State of Florida

Agency for Workforce Innovation

UC Modernization Project - Phase 2b

Unemployment Compensation Claims and Benefits Information System (UCCBIS)

Presentations Workbook - Tata

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

- Assisted (3) three states in modernizing their UC systems (New Mexico, Nebraska, & Mississippi).
- Began rolling out the Mississippi solution in January 2007. Plan to complete the rollout in December 2011.
- TCS partners for this project include:
  - Genesys – Call Center Solution Provider
  - Hewlett Packard – Correspondence
  - Perspective Software – Imaging and Scanning
  - All Point Logistics – Local and Training Partner
- TCS' project team is supported by their own Project Management Office
- TCS' project organization includes both an Onsite and Offsite Team

Prepared Questions	Non-Prepared Questions
- How many people are modeled to support the implemented system in Florida? - How many people are currently supporting the system in Mississippi? - What is the geographic distribution of this staffing model (e.g., how many people staffed and where will they be located)?	- Do you have samples of marketing materials and instructions to be available in One Stops or sent out in bulk mailings? - Proposal states ~ 300 person years of experience in developing "modern" UI Systems. Is this company specific or is this the total amount of experience in your proposed staff for this engagement? - Proposal states "Team consisting of 100+ people with 2 – 20 years of experience in UI". Are all these TCS team members part of your resource loaded project schedule? - Do each of the proposed staff for key roles have UC experience from your previous UC engagements? If not, which roles do not have UC experience? - Is there overlap between Tata's PMO and KPMGs PMO?

Company and Team Experience Notes

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

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

Description

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

Summary

- **Schedule:** Project start 3/7/11
- Phase approach to use three Waves – Each Wave includes system development lifecycle (SDLC) phases (Requirements Validation, Functional & Technical design, Development, System Integration Testing, User Acceptance Testing, Training, and Implementation)
- Final Wave go-live is scheduled for 9/16/2014
  - Wave 1 Go-Live – 3/7/13
  - Wave 2 Go-Live – 2/28/14
  - Wave 3 Go-Live – 9/16/14

Prepared Questions	Non-Prepared Questions
- How many of your associates will be on-site (by role and phase)? - Describe in detail the three waves identified in your proposal and what is included in each wave. - Describe how legacy systems' data and process synchronization will occur during the three Wave rollout plan. - How will data integrity be enforced during the three Wave 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?	If applicable, describe your alternative design/development/implementation approach.

Project Approach Notes

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

Description

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

Summary

- **Requirements:** Requisite Pro will be used as the requirements repository
- Requirements validation includes: Mapping requirements to transfer system, gathering feedback on system behavior from a cross-section of individuals, document feedback, verify the requirements accurately captured the inputs of the participants, prioritization, validate the prioritization
- Requirements Workshops – Interactive sessions with 1 or more stakeholders to elicit or validate the requirements
  - Sessions facilitate obtaining approval from stakeholders on their requirements and any changes to the requirements
- JAD Sessions – Joint Application Development (JAD) sessions will be collaborative sessions between SMEs and System Analysts to identify the requirements in a concentrated and focused effort.
- Detailed system requirements document will be developed. Document will be base lined for any future scope changes. This document will also mark the changes and enhancements required to the Proof-of-concept base system provided by TCS during the first 100 days of the project.
- Requirements Traceability - The TCS team will ensure that every requirement documented in the Detailed Systems Requirement document is traced down to a component in the final solution.

Prepared Questions	Non-Prepared Questions
	- Will the requirements AWI has already developed get mapped to the transfer system? - Will requirements be related to other requirements within ReqPro to assess impact of changes to the requirements?

Project Approach (Requirements Validation) Notes

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

Description

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

Summary

- Development Methodology based on the principles of Rational Unified Process (RUP)
- Iterative multiple time-boxed releases
- Overlapped phases with production delivery
- TCS iQMS Framework for Software Development Life cycle and Application Maintenance Framework
  - Set of policies, processes, procedures, standards and guidelines, tools and techniques to govern the execution of any project undertaken by TCS
  - iQMS provides project teams with the assurance of quality outcomes on projects and the means to control quality of outcomes during the course of project delivery.
- Phased implementation approach will imply the existence of two parallel software applications (and associated databases) – one being the legacy application currently supporting the UI Processes, and the second, a modernized application that will provide enhanced services in future.
- These applications will perform mutually exclusive and collectively exhaustive business functions as the States goes through the multi-year multi-phase implementation
- In order to ensure that service delivery to constituents in the interim is responsive, transparent, and accurate, TCS believes that a smooth handshake between the two applications is essential

Prepared Questions	**Non-Prepared Questions**
• How much development will be completed on-site vs. off-site?	• Was the Mississippi projected completed on time and if not why?

Project Approach (Development Approach) Notes

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

Description

- Present your overall approach for delivering the project.
- Address:
  - **Data Conversion Approach**

Summary

- TCS' tailored "Iterative Development Methodology" for Unemployment Compensation Implementation warrants that Data Conversion and activities be performed concurrently with the software development lifecycle (SDLC) Activities geared towards software development
- Iterative Conversion and Migration Plan: System, data conversion and migration activities are planned accordingly such that State legacy applications and the AWI UC System project will run in parallel and resultant requirements for data synchronization will be considered
  - This plan will be refined with the findings of the Detailed system requirement and Data conversion phases of AWI UC System Project
- Scope of data cleansing and tools used for data cleansing will be developed. Team TCS and Florida AWI jointly work on data cleansing activities.
- Analysis on the dependency of other legacy systems that require synchronization will be completed.
- Security validation – will focus on protecting sensitive data during conversion
- Rollback procedures will be identified
- Risk identification and mitigation plans regarding data conversion will be developed
- The Data Conversion and Data Migration Design Strategy for each phase is closely related to implementation of the corresponding application phase
- TCS will develop "bridges" or temporary interface programs will be developed to manage between two applications and its associated databases
- TCS maps source system tables and fields to the target system tables and prepares the mapping strategy document
- Team TCS defines the strategy of the data extraction based on the analysis of the volume of the data, format of the data, and tools available to extract data.
- Team TCS transformation rules will be designed from the source data structure and target data structure. These rules will define the way the transformation programs will understand the source data and convert them to the required format for import into the target data
- Based on the target database requirements and design, Team TCS prepares data import scripts and identifies the tools required to import the tool.
- Audit programs/ tools will be configured to detect any discrepancies in the synchronization of the converted data
- Team TCS identifies the databases and tables that needs to be synchronized. Also, the frequency of data synchronization is identified with mutual agreement with Florida AWI.
- Florida AWI is responsible for data cleanup
- Team TCS helps the AWI staff in determining data cleansing requirements and establish appropriate procedures for managing and executing data cleansing efforts
- Conversion strategy includes consists of two stages – Preparation stage and Implementation stage
- Preparation stage – Planning (Inventory, Mapping Strategy, Tool Selection, Rollout Options), Analysis (Data Model analysis, Data Analysis, Data Quality Assessment, Extraction Audit & Validation Criteria), Design (Data Mapping, Migration Program Design), Build (Development of Programs)
- Implementation Stage – Rehearsal (Parallel Runs, Dry Run), Rollout (Extract, Transform, Load, Verification and Validation)
- For each major project iteration or phase, Team TCS provides documentation containing data conversion results

Project Approach (Data Conversion Approach) Notes

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

Description

- Present your overall approach for delivering the project.
- Address:
  - ◆ **Testing Approach**

Summary

- Rational Tools will be used to manage the construction and unit testing phase.
- TCS will come up with the standards for construction and unit testing based on their experience and by studying the standards followed by AWI.
- A Unit Test Plan will be developed
- A weekly unit test and defect report provided during unit testing
- TCS will develop unit test scripts and plans based on excepted outcomes from design documents
- Test Plan will provide a list of basic functionality that must be tested and guidelines for unit testing
- Prior to the Phase gate Review TCS will perform an Internal Quality Assurance (IQA) review
- Phase Gate Review - During the phase gate review the AWI review team will review the unit test plans, unit test scripts and monitor the progress and effectiveness of the Unit testing
- The System Integration Testing will combine AWI UC System components together to determine and verify that functions are integrating well together and processing correctly
- Team TCS will develop a system integration test plan during initial work planning for system integration testing of all UI components.
- Team TCS' System Integration Testing approach and methodology covers the various testing areas, activities, tools, and software to be used by Team TCS to manage overall AWI UI System successfully
- System integration testing will be conducted and documented prior to User Acceptance Testing (UAT) of the components.
- The users of the AWI UI system will do the User Acceptance Testing (UAT) in the acceptance test environment with test data to confirm that the application meets agreed requirements
- TCS will develop the UAT environment including test cases, test scripts, test data set up, test cycles and necessary UI configuration.
- TCS will confirm that acceptance tests have been planned for all requirements by tracing the requirements to the planned acceptance tests and their associated test cases and test scripts.
- All UAT issues will be tracked. If necessary, Team TCS will update test plan, test cases, and test scripts, and shall modify and re-test the proposed UC solution.
- Following any software change or test script change made during the acceptance testing period, Team TCS will perform **a regression analysis** of tests already executed to determine which test results may have been affected by the change and need to be re-executed.

Prepared Questions	Non-Prepared Questions
	- What kind of High Availability testing was performed for the implemented system?

Project Approach (Testing Approach) Notes

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

Description

- Present your overall approach for delivering the project.
- Address:
  - **Training and Knowledge Transition**

Summary

- **Training:** Multi-Phased training approach will be used
- Training strategy is to divide the user types according to their roles
- Prior to the design or submission of a formal training program to AWI for consideration, Team TCS will conduct a Training Needs Analysis (TNA).
- The assessment analyzes the gap between the current skill level of end/IT users and required skills.
- The TNA is used to develop a primary learning path for each user.
- TCS will assist AWI in planning a growth path for each of its identified trainees
- Three Training Types –
  - (1) Initial Training Program (ITP) – Training program for technical staff training technical staff on the fundamentals of s/w and systems development, quality management, etc.
  - (2) Just-in-Time (JIT) Training - This program is aimed at addressing the continuous learning needs of the AWI Staff and is intended for the Technical Staff participating on the project at the beginning of each phase in iteration
  - (3) User Training – This program will train the business and technical staff of AWI on the UC system Implementation Application, its features and functionality, limitations, modules, navigations, installation, administration and troubleshooting, etc. Team TCS will conduct two distinct streams of training as part of this exercise, one aimed at the Business Users and the other for the Technical Staff.
- Three types of training proposed – Classroom, computer based, and Hands-on.
- Feedback will be collected at the end of each training session that may require modifications to the training materials
- **Knowledge Transfer:** Throughout the project TCS will work hand-in-hand with AWI to build required skill sets, training, and technologies needed for Agency staff to maintain the proposed UC solution
- Team TCS collaborate with AWI staff with a focused effort on transferring knowledge throughout all the phases of AWI UC System's Software Development Life Cycle (SDLC)
- Knowledge transfer is a continuous process and not a one-time activity
- Knowledge transfer will be documented in real-time during all the SDLC phases to prevent leakage of knowledge
- Transition process phases for AWI skill development include: Analyze, Plan, Execute, Verify, and Plan.

Prepared Questions	Non-Prepared Questions

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

- Team TCS shall deliver the Modernized UC System by customizing their Unemployment Insurance (UI) Transfer System to suit the needs of the AWI
- Transfer system is built using Java/JEE technologies on IBM Web-Sphere Application Server platform
- TCS developed their transfer system from the ground up. It has evolved from their development in New Mexico, Nebraska, and Mississippi.
- TCS will discuss with AWI any specific modifications (additions, modifications and deletions)
- Transfer system has the capability to manage the following processes: Filing of various types of claims, Wage Determination, Determination and adjudication of monetary issues, Determination and adjudication of non-monetary issues, Benefit Payment Control (BPC), Certifications and continued claims, Filing and processing of appeals, Benefit payment processing, Federal and non-federal reporting, Re-employment services, Employer Charges, Auditing of claims for Accuracy Measurement (BAM) and Timelines and Quality (BTQ)
- Transfer system interacts with the following subsystems for infrastructure management: Call center and IVR, Workflow Management, Document Management System, Imaging and Scanning System, Security services, Printers, and Email servers
- Transfer system core components include: Customer Relationship Management, Business Rules Engine (IBM iLOG), Database (DB2 Universal DB), Data Warehouse (IBM InfoSphere), Reporting (Cognos), Correspondence (HP Exstream), Document Management (Perceptive DMS), Imaging (Perceptive ImageNow), IVR (Genesys), Fax, Scheduler, Spell Check.
- Supports English and Spanish
- Ability to bring the next screen based upon the input provided by the user in current screen
- **Business Process Reengineering:** The To-be states will be refined further in addressing the current and future challenges for AWI.
- TCS will analyze the current business processes of the department to identify areas where significant opportunities for improvement exist.
- A strategic solution will be derived which brings in the best of Team TCS base system, AWI's existing systems and processes to align with the AWI's strategic vision defined as TO BE processes.
- After the To-Be analysis TCS together with AWI will prepare the refined To-Be processes that will recommend the changes made to the current processes and functions.
- Phases of the Business process reengineering include:
  - Initiation – Set expectations and agree upon the approach and model to be followed
  - Refine "Future State" – Set the stage for designing the solution for this engagement
  - Gap Analysis – Identify the gaps between the existing system with the to-be state indentifying the process changes
  - Bench Marking - During this phase, Team TCS along with AWI will define the objectives at low level and baseline the metrics to monitor the progress in the right direction
  - Simulation & Implementation - During this phase the defined strategy is tested through simulation and the results are studied then fine tune the approach before implementing the BPR

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? - Does the solution support chat, text and social networking functionality?

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

- IBM Tivoli Composite Application Manager (ITCAM), IBM WebSphere Business Monitor
- Technical Services: Monitoring, Alert System, Interface Management, Transaction Management, Session Management, Audit, Caching System
- Business Processes: Workflow, Services, Case Management, IBM iLog JRules Business Rules Engine, Business Process Automation, Mediation Flows, Human Tasks. Business Process Layer JEE and SOA Platform on IBM WebSphere Application Server & WebSphere Process Server
- Enterprise Service Bus (IBM WebSphere Process Server): Adapters, Routing, Transformation, Transport, SOAP Engine
- **Data Layer:** IBM DB2, UDB 9.7, **Extract Transfer Load:** WebSphere DataStage Server, **Data Warehouse:** IBM InfoSphere, **Dashboards & Reports:** IBM Cognos, Data Archive Tools
- IVR/CTI/Contact Center: Genesys
- Correspondence & Forms: HP Exstream
- Email: MS Exchange Server
- Document Management &Imaging: Perceptive Image Now & Document Management System (DMS)
- Fax: Open Text Fax Server, Perspective Faxing - Integrates with HP Exstream and Perceptive DMS, ability to accept direct fax-to-image. Installed Components: Fax Agent, Recognition Agent (2K pages per hour), Output Agent (750 to 1250 pages per hour)
- Menu & editing: Ultimate Drop Down Menu (UDM) software and PinEdit

Prepared Questions		Non-Prepared Questions
- Describe your proposed disaster recovery solution. - What is the backup strategy? - Describe your capacity planning methodology? - What variables and values were used to model your proposed hardware configuration? - What was the initial estimate of the number of servers (by Tier) needed to support the solution in Mississippi? - What is the number of servers in Mississippi now (by Tier)? (if this number is different from above, what were the driving factors with the increase or decrease?) - 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 Mississippi, what is the uptime percentage of the system? - In Mississippi, what is the longest period of time the system was down due to maintenance? - In Mississippi, what is the longest period of time the system was down due to a system failure? - In Mississippi, how many database connections are in the connection pool? - In Mississippi, what is the maximum number of users that this system has been tested for? - In Mississippi, 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 & Forms Software: HP Exstreme
- SOA software platform built upon J2EE, XML, Web Services and W3C
- Correspondence lifecycle managed by Business Users; Supports template versioning, Available via web interface; does not require Microsoft Word; GUI WYSIWYG to design, maintain and test document templates
- Graphical display of how and where a content is used across entire system to assess impact of document template changes
- Supports large volumes of transactional, ad hoc and personalized documents
- Supports multiple channels e.g., e-mail, Web, print/mail, SMS, and XML
- 1) High Volume: Event triggered documents automatically generated in batch 2) On-demand: Real-time generation of documents 3) Interactive: Provides a controlled editing experience; Templates can be moved through workflow
- Advanced data and content integration from multiple sources at same time
- Streamlined processing for high volume and on-demand documents
- Supports bundling and sorting for print/mail documents
- Rule building capability to dynamically control content, branding, personalization messages and presentation channel
- Supports extension of printed documents to support multi-channel delivery from single template
- Dynamically present alternative languages or tone of voice

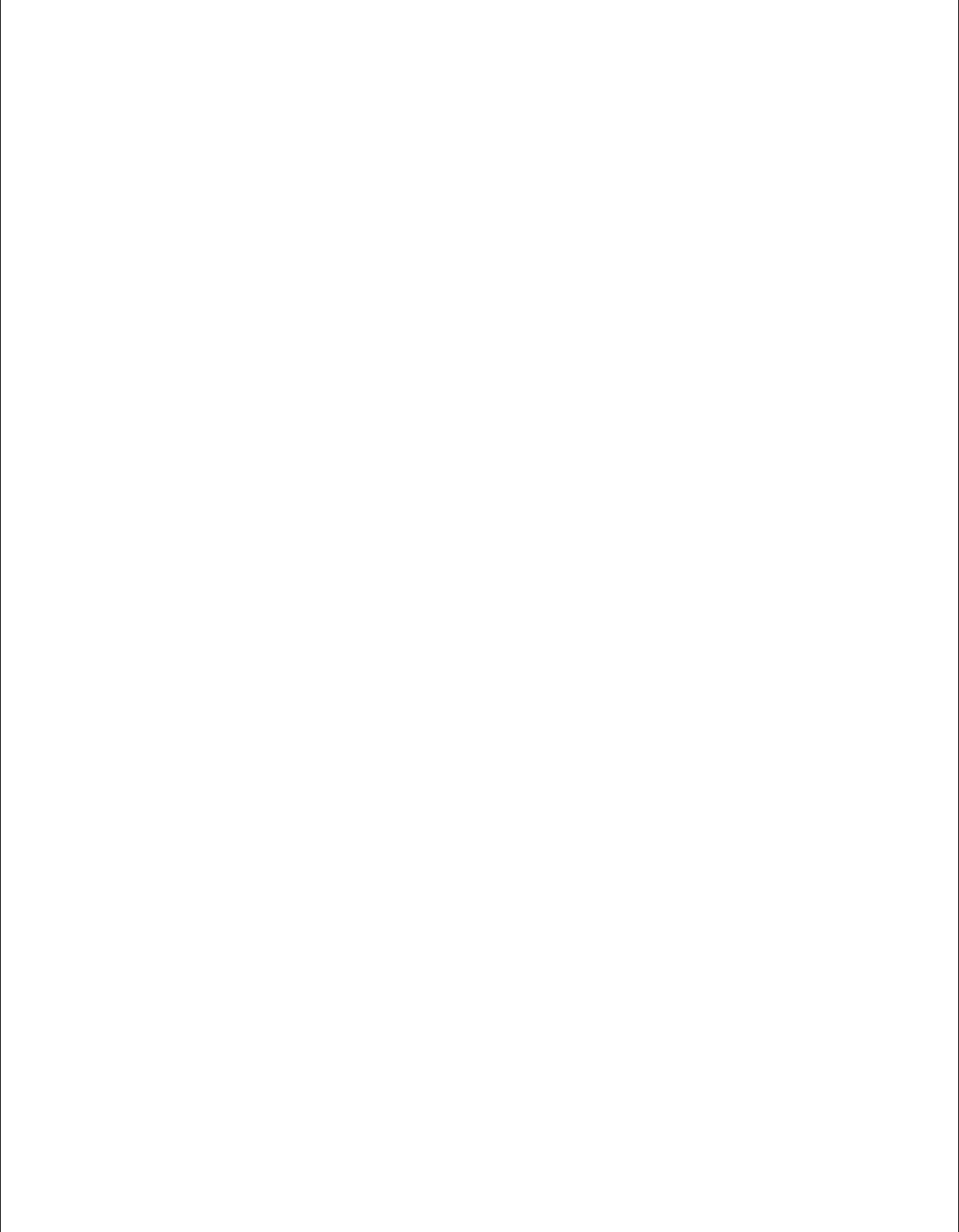| Prepared Questions	Non-Prepared Questions
• Be prepared to describe and demonstrate current installations' "help" screens for claims, adjudication, appeals, BPC and give examples.	• Does the vendor currently have the functionality of electronic communication capability for claimants and employers, 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 –System Generated Correspondence

Ref #	Time	Agenda Item
10	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

- Document Management Software: **Perceptive Document Management System (DMS)**
- Interacts with the TCS UI Transfer system to effectively store the images of the correspondences, forms and requests that are sent or received by the system for claims processing. When required, these documents are retrieved by the DMS and given to the TCS UI Transfer system.
- Generated reports imaged and saved to document management system.
- Online reports and reports sent through email will be available for future reference in document management system.

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	2:45PM– 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

- Capability to generate reports: submitted to other federal agencies, internal AWI reports and internal AWI ad-hoc reports.
- System currently supports delivery of reports electronically: Online reports, Email reports, Ad Hoc reports. HP product is used for managing correspondence.
- Both online and archived reports will be integrated with application security.
- **Cognos BI Report Viewer** provides the web-based user interface for the report authors.
- Generated reports will be viewed by the authorized users through the UC system's user interface.
- System implements a chart based UI Dashboard. Provides a consolidated report of Key Performance Indicators (KPI) for various areas of UI and aligned to the Balanced Score Card. The representation will be graphical with traffic lighting, dials with easily interpretable colors and captions. These graphical charts can be used to drill down to the lower level KPIs and other details.
- System has built-in reports for agency users to collaborate for day-to-day work.
- TaTa will customize existing reports and add reports based upon AWI requirements.
- Provides ability to generate the reports that are listed below. The Actuarial Research section deals with federal reports, generating reports for extended benefits, initial/continued claims, alien claims, profiling and payment/detection/determination time lapses.

  - ETA-538 Advance Weekly Initial And Continued Claims Report
  - ETA-539 Weekly Claims And Extended Benefits Trigger Data
  - ETA-5159 Claims And Payment Activities
  - ETA-9016 Alien Claims Activity Report
  - ETA-203 Characteristics Of The Insured Unemployed
  - ETA-9048 Worker Profiling and Reemployment Services Activity
  - ETA-9050 First Payment Time Lapse
  - ETA-9050P Partial First Payment Time Lapse
  - ETA-9051 Continued Weeks Compensated Time Lapse
  - ETA-9051P Partial Continued Weeks Compensated Time Lapse
  - ETA-9052 Non-Monetary Determination Time Lapse, Detection Date
  - ETA-9053 Non Monetary Issue Detection Time Lapse, Affected Week
  - ETA-9054 Appeals time lapse
  - ETA-207 Non Monetary Determination Activities
  - ETA-227 Overpayment Detection and Recovery Activities
  - ETA-218 Benefit Rights Experience
  - ETA-563 Quarterly Determinations, Allowance Activities and Reemployment Services under the Trade Act
  - ETA-586 Interstate Arrangement for Combining Employment and Wages
  - ETA-5130 Benefit Appeals Report
  - ETA-9055 Appeals Case Aging
  - PMR Appeals Issue Sample

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

- TaTa will prepare a list of business rules designed and configured for each iteration as per the iteration plan and provide necessary documentation and procedures for maintaining the rules and related tables.
- Solution implements Business Rules using IBM WebSphere ILOG JRules business rules engine.
- Provides the ability for non-technical business users to be directly involved in rule management and enables flexible decision automation for applications and processes that are subject to complex, variable and evolving rules.

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

- The TCS UI Transfer system interfaces with the Workflow Management System (WMS) to track the workflow processes involved in the processing of claims
- Workflow includes electronic work items, tracking of the work items and generation of reminders automatically after a pre-defined period
- Automated workflow which will have an in-built algorithm to balance the workload amongst the system users.
- The Appeals process workflow is flexible and allows complex primary and alternate workflow paths to be defined through configuration without custom development
- Capability to assign the work-item to individuals based upon rules specifies
- Flexibility for the Workflow administrator to reassign work-items to some other user.
- capability to maintain the user work queue referred as MyQ
- MyQ consist of items for an agency user to work on.
- Upon working on a work-item the system can create another work-item for another agency user.
- Work items can also be reassigned by the administrator to other intended users.
- TCS UI Transfer System provided the capability for the agency user to reassign the existing task to particular user

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? • Does the system provide the ability to reassign workflow items for all modules? • Can reassignment capabilities be turned 'off' for particular items to avoid end users from passing on assigned tasks thus increasing the risk around delayed or non-completion of tasks?

General System Functions – Workflow Notes

Ref #	Time	Agenda Item
4	10:45PM– 11:45PM	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:
- Imaging Software: Perceptive ImageNow.
- Allows all areas to share information while providing the technical capabilities to identify and remove duplicative information.
- Will be integrated with HP Exstream correspondence solution to meet all the imaging-correspondence non-functional requirements.
- Design will include bi-directional flow (storage and retrieval) of images between the imaging solution and the system.
- TaTa will design indexing schemes to support the UC functionality, including the ability to capture and retrieve information as required, for business purposes.

Security:
- System is capable of establishing and maintains internal controls that deter and detect fraud, and secure confidential data.
- Information Exchange and Security layer provides necessary security access controls and privileges to the users through single sign-on and role management using LDAP-compliant directory servers.
- Enterprise Service Bus can be used to efficiently reuse existing IT assets within an FL AWI and interconnect them with the broader IT environment to make the most of the existing applications. Self services functionality and collaboration services are also rendered to the users through this portal.
- Audit controls include:
  - o Internal Audit Security Log (Daily Report) to keep track of the different users logging in to the system, time of login and duration of session.
  - o Internal Audit Address Change Listing report to assure the address changes done in the system for claimant /employer are correct
  - o Internal Audit Duplicate Address Listing report to avoid duplicate addresses for an entity
  - o Report showing claimants that received multiple checks at the same address – in order for the Agency to carry out an investigation into the reasons for such receipt
  - o Report for all the agency employees which have overpayment pending with Agency
  - o Report for all the agency employees which has business associated in the State
  - o Report of the entire Fictitious Employer which has less than X no of employee and no FIEN
- Provides weekly audit process to measure the quality of benefit payment and denial decisions. Four different types of audit are:
  - o Benefit Accuracy Measurement (BAM)
  - o Denial for Monetary reason (DCA-MON)
  - o Denial for Separation reason (DCA-SEP)
  - o Denial for Non-Separation reason (DCA-NONSEP)

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

- Claimant portal provides the ability to: File UI Claim, File Weekly Cert, File a non-mon Appeal, Update Claimant Profile, Update Payment Option, Claimant Inquiry
- There is other functionality available in the TCS Solution that is capable of being exposed as Self-Service to constituents. By assigning security privileges the functionality can be made available.
- Chat in the self service portal is not currently included in the transfer system, but analysis has been done to determine that chat can be incorporated
- Chat functionality is incorporated in the UC Program Workspace portal
- Supports Spanish
- The user interface will comply with current Americans with Disabilities Act (ADA) standards and requirements
- Claimants have the ability to file multiple weekly certifications 24x7.

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? - During continued claims, the system detects issues and "instructs the claimant to contact an adjudicator to resolve the issue." How is the claimant instructed? Thru claimant portal in this solution? "Wage Determination – subprocess resolves issues reported from any prior quarters". There is also a subprocess to update claim's wages upon receipt of Appeal decision. Please explain this methodology. - Is functionality in place to allow claimant to update personal information and payment type? - How do claimants review/update account details, claim details, correspondences, profile, payment options, and 1099? - Describe what is included in registration.

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

- IVR and Call center software: **Genesys Voice Portal (GVP)** and **Customer Interaction Management Platform (CIM)**. The solution is based on open architecture that enables integration with external systems and applications. All the Genesys Call center components within the solution are tightly coupled to meet the day-to-day business requirements of the agency with desired quality of service.

Provides:

- Claimants may place claims through Interactive Voice Response (IVR) system either by speech or touch-tone
- Platform to integrate and manage Claimants interactions like voice and email
- Claimant has the option to speak to the best available agent to resolve their queries
- Insight into daily operation of the Contact Center
- Unified view of the claimant information on the Agent desktop
- Quality monitoring of the services offered to claimant
- Tool for optimized utilization, tracking and scheduling of the contact center workforce
- High availability and Disaster recovery environment
- Option to engage remote agents
- Multi-site deployment and virtual agent environment
- Ease of upgrade to enable future enhancements to the solution as per the business needs
- Ability to meet call volumes efficiently with high availability and disaster recovery mechanism.
- GVP enables Contact Centers to deliver integrated speech or touch-tone applications to automate customer and employee self-service transactions.
- GVP leverages standards such as Voice XML, CCXML, MRCP and SIP for the development and deployment of Interactive Voice Response (IVR) and Next-Generation Applications within contact centers to:
  - Improve customer satisfaction through automated speech and touch-tone applications;
  - Reduce costs through increased operational efficiencies;
  - GVP provides an integrated management layer to deploy, configure, operate and monitor the self-service solution.

Prepared Questions	Non-Prepared Questions
	- How will claimants create an account in the IVR? - Is voice recognition included? - How does TaTa support other languages? What is development process? - Is Creole supported? - Are claimants assigned a unique claim ID when they file their claim to avoid using the SSN thereafter for security reasons? - Why isn't Haitian Creole available on Web?

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

- IVR and Call center software: **Genesys Voice Portal (GVP)** and **Customer Interaction Management Platform (CIM)**.
- CIM Platform:
  - Automates the intelligent distribution of interactions throughout the enterprise.
  - Uses dynamic enterprise information to determine the appropriate service or best agent for an interaction.
  - Integrates and manages voice, email and chat media and other interactions such as VoIP, Web collaboration, and wireless, to create a centralized, Internet-ready contact center.
  - Funnels all incoming interactions from various media channels into a single universal queue.
  - Can define business processes and routing strategies that automate interaction routing from the universal queue to the most appropriate service or agent based on factors i.e., type of inquiry, value of the customer and media channel.

Prepared Questions	Non-Prepared Questions
	CRM: What data is stored and how can that data be accessed?

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

- The self service feature is for Claimants and Employers
- Employers can access the following information online: Tax reports, wage reports, wage details, account information, tax payments, correspondence, employer charges
- Allows the ability for an employer to file an appeal
- During the requirements phase, a need analysis is done for the business processes that need to be exposed as self-service
- Self service feature includes but is not limited to employer registration, tax reporting, wage submittal, claim submittal, claim status access, appeal submittal, reference material submittal, demographic data updates, UI reporting and other UI functions.

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– 10:30PM	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

- The TCS UI Transfer System handles the following processes related to the claims intake process: Filing of regular claims, Filing of Short Time Compensation (STC) Program, Filing of worker compensation claims, Filing of combined wages claims, Filing of Trade Readjustment, Allowances (TRA) claims and Reemployment Trade claims Adjustment Assistance (RTAA), Filing of Disaster Unemployment Assistance (DUA) claims, Filing of interstate agent and liable claims, Filing of claims with option to use Alternate Base Period, Detection of issues during filing of claims, Automatic sequence building
- Transfer system includes functionality for: Regular claims, Regular Claim (NBY), FEB/SEB claims, DUA, TRA, Continued Claims (Weekly certifications, late certifications, re-certifications, additional/re-open claims), wage determination, TRA, DUA, issue payment, cancel payment, re- issue payment after verification, customer information requests, audit, federal reporting and workforce
- Ability to provide a list of pre-defined set of questions to the claimants and capture their responses
- Based on Claimant information, Transfer System determines the claim type, the program type and the claim tier during claims intake process
- If the system detects any issues, the relevant questionnaires are displayed to the user
- The initial monetary determination screen listing the monetary benefits depending on the wage information is shown
- Ability to create a case for agency staff to investigate the issues which can be auto adjudicated
- Ability to file and process mass layoffs
- Intelligence to build the logic for capturing additional data about specific scenarios
- Depending on the questions & the adverse responses provided, the system detects an issue
- Transfer system includes a dashboard to provide very quick insight into various strategic parameters to assess the health and status of strategic objectives.
-

Prepared Questions	Non-Prepared Questions
- Describe how your proposed solution addresses Wage Determination and any associated wage issues.	- See Exhibit 5-6, System Capability of TCS UI Transfer System for Initial Claims Processing. TaTa states 92% of initial claims are no touch. Define no touch. Specifically ask about the 8%. Explanation of how/what 92% represents. - How will all claims data be displayed for a specific claimant? - For UCFE and UCX claims, wage request documents are sent to the claimant and/or employer to obtain wages information…" Describe this process in detail. In production? - What controls the HCTC transmission and how is it stopped? - Can the workers compensation functionality be turned off? Is there additional cost to remove this functionality?

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

- The system detects and determines non-monetary issues manually or automatically
- Transfer System incorporates a Questionnaire Engine to assist UI Staff in Adjudication of Claims
- Can detect various issues and creates case for investigation
- The Investigator is presented with the questions based upon the type of issue
- TCS UI Transfer System has in built mechanism for auto adjudicating the investigation based upon business rules specified by the agency
- If an investigation is performed by one person and if the adjudication is being done by another person, the adjudicator can send back the case to the investigator in order to provide more information about the case.
- Employer chargeability is automatically determined for any decision which impacts the employer chargeability
- The adjudication process has configurable features which makes system easy to maintain and customize

Prepared Questions	Non-Prepared Questions
	• Please explain auto-adjudication • 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	

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

- Appeals is integrated with Benefits, Payment and Overpayment subsystems
- The system implements the business process of appeals processing in which appellant can file an appeal against an adverse determination given for a claim.
- The TCS UI Transfer System implements UC Referee Appeals and UAC Appeals
- Three stages to UC Referee Appeals: File an appeal, Review and Schedule Appeal, Issue Decision
- The System allows filing of an Appeal by Customer service representative, a Claimant or an Employer
- The System assigns a reviewer who can review and update appeal details, Add, Update or Delete Appeal Party details
- Facility to maintain UC Referee Work Timings and his Leave days/hours.
- Automated Appeal scheduling based on available time slots for UC Referee
- Decisions issued are entered. The decision letter content is populated based on the Fact Findings, Court Rules, Section of Law used for issuing decision
- UC Referee Appeals at any stage can be withdrawn on request from the Appellant. CSR can also perform Recision Decision to edit wording, Recision Decision to schedule/conduct Hearing or Recision Decision to edit decision after UC Referee Decision is given.
- In case, an appellant/opponent are not satisfied with Higher Level Appeal decision, TCS UI Transfer System allows Appeals to be filed to District Court
- The system engages UC Referee, UAC, CSR, Appellant and Opponent for any Appeal in order to efficiently carry out the tasks for Appeal processing
- The TCS UI Transfer System has the functionality to file an appeal against the appeal-able decisions granted by the UC Referee
- The System allows the UAC to schedule an appeal assigned to UAC for review
- The monetary appeals may not be handled in the UAC and it may be forwarded to the court, especially for monetary determination
- In the existing TCS UI Transfer System, the appellant directly files an appeal in the District Court against the UAC Order

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 a process or is this not included in the solution? • Is there integration with users MS Outlook or do the users have to maintain a calendar in the system? • How flexible is the system to change which functions users can perform? i.e., CSRs do not perform recision decisions.

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

- TCS UI Transfer System provides payment related functionalities which include issue payment, cancel payment, re- issue payment after verification
- Though the issuing of payments is handled automatically, the CSR can override to cancel and re-issue it.
- Claimants can opt for different modes of payment such as check, debit card, direct deposit to the account
- Special Payments functions include the ability to: Correct social security numbers, correct effective dates on claims, cancelling claims, cancel and reissue benefit warrants and EFT issues

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	

Ref #	Time	Agenda Item
8	2:45PM– 4:00PM	UC Program Workspace – Benefit Payment Control

Description

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

- Receive and reconcile payments
- Create and remove an overpayment stop
- Setup a waiver of an overpayment
- Conduct Investigations

Summary

- The processes that are concerned with overpayment are: Detect overpayment, adjudicate overpayment, establish overpayment, and collect overpayment
- The TCS UI Transfer System provides following functionalities in its BPC process :
  - Detect Overpayment - Tip and Lead Cross match, National Wage (NDNH-Wage) Cross match, National New Hire (NDNH – W4) Cross match, State New Hire Cross match, Intrastate Cross match, Incarceration Cross match, Death Cross match, Address Phone Cross match
  - Investigate and Adjudicate Overpayment - Maintain Employer and Claimant Response, Clearance of Overpayment / Submission for Overpayment Establishment, Forwarding the case to Field Representative
  - Establish and Maintain Overpayment - Establish Overpayment Automatically (Batch Process) and Manually, Maintain Overpayment, Maintain IRORA Overpayment, Maintain Hold on Overpayment
  - Collect Overpayment - Enter, Apply and Refund Payment, Generate Warrant Manually and Automatically, Generate Garnishment Manually and Automatically, Maintain Bankruptcy, Maintain Correspondence with County Court
- Transfer system can implement fraud detection
- The TCS UI Transfer System supports different methods to detect overpayments.
- The TCS UI Transfer System allows AWI to perform investigations regarding overpayments
- At the conclusion of the investigation, a finalization of report is prepared by the system to establish an overpayment and close the investigation in fraud/non-fraud/non-violent case.
- The TCS UI Transfer System establishes an overpayment process for the claimant based on the input from the successful completion of adjudication of overpayment
- The TCS UI Transfer System allows the collection of the overpayment amount from the claimant by different methods
- The TCS UI Transfer System implements the process by which collection notices are generated and dispatched to the claimant

Prepared Questions	Non-Prepared Questions
- 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.	In Florida Adjudication as a business unit doesn't perform adjudication of overpayment. – BPC does – is this hard coded or controlled by RBAC?

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 - $59,450,028
- 1st year of Operations and Maintenance Support - $6,749,948

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 additional cost of performing development activities on site in Tallahassee, Florida.	- What was the estimated cost of the Mississippi solution? - What was the actual cost of the Mississippi 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

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Summary

Prepared Questions	Non-Prepared Questions

Question and Answer Notes

Day-3 Meeting Adjournment at 5:30PM