudication, appeals, BPC and give examples.	• 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 2 of 2	2:45PM– 5:00PM	General System Functions – Reporting

Description

Demonstrate the following system functionality:
Reporting:
- 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

- Software: BI Publisher, Siebel Tools, and OBIEE
- 54% of the Reporting requirements are supported completely out-of-the-box without any configuration and the remaining 46% are supported with minimal configuration using BI Publisher, Siebel Tools, and OBIEE
- IBM Team will gather UCCBIS reporting requirements and samples of legacy system Managed Reports and conduct a gap analysis of COTS (primarily Siebel, and FileNet) standard reports and Dashboards (Business Intelligence Reports – OBIEE)
- IBM Team design team will identify COTS reporting selections and develop specifications for reports and potentially reduce the number currently required
- Report specification will include information such as the intended user profiles, data selection parameters, data field, files, and tables, reporting frequencies and security and archiving needs
- Genesys WFM comes with 35 out-of-the box report templates that are all fronted by a flexible Wizard Process Genesys Info Mart and Interactive Insights. The Interactive Insights reports provide near real-time and historical data sourced from the Genesys Info Mart, enabling AWI to view part of the current day's activities in as little as a few hours after interactions are complete
- Reports can be scheduled to run at a certain time within the current day or they can be run on demand

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

Demonstrate the following system functionality:

- Business Rule Setup
- Business Rule Maintenance – change, add, remove
- Business Rule Execution

Summary

- Software (business rules engine): Oracle Policy Automation (OPA)
- Oracle Policy Automation Connector for Siebel provides an out-of-the-box integration between Oracle Policy Automation components and Siebel's web services framework
- Leading developer and provider of BRMS
- Marquee customers in the financial services, government, healthcare, insurance, and technology verticals
- Best in class rules engine and authoring products
- Integrated with Siebel via connector
- Pioneering leadership in the commercialization of AI, specifically rules
- Business analysts and users gain unprecedented desktop accessibility and control to capture and manage business logic using English, rather than code
- IBM Team will assess the UCCBIS business rules identified in the Define stage and map the rules to Siebel and OPA capabilities accomplished by application-knowledgeable IBM Team members documenting initial assumptions and testing the assumptions in the UCCBIS application sandbox
- OPA application raises complex business rule implementation to a level where they can be understood and manipulated by knowledgeable subject matter experts
- IBM confidence is high that the major UCCBIS business rules can be accommodated without development of significant extensions
- UCCBIS design blueprint provides a business rule matrix that describes how each UCCBIS business rule is accomplished

Prepared Questions	Non-Prepared Questions
	• 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

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

- Workflow is embedded within the IBM Solution
- IBMs solution includes an electronic Case Management system which originates during the claims taking process, coupled with document management and workflow management
- All workflow processes are created and managed using a flowchart tool
- Changes to workflow processes are configured and managed in Oracle-Siebel Tools
- Workflows are set up for all common processes supported in the system
- System combines workflow and multi-channel communication
- Built to support mobile and remote access

Prepared Questions	Non-Prepared Questions
	• Upon entering claim ID information, will the screens all update or will we have to enter claim ID info on all screens individually? • You mentioned in the workflow section of your proposal that the solution supports social medias such as Facebook. Please elaborate. • What common processes are not supported in the system?

General System Functions – Workflow Notes

Ref #	Time	Agenda Item
4	10:45AM– 11:45AM	General System Functions – Imaging & Security

Description

Demonstrate the following system functionality: Imaging: • How bar-coding will be used to identify documents • How images will be indexed • Image search capabilities	Security: • Setup User Roles • Setup Users • Maintain Users

Summary

Imaging:

- Utilize FileNet (Content Manager, Records Manager) for document management and imaging
- Filenet provides versioning, parent-child capabilities, and fine grained security support.
    - Stores digitized information, specifically Microsoft Office documents, HTML files, photos, faxes, emails, images, business process definitions, and templates and associated metadata
    - Manages the content and the associated metadata no as individual and active content objects supporting business processes
    - Provides records governance to facilitate trustworthiness, accuracy, and compliance with user defined records retention schedules.
    - Combines content, process, federation, and connectivity streamlining records operations

Security:

Approximately 63% of the Security requirements are supported completely out of the box without any configuration and 37% are supported with minimal configuration using Siebel Tools.

Siebel

- Supports a broad range of standard authentication, access control, privacy mechanisms/techniques
- Supports many classes of users to help manage access control across the extended enterprise
- Open authentication architecture with an API that supports custom-developed authentication adapters
- Provides authentication adapters for LDAP/ADSI based directory servers
- Supports single sign-on
- Web-server or third-party authentication manager can be configured to use digital certificates for authentication
- Supports industry-standard SSL protocol

Filenet

- Access control to securely deliver personalized information
- More granular security with database user id/password support
- Choice of transports that enable secure business to be conducted at any time and place
- Message flows execute in separate address spaces/individual processes which isolates pieces of info
- Authentication for topic-level security for users and groups that perform publish/subscribe operations

Oracle Policy Automation

- Supports Windows based login security
- Administration views can be administered via user responsibility management
- Integrated via a proxy business service in the Siebel Application Server which supports LDAP.
- Supports role-based access and object based access
- Integrates with Siebel for authentication

Prepared Questions	Non-Prepared Questions
• What data is logged (Security, DB, UI, Middleware, etc.)? • How do you handle security of backend systems?(Operating System, Database, Middleware, Application Servers)	• 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
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

- Deployed by June 30, 2012
- Claimants will be able file all types of UC claims through the Web and IVR
- Functions: File a Claim (Initial or Continuing), View History, Request Information, Respond to requests, Receive alerts and notification
- Key feature of OPA Web Determinations is the ability to have dynamic questions displayed based on the context of the answers to previous questions
- Web Determination questions can also pull in information from external sources using the Siebel to OPA connector
- Changes to questions and new questions to be made by business analysts rather than developers writing code

Prepared Questions	Non-Prepared Questions
	• Is the claimant internet portal truly 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

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

- The Genesys voice platform provides IVR capabilities which includes natural speech automated speech recognition and text to speech in the English and Spanish languages.
- Creole can be developed as a new language package but is not available at this time by any company within the technology space.
- Genesys Composer, a Windows based desktop application provides pictorial development of VXML IVR applications and is built on the open standards Eclipse VXML IVR development tool and can accept open source add-ons to Eclipse.
- Genesys CIM provides routing and virtual hold capability. Callers are offered the option, when trigger threshold are met by hold times, for a call back. Call back maintains the caller's place in queue and connects the caller at the moment they would have been connected to an agent. Therefore, calls are automatically launched, routed and connected to the agent skilled for the subject matter of concern.
- The Genesys solution provides the capability to transfer the context of a call, including application screens along with a transferred call. Whether delivered to an agent for the first time or transferred from one agent to another, the call will have the appropriate screen pop with it along with any collected attached data that is designated to follow the call.
- The Genesys solution manages multiple call centers as one virtual call center from a call handling and management perspective and integrates well with outsourced call center providers for the efficient routing and handling of calls.
- The IVR provides the caller with the option to leave a voice mail which is captured as an audio file
- The Genesys workforce management application supports and is fully integrated into the solution suite for forecasting call volume and scheduling of call center agents.

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? • Your proposal states "facilitates the gathering of required data that maximizes no touch claims submitted via Web and IVR…" *How can IVR be no touch? Are all initial claims questions processed thru IVR? Is this in production?*

Integrated Voice Response (IVR) Solution Notes

Ref #	Time	Agenda Item
9	2:45PM-4:00PM	Customer Relationship Management (CRM) Solution

Description

Demonstrate how call center staff will use the CRM solution to:

- 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.

In addition:

- 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

- Approximately 70% of the CRM requirements are supported completely out of the box without any configuration and 20% are supported with minimal configuration using Siebel Tools. The remaining 10% are supported through customization.
- Siebel provides users the ability to document all interactions with customers.
- Customer transactions that may be tracked in Siebel include but are not limited to inbound/outbound calls, inbound/outbound correspondence, email, and walk-in customer service interaction.
- Siebel provides the ability integrate with IVR software to record incoming call data into a call record
- If necessary, Siebel OOTB provides the ability for call takers to transfer calls.
- Siebel provides multiple methods, such as SmartScripts or Task Based UI as well as integration with OPA, to allow users to define standard scripts which can be followed step by step by call takers when calls are received.
- SmartScripts can be designed with complex branching logic and can be updated by administrators through the Siebel UI on demand without the production environment being restarted.
- Based on the requirements in Attachment Q, approximately 77% of the Call Center requirements are supported completely out-of-the-box without any configuration and 20% are supported with minimal configuration using Siebel Tools. The remaining 3% are supported through customization
- Our solution meets AWI's requirements in attachment Q with the configuration of set Genesys products.
- Proposed: Call center agent licenses (670), 900 GVP Ports, 1630 Media Ports (Queuing, Call Reporting, Monitoring, etc.)

Prepared Questions	Non-Prepared Questions
	• CRM: What data is stored and how can that data be accessed? • Why is the Genesys solution not being leveraged for its' CRM capabilities? • Is there redundancy in the functionality provided from the Genesys and Siebel CRM solutions?

Customer Relationship Management (CRM) Solution Notes

Ref #	Time	Agenda Item
10	4:00PM– 5:00PM	Employer Portal

Description

Demonstrate how employers will use the employer portal to:
- 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

- Functions: Creating an account, Filing an appeal, View their history, Respond to Agency Requests
- Employers will be able to manage their account without staff assistance
- Employers will also register as users of AWI's new UC system through the employer self service portal; the Employer Home Page.
- Information gathered for employers will be different than information gathered for Claimants. Once a new account has been created, Employers will have the ability to perform a number of self service activities, including; view and respond to separation notices, view and protest wage charges, file appeals, monitor claim activity and submit Short Term Compensation plans. During the design phase of the project, the IBM team will collaborate with members of AWI's project team to configure the Employer's Home Page to allow the self service functions that AWI chooses to enable their employer community to perform. Like Claimants, Employers will also use their Home Page as a communication tool to send and receive information from AWI staff.
- Some of the features of our recommended solution that support a high level of self service during the Claims process includes: Self-service portal that allows employers to manage their claim related activities; including the ability to protest benefit wage charges, protest claims, file appeals and determining the status of individual claims filed against their company - Automated separation notices and fact finding from employers.
- Streamlines the activities related to identifying and capturing missing employers and incorrect wages during the Claims process.
- To start the STC process, employers will be able to submit an application to participate in an STC program through the employer self service portal.
- Employers will then have the ability to manage their STC program directly from the AWI employer portal.
- Using role based security, our solution allows Claimants and Employers to access claim information and to manage certain account functions.
- Employers and Claimants will be able to file Appeals using self service portals.
- Employers will have multiple communication options in which to receive agency communications.

Prepared Questions	Non-Prepared Questions

Employer Portal 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:

- 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
- 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

- Functions: Create accounts for external and internal users, File initial or continuing claims on the behalf of a claimant, Process and research claims for eligibility, Process payment for eligible claims, Perform adjudication activities, File an appeal on behalf of a claimant or employer, Process appeals, Access to standard and custom reports (including Federal reports), Request information from claimants and employers, Review requested information, Respond to requests for information, Schedule events and notify parties, System Administration for Administering users, Workflow configuration, business rules and correspondence, View claim status and history
- 12% of the requirements are supported completely out of the box without any configuration, 88% of the requirements are supported with minimal configuration
- All claims, regardless of the channel, will go through the same OPA business rules and processes

Prepared Questions	Non-Prepared Questions
• Describe how your proposed solution addresses Wage Determination and any associated wage issues.	• How will all claims data be displayed for a specific claimant? • What controls the HCTC transmission and how is it stopped? • Proposal “no touch TRA claims”. How can TRA be a no touch?

UC Program Workspace - Claims Notes

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

- By May 31, 2013, the full range Adjudication functionality will be integrated
- Approximately 31% of the Adjudication requirements are supported completely out-of-the-box and the remaining 69% of the requirements require minimal configuration using Siebel Tools, OPA, and Siebel Assignment Manager
- Managing adjudication issues as Siebel cases enables key functions and workflow around an adjudication case to be performed using configurable and adaptable workflow rules.
- The adjudication process begins with issue identification through the OPA Business Rules engine.
- Rules will be configured to identify issues such as separation issues, employer issues and issues related to income. Once an issue has been identified by OPA rules, the OPA to Siebel connector will create a new case in Siebel Public Sector.
- The case will be assigned to an adjudicator based on assignment rules in Siebel's Assignment Manager. Siebel Assignment Manager routes and assigns adjudication cases to Adjudicators, based upon a number of key factors such as skills, availability, geography, and workload.
- Once assigned, adjudicators will use the tools of Siebel Public Sector case management to determine an outcome and determination for the issue. With Siebel Public Sector case management, adjudicators have the ability to capture and document all of the steps that go into performing an adjudication. To aide in this process, Activity Plans and iHelp processes will be available to adjudicators.
- Activity Plans are created and maintained by system administrators to provide a checklist of items to perform on a particular item.
- iHelp is Siebel's interactive, context sensitive help functionality.
- Adjudicators will also have the ability to see all of the fact finding information directly on the adjudication case.
- With OPA's Decision Report functionality, adjudicators have access to a detailed description explaining exactly why the issue was identified in addition to a recommended determination.

Prepared Questions	Non-Prepared Questions
• Please explain the following statement from your proposal. "In those instances where a single claim has multiple issues, duplicative activities on various plans can be captured and managed in a consolidated fashion, rather than forcing an adjudicator to toggle between multiple cases." • What percentage of non separation issues does the vendor project to be automated? Do you have this methodology in production?	• Does your system offer the Adjudicator a selection of determinations based on the facts gathered?

UC Program Workspace - Adjudication Notes

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

<table>
<tr><th>Ref #</th><th>Time</th><th colspan="2">Agenda Item</th></tr>
<tr><td>5</td><td>1:00PM– 2:00PM</td><td colspan="2">UC Program Workspace – Appeals</td></tr>
<tr><th colspan="4">Description</th></tr>
<tr><td colspan="4">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</td></tr>
<tr><th colspan="4">Summary</th></tr>
<tr><td colspan="4">• Approximately 45% of the Appeals requirements are supported completely out of- the-box without any configuration
• 54% are supported with configuration using Siebel Tools and one requirement will need customization with a medium level of effort
• IBM’s proposed solution for Appeals includes several market leading COTS packaged applications integrated together to provide a complete end to end appeals process
• IBM solution integrates all aspects of the appeals process in one central location
• Once an appeal is submitted, Siebel Assignment Manager will route the appeal case to the best available resource or referee
• Assignment Manager rules take into account a number of different items including skills, availability, geography, and workload
• Ability attach documents to an appeal
• Once a decision is reached, the appeal’s case can be seamlessly routed to the UAC supervisor
• The framework also provides the ability to configure OPA business rules and workflow processes that are abstracted from the underlying application architecture
• The ability to schedule a hearing, attach documents, relate one case to another case and perform general case management functions is satisfied by Siebel Public Sector Case Management
• Genesys technology will provide the functionality to record appeal hearings in an audio format
• Once recordings have been made, integration between Siebel, FileNet and Genesys will allow the recording to be stored in association with the appeals case
• Appeal decisions will be communicated based on the external users preferred method of communication</td></tr>
<tr><th colspan="2">Prepared Questions</th><th colspan="2">Non-Prepared Questions</th></tr>
<tr><td colspan="2"></td><td colspan="2">• 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?</td></tr>
</table>

UC Program Workspace – Appeals Notes

Ref #	Time	Agenda Item
6	2:00PM– 2:30PM	UC Program Workspace – Special Payments

Description

Demonstrate how UC staff will use the system to:

- View their to-do/work lists
- Issue a payment
- Certify Weeks
- Issue Duplicate Affidavits

Summary

- Approximately 68% of the Special Payments requirements are supported out-of-the-box or with minimal configuration using Siebel Tools
- 32% will require customization of Siebel
- All payments and payment authorizations are managed from the Siebel application with integration to payment supply vendors
- Benefits payment amounts will be automatically assigned to claims using the OPA rules engine
- Payment processing integration can be processed as the requests occur or can be processed in nightly batches
- As part of the overall payments management process, the exception process is managed as Cases in the Siebel Public Sector Application

Prepared Questions	Non-Prepared Questions
• How are fund adjustments processed?	• What payment options does the vendor offer and are all being offered currently in production?

UC Program Workspace – Special Payments Notes

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

<table>
<tr><th>Ref #</th><th>Time</th><th colspan="2">Agenda Item</th></tr>
<tr><td>8</td><td>2:45PM– 4:00PM</td><td colspan="2">UC Program Workspace – Benefit Payment Control</td></tr>
<tr><th colspan="4">Description</th></tr>
<tr><td colspan="2">Demonstrate how UC staff will use the system to:
• View their to-do/work lists
• Conduct a wage audit
• Conduct a new hire audit
• Set up an overpayment</td><td colspan="2">• Receive and reconcile payments
• Create and remove an overpayment stop
• Setup a waiver of an overpayment
• Conduct Investigations</td></tr>
<tr><th colspan="4">Summary</th></tr>
<tr><td colspan="4">• The Benefit Payment Control case management system will be replace with our solution’s new paperless, workflow driven case management system
• The flexibility of the Rules Engine makes it easy for AWI’s BPC staff to adjust the algorithm to manage the flow of cases they investigate
• Circumstance that results in a re-determination or an Appeal Reversal Decision, will automatically trigger overpayments correction or initiate payments for weeks that had been suspended pending further action. The IBM Solution will adjust the Claimant’s claim account balance as appropriate and trigger benefit charge corrections if necessary.
• Used in conjunction with the Rules Engine, the solution ensures that each payment is associated with the correct program funding source (e.g., EUC, Regular State, UCX).
• The IBM Solution’s benefit plan, in conjunction with its Rules Engine choreographs the proper sequence of benefit programs Claimants are entitled to receive and displays that information
• The IBM Solution utilizes its Rules Engine to seamlessly choreograph the appropriate Overpayment Recoupment rules associated with multiple funded programs.
• The IBM Solution leverages its Case Management and document management components to leverage AWI’s BPC investigators when potential fraud cases are identified in the cross matches they perform (Wage Audit, New Hire, Death).
• The IBM Solution automates the communication to interested parties when an issue is identified in one of the cross matches. If there is a match the case will be placed in a queue and assigned to an investigator.
• Based on AWI’s business rules, cases may automatically be closed if no response has been received in the time allocated for that type of case
• Leveraging our solution’s Rules Engine and their experience in the UC Industry, the IBM team will collaborate with AWI’s subject matter experts to design an algorithm that will improve the efficiency of the Wage Audit.</td></tr>
<tr><th colspan="3">Prepared Questions</th><th>Non-Prepared Questions</th></tr>
<tr><td colspan="3">• 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.</td><td></td></tr>
</table>

UC Program Workspace – Benefit Payment Control 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

- Design, Development and Implementation - $65,315,293
- 1st year of Operations and Maintenance Support - $4,452,590

Prepared Questions	Non-Prepared Questions
• Provide detailed breakout of each operations and maintenance component by year. • 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.	• 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

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