



10-ITN-001-SS

**Unemployment Compensation Claims and
Benefits Information System**

Evaluator Workbook

Evaluator Name: _____

Respondent Name: _____

Date of Response Evaluation: _____

Evaluator Signature: _____



**Agency for Workforce Innovation
Unemployment Compensation Claims and Benefits
Information System**

Overall Scoring Guidance:

| IF, in your judgment the response demonstrates and/or describes... | Category | ...assign points within ... |
|--|-----------------|---|
| ...extensive competency, proven capabilities, an outstanding approach to the subject area, innovative, practical and effective solutions, a clear and complete understanding of inter-relationships, full responsiveness, a clear and comprehensive understanding of the requirements and planning for the unforeseen. | Superior | 81-100% of the maximum points for the area. |
| ...clear competency, consistent capability, a reasoned approach to the subject area, feasible solutions, a generally clear and complete description of inter-relationships, extensive but incomplete responsiveness and a sound understanding of the requirements. | Good | 61-80% of the maximum points for the area. |
| ...fundamental competency, adequate capability, a basic approach to the subject area, apparently feasible but somewhat unclear solutions, a weak description of inter-relationships in some areas, partial responsiveness, a fair understanding of the requirements and a lack of staff experience and skills in some areas. | Adequate | 41-60% of the maximum points for the area. |
| ...little competency, minimal capability, an inadequate approach to the subject area, infeasible and/or ineffective solutions, somewhat unclear, incomplete and /or non-responsive, a lack of understanding of the requirements and a lack of demonstrated experience and skills. | Poor | 21-40 %of the maximum points for the area. |
| ...a significant or complete lack of understanding, an incomprehensible approach, a significant of complete lack of skill and experience and extensive non-responsiveness. | Insufficient | 0-20% of the maximum points for the area. |



**Agency for Workforce Innovation
Unemployment Compensation Claims and Benefits
Information System**

Section Specific Scoring Guidance:

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| B.7.1 - Tab 5 | Proposed Solution (Limited to 150 Pages) |
| | The Proposed Solution will be evaluated based on responses to the following key business functions: Claims, Appeals, Benefit Payment Control, and Adjudication. In order to facilitate the response evaluation process, Respondents should format their response to the requirements below in a way that is clearly delineated for each of these functions. |

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| B.7.1 - Tab 5.1 | Solution Overview |
| | <p><i>ITN Technical Response Instructions:</i> The Respondent shall, at a minimum, address the following:</p> <ol style="list-style-type: none"> 1. Solution Overview <ol style="list-style-type: none"> a. Provide a detailed overview of the proposed solution. In order to facilitate the evaluation of the responses, responses shall be organized to align with the following key business functions: <ul style="list-style-type: none"> - Claims, which includes: Initial and Continuing Claims, Wage Determination, Short Time Compensation (STC), Trade Readjustment Act (TRA), Disaster Unemployment Assistance (DUA), Special Payments, Customer Information Requests, Audit, Federal Reporting and Workforce; - Appeals; - Benefit Payment Control; and - Adjudication, which includes Adjudication and Employer Chargeability. b. Describe how the proposed solution provides flexibility in day-to-day operations. c. Describe how customers will interact with the system to obtain UC information and services. d. Describe how the Agency users will interact with the system to perform their activities. e. Describe how the proposed solution enables all users to interact, collaborate and communicate with each other to achieve the goals and objectives of the UC program. |



**Agency for Workforce Innovation
Unemployment Compensation Claims and Benefits
Information System**

| B.7.1 - Tab 5.1 | Solution Overview |
|------------------------|---|
| | <p><i>ITN Related Text:</i></p> <p>Attachment Q – Functional Requirements</p> <p>The new Claims and Benefits system is expected to meet UC programmatic goals and objectives as well as the goals and objectives set in statute.</p> <p>The statutory goals and objectives for this project are provided in Sections (1) and (2) of Florida Statute 443.1113 (2009):</p> <p>(1) To the extent that funds are appropriated for each phase of the Unemployment Compensation Claims and Benefits Information System by the Legislature, the Agency for Workforce Innovation shall replace and enhance the functionality provided in the following systems with an integrated Internet-based system that is known as the "Unemployment Compensation Claims and Benefits Information System:</p> <ul style="list-style-type: none"> (a) Claims and benefit mainframe system. (b) Florida unemployment Internet direct (FLUID), the Agency’s current web-based initial claims intake user interface. (c) Florida continued claim Internet directory (FLCCID), the Agency’s current web-based continuing claims user interface. (d) Call center interactive voice response system. (e) Benefit overpayment screening system (BOSS). (f) Internet and Intranet appeals system. <p>(2) The Unemployment Compensation Claims and Benefits System shall accomplish the following main business objectives:</p> <ul style="list-style-type: none"> (a) Wherever cost-effective and operationally feasible, eliminate or automate existing paper processes and enhance any existing automated workflows in order to expedite customer transactions and eliminate redundancy. (b) Enable online, self-service access to claimant and employer information and federal and state reporting. (c) Integrate benefit payment control with the adjudication program and collection system in order to improve the detection of fraud. (d) Comply with all requirements established in federal and state law for unemployment compensation. (e) Integrate with the Department of Revenue's statewide unified tax system that collects unemployment compensation taxes. <p>The UC Program goals and objectives for the new Claims and Benefits system include the following:</p> |



**Agency for Workforce Innovation
Unemployment Compensation Claims and Benefits
Information System**

| B.7.1 - Tab 5.1 | Solution Overview |
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| | <p>Business Objective #1</p> <p>Create flexible, integrated UC applications, information, and business processes for the UC Program in order to create operational efficiencies.</p> <p>In support of this objective, a modern UC system will:</p> <ul style="list-style-type: none"> • Implement a case management system to store claims, determinations, claimant and employer data, and appeals information. This “one-stop shop” for all UC information will prove vital to reducing the staff time spent on each UC process. • Make the resource assignments and re-assignments for required work based on the process flow. • Provide an alert system to inform Agency workers of system or application faults or outages. Prioritize alerts based on work assignments to bring important items to the worker’s attention. • Provide an integrated imaging system that allows all areas of the organization to share information quickly and effectively while providing the technical capabilities to identify and remove duplicative information. • Allow staff to monitor their assigned work. • Allow management to monitor assigned work to their workers under their supervision. • Eliminate duplicative data entry between disparate systems or within the same system. • Provide staff training to meet desired skill levels. <p>Business Objective #2</p> <p>Provide a consolidated system with user-friendly search criteria to provide internal and external stakeholders, partners, and the general public with easily accessible, secured and “on demand” access to claims data.</p> <p>In support of this objective, a modern UC system will:</p> <ul style="list-style-type: none"> • Consolidate systems to allow customers access to information through the Internet and IVR system. • Provide immediate access to data to support decision-making processes. • Provide access to comprehensive data for complete and accurate trend analysis and statistical reporting. |



**Agency for Workforce Innovation
Unemployment Compensation Claims and Benefits
Information System**

| B.7.1 - Tab 5.1 | Solution Overview |
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| | <ul style="list-style-type: none"> • Provide report customization capabilities. • Provide self-service capabilities to authorized claimants and employers. • Provide a browser-based interface conforming to industry web development standards (style sheets and navigation rules). • Provide automated data population and cascading of data between input screens to improve productivity and reduce data entry errors. • Provide simultaneous access to data among various users. • Improve security, both internal and external. • Increase audit trail capabilities. <p>Business Objective #3</p> <p>Provide a system that is fully compliant with Federal and State laws and statutes as well as Agency procedures and rules.</p> <p>In support of this objective, a modern UC system will:</p> <ul style="list-style-type: none"> • Create a system platform that can meet the changing processing needs of the Agency. • Utilize an accessible and flexible business rules engine. <p>Business Objective #4</p> <p>Provide a state-of-the-art technology system architecture that will effectively support the dynamic application processes and modifications required because of legislative changes and Agency needs.</p> <p>In support of this objective, a modern UC system will:</p> <ul style="list-style-type: none"> • Improve system usage and provide consistent application of data elements through increased coordination and integration with IVR and Internet applications. • Eliminate duplication of technology and share common objects to the fullest extent possible. The IVR and Call Center should use the UC Integrated database and the business objects should be shared with Internet applications. • Improve ability to manage customer information requests through Customer Relationship Management (CRM) functionality. The CRM capabilities should integrate with the IVR and Call Center and use the UC integrated database to manage customer information requests in an organized manner. • Mitigate the risks associated with operating and supporting outdated technology. • Provide a scalable platform with an open architecture to support process improvements and system integration requirements. <p>In order to support the statutory and programmatic objectives listed above the system will</p> |



**Agency for Workforce Innovation
Unemployment Compensation Claims and Benefits
Information System**

| B.7.1 - Tab 5.1 | Solution Overview |
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| | <p>need to include the following components:</p> <ul style="list-style-type: none"> • Web Based Architecture • Document Imaging and Management • Interactive Voice Response (IVR) • Advanced Search Capabilities • Workflow Management • Case Management • Customer Relationship Management • Automated System Interfaces • Data Import/Export • Electronic Digital Signatures • Account Management • Reporting and Dashboard Tools • Business Rules Engine • Enhanced Security (Role Based, Event Triggers) • Audit Tools • System Administration Tools <p>The objectives and requirements above are high-level and informational and not intended to be exhaustive. The Contractor shall deliver, and the Agency shall accept, an UC Claims and Benefits solution that satisfies all system requirements specified in the Requirements Definition Document unless specifically limited in the Contractor’s response.</p> |
| | <p>Guidance:</p> <ul style="list-style-type: none"> • <i>Clarity of explanation</i> • <i>Solution addresses the full scope</i> • <i>Solution addresses all objectives</i> • <i>Demonstrates a clear understanding of the project</i> • <i>Solution addresses technology/automation enablers</i> • <i>Solution is flexible and addresses each functional area</i> • <i>Flexibility is achieved through configurable parameters</i> |
| | <p>Notes/Rationale:</p> |



**Agency for Workforce Innovation
Unemployment Compensation Claims and Benefits
Information System**

| B.7.1 - Tab 5.1 | Solution Overview |
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| | |
| | <p><i>Score (0-80):</i> _____</p> <p><i>Evaluator Initials:</i> _____</p> |

| Topic | Max Points | Superior (81-100%) | Good (61-80%) | Adequate (41-60%) | Poor (21-40%) | Insufficient (0-20%) |
|--------------------------|------------|--------------------|---------------|-------------------|---------------|----------------------|
| Solution Overview | 80 | 65-80 | 49-64 | 33-48 | 17-32 | 0-16 |



**Agency for Workforce Innovation
Unemployment Compensation Claims and Benefits
Information System**

| B.7.1 - Tab 5.5 | Value Added Services - Innovative Ideas |
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| | <p>ITN Technical Response Instructions: Value added services are services beyond those services previously outlined that you may provide to offer additional benefits to AWI. Describe and clearly label any value added services offered to the Agency. Although the Agency has provided a statement of need and mandatory requirements for Respondents, these are not intended to limit Respondent's innovations or creativity in preparing a response to accomplish these goals. Innovative ideas, new concepts and partnership arrangements other than those presented in this Invitation to Negotiate, will be considered. For example, these might include unique business features, special services, offer costs or shared savings, discounts or terms and conditions specific to each Respondent.</p> <p>Additional costs or shared savings associated with value added services or innovative ideas should not be included in Attachment S, Cost Response but should be included as an appendix to the Cost Response.</p> |
| | <p>ITN Related Text: None</p> |
| | <p>Guidance:</p> <ul style="list-style-type: none"> • <i>Benefits expected from value added services (Ongoing or One-Time)</i> • <i>Likelihood of realizing benefits</i> • <i>Amount of effort expected to realize benefits</i> |
| | <p>Notes/Rationale:</p> |



**Agency for Workforce Innovation
Unemployment Compensation Claims and Benefits
Information System**

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| B.7.1 - Tab 5.5 | Value Added Services - Innovative Ideas |
| | <p><i>Score (0-20):</i> _____</p> <p><i>Evaluator Initials:</i> _____</p> |

| Topic | Max Points | Superior (81-100%) | Good (61-80%) | Adequate (41-60%) | Poor (21-40%) | Insufficient (0-20%) |
|---|------------|--------------------|---------------|-------------------|---------------|----------------------|
| Value Added Services - Innovative Ideas | 20 | 17-20 | 13-16 | 9-12 | 5-8 | 0-4 |



**Agency for Workforce Innovation
Unemployment Compensation Claims and Benefits
Information System**

| B.7.1 - Tab 8 | Attachments |
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| | <p>The required response forms furnished in this solicitation must be used when submitting a response. Forms are to be filled out electronically or in ink, and are to be signed by an authorized signatory and dated. Original signatures are required in the original response only. Copies of signature pages are valid for the response copy versions.</p> <p>An officer or an employee authorized to bind the Respondent to its provisions and to the provisions of any contract resulting from the Invitation to Negotiate must sign the response. If someone other than the President or Chairman of the Board of Directors signs the response to this Invitation to Negotiate, Attachment J - Proof of Signature Authority, must be submitted. If a contract is entered into between the Agency and a Respondent, the content of the Respondent's response and this Invitation to Negotiate shall be incorporated into the contract and become contractual obligations of the Respondent.</p> |

| B.7.1 - Tab 8 | Attachment Q – Functional Requirements Response Matrix |
|---------------|---|
| | <p><i>ITN Technical Response Instructions:</i></p> <p>The Respondent must respond to all the requirements in Attachment Q - System Requirements Response Matrix in the Microsoft Excel response template provided with the ITN. The response shall be submitted electronically as both a Microsoft Excel 2007 version and an Adobe Acrobat PDF file format. A printed copy of the System Requirements Response Matrix should not be included in the Respondent's response. Any deviation from these formats may be deemed non-responsive.</p> <p>The response template includes the following columns populated by the Agency:</p> <ul style="list-style-type: none"> - Req #: Requirement Number - Core Process: Name of the core business process with which the requirement is associated. - Sub Process: Name of the sub process with which the requirement is associated. - Activity: Name of the activity with which the requirement is associated. - Use Case: Use Case number(s) of the use cases related to the requirement. - Description: Requirement text description. <p>The Respondent shall respond to each requirement in the following three (3) columns, using only the specified coding:</p> <ul style="list-style-type: none"> - Respondent Response: The Respondent's response to each requirement must be coded as follows: <ul style="list-style-type: none"> 0 – Cannot support requirement. <p>The business function is not included in the base product. The base product cannot be</p> |



**Agency for Workforce Innovation
Unemployment Compensation Claims and Benefits
Information System**

| B.7.1 - Tab 8 | Attachment Q – Functional Requirements Response Matrix |
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| | <p>configured or customized software cannot be developed to meet the required functionality.</p> <p style="padding-left: 40px;">1 – Customization required. The business function requires:</p> <ul style="list-style-type: none"> • customized changes to the base product or software development apart from the base product’s existing design, process, or structure; • customized software to be developed to meet the required functionality or to integrate with other software products. <p style="padding-left: 40px;">2 – Configuration required. The business function can be met by configuring the base product. In this context, “configuration” means that software coding is not required.</p> <p style="padding-left: 40px;">3 – Included in base product. The business function is included in the base product(s) and is fully demonstrable.</p> <p>- Extent of Effort: This field is required if the Respondent’s Response to the requirement is 1 or 2 (Customization Required or Configuration Required). The Extent of Effort must be coded as follows:</p> <p style="padding-left: 40px;">Trivial –8 hours or less Low – 9 hours to 80 hours Medium – 81 hours to 500 hours High – 501 hours and above</p> <p>- Respondent Comments: Respondent’s comments may be recorded in this column. The Respondent is requested to limit the comments to three (3) sentences or less.</p> |
| | <p><i>ITN Related Text:</i></p> <p>Section D, Exhibit 1 - 3.0 Contract Objectives:</p> <p>The new Claims and Benefits system is expected to meet UC programmatic goals and objectives as well as the goals and objectives set in statute.</p> <p>The statutory goals and objectives for this project are provided in Sections (1) and (2) of Florida Statute 443.1113 (2009):</p> <p>(1) To the extent that funds are appropriated for each phase of the Unemployment Compensation Claims and Benefits Information System by the Legislature, the Agency for Workforce Innovation shall replace and enhance the functionality provided in the following systems with an integrated Internet-based system that is known as the "Unemployment Compensation Claims and Benefits Information System:</p> |



**Agency for Workforce Innovation
Unemployment Compensation Claims and Benefits
Information System**

| B.7.1 - Tab 8 | Attachment Q – Functional Requirements Response Matrix |
|---------------|--|
| | <p>(a) Claims and benefit mainframe system.</p> <p>(b) Florida unemployment Internet direct (FLUID), the Agency’s current web-based initial claims intake user interface.</p> <p>(c) Florida continued claim Internet directory (FLCCID), the Agency’s current web-based continuing claims user interface.</p> <p>(d) Call center interactive voice response system.</p> <p>(e) Benefit overpayment screening system (BOSS).</p> <p>(f) Internet and Intranet appeals system.</p> <p>(2) The Unemployment Compensation Claims and Benefits System shall accomplish the following main business objectives:</p> <p>(a) Wherever cost-effective and operationally feasible, eliminate or automate existing paper processes and enhance any existing automated workflows in order to expedite customer transactions and eliminate redundancy.</p> <p>(b) Enable online, self-service access to claimant and employer information and federal and state reporting.</p> <p>(c) Integrate benefit payment control with the adjudication program and collection system in order to improve the detection of fraud.</p> <p>(d) Comply with all requirements established in federal and state law for unemployment compensation.</p> <p>(e) Integrate with the Department of Revenue’s statewide unified tax system that collects unemployment compensation taxes.</p> <p>The UC Program goals and objectives for the new Claims and Benefits system include the following:</p> <p>Business Objective #1 Create flexible, integrated UC applications, information, and business processes for the UC Program in order to create operational efficiencies.</p> <p>In support of this objective, a modern UC system will:</p> <ul style="list-style-type: none"> • Implement a case management system to store claims, determinations, claimant and employer data, and appeals information. This “one-stop shop” for all UC information will prove vital to reducing the staff time spent on each UC process. • Make the resource assignments and re-assignments for required work based on the process flow. • Provide an alert system to inform Agency workers of system or application faults or outages. Prioritize alerts based on work assignments to bring important items to the |



**Agency for Workforce Innovation
Unemployment Compensation Claims and Benefits
Information System**

| B.7.1 - Tab 8 | Attachment Q – Functional Requirements Response Matrix |
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| | <p>worker’s attention.</p> <ul style="list-style-type: none"> • Provide an integrated imaging system that allows all areas of the organization to share information quickly and effectively while providing the technical capabilities to identify and remove duplicative information. • Allow staff to monitor their assigned work. • Allow management to monitor assigned work to their workers under their supervision. • Eliminate duplicative data entry between disparate systems or within the same system. • Provide staff training to meet desired skill levels. <p>Business Objective #2</p> <p>Provide a consolidated system with user-friendly search criteria to provide internal and external stakeholders, partners, and the general public with easily accessible, secured and “on demand” access to claims data.</p> <p>In support of this objective, a modern UC system will:</p> <ul style="list-style-type: none"> • Consolidate systems to allow customers access to information through the Internet and IVR system. • Provide immediate access to data to support decision-making processes. • Provide access to comprehensive data for complete and accurate trend analysis and statistical reporting. • Provide report customization capabilities. • Provide self-service capabilities to authorized claimants and employers. • Provide a browser-based interface conforming to industry web development standards (style sheets and navigation rules). • Provide automated data population and cascading of data between input screens to improve productivity and reduce data entry errors. • Provide simultaneous access to data among various users. • Improve security, both internal and external. • Increase audit trail capabilities. <p>Business Objective #3</p> <p>Provide a system that is fully compliant with Federal and State laws and statutes as well as Agency procedures and rules.</p> |



**Agency for Workforce Innovation
Unemployment Compensation Claims and Benefits
Information System**

| B.7.1 - Tab 8 | Attachment Q – Functional Requirements Response Matrix |
|---------------|---|
| | <p>In support of this objective, a modern UC system will:</p> <ul style="list-style-type: none"> • Create a system platform that can meet the changing processing needs of the Agency. • Utilize an accessible and flexible business rules engine. <p>Business Objective #4</p> <p>Provide a state-of-the-art technology system architecture that will effectively support the dynamic application processes and modifications required because of legislative changes and Agency needs.</p> <p>In support of this objective, a modern UC system will:</p> <ul style="list-style-type: none"> • Improve system usage and provide consistent application of data elements through increased coordination and integration with IVR and Internet applications. • Eliminate duplication of technology and share common objects to the fullest extent possible. The IVR and Call Center should use the UC Integrated database and the business objects should be shared with Internet applications. • Improve ability to manage customer information requests through Customer Relationship Management (CRM) functionality. The CRM capabilities should integrate with the IVR and Call Center and use the UC integrated database to manage customer information requests in an organized manner. • Mitigate the risks associated with operating and supporting outdated technology. • Provide a scalable platform with an open architecture to support process improvements and system integration requirements. <p>In order to support the statutory and programmatic objectives listed above the system will need to include the following components:</p> <ul style="list-style-type: none"> • Web Based Architecture • Document Imaging and Management • Interactive Voice Response (IVR) • Advanced Search Capabilities • Workflow Management • Case Management • Customer Relationship Management • Automated System Interfaces • Data Import/Export • Electronic Digital Signatures • Account Management • Reporting and Dashboard Tools • Business Rules Engine • Enhanced Security (Role Based, Event Triggers) |



**Agency for Workforce Innovation
Unemployment Compensation Claims and Benefits
Information System**

| B.7.1 - Tab 8 | Attachment Q – Functional Requirements Response Matrix |
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| | <ul style="list-style-type: none"> Audit Tools System Administration Tools <p>The objectives and requirements above are high-level and informational and not intended to be exhaustive. The Contractor shall deliver, and the Agency shall accept, an UC Claims and Benefits solution that satisfies all system requirements specified in the Requirements Definition Document unless specifically limited in the Contractor’s response.</p> <p>5.7.1 Tab 5 – Value Added Services – Innovative Ideas</p> <p>Value added services are services beyond those services previously outlined that you may provide to offer additional benefits to AWI. Describe and clearly label any value added services offered to the Agency. Although the Agency has provided a statement of need and mandatory requirements for Respondents, these are not intended to limit Respondent’s innovations or creativity in preparing a response to accomplish these goals. Innovative ideas, new concepts and partnership arrangements other than those presented in this Invitation to Negotiate, will be considered. For example, these might include unique business features, special services, offer costs or shared savings, discounts or terms and conditions specific to each Respondent.</p> <p>Additional costs or shared savings associated with value added services or innovative ideas should not be included in Attachment S, Cost Response but should be included as an appendix to the Cost Response.</p> |
| | <p>Guidance:</p> <ul style="list-style-type: none"> <i>Each requirement is addressed</i> <i>Number indicating required customization of requirement or the requirement is included in the base product</i> <i>Extent of customization required is clearly articulated</i> <i>Exceptions raised by vendor are clearly described</i> |
| | <p>Notes/Rationale:</p> |



**Agency for Workforce Innovation
Unemployment Compensation Claims and Benefits
Information System**

| B.7.1 - Tab 8 | Attachment Q – Functional Requirements Response Matrix |
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| | <p><i>Score (0-80):</i> _____</p> <p><i>Evaluator Initials:</i> _____</p> |

| Topic | Max Points | Superior (81-100%) | Good (61-80%) | Adequate (41-60%) | Poor (21-40%) | Insufficient (0-20%) |
|--|------------|--------------------|---------------|-------------------|---------------|----------------------|
| Attachment Q – Functional Req. Response Matrix | 80 | 65-80 | 49-64 | 33-48 | 17-32 | 0-16 |



**Agency for Workforce Innovation
Unemployment Compensation Claims and Benefits
Information System**

| B.7.1 - Tab 8 | Attachments |
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| | <p>The required response forms furnished in this solicitation must be used when submitting a response. Forms are to be filled out electronically or in ink, and are to be signed by an authorized signatory and dated. Original signatures are required in the original response only. Copies of signature pages are valid for the response copy versions.</p> <p>An officer or an employee authorized to bind the Respondent to its provisions and to the provisions of any contract resulting from the Invitation to Negotiate must sign the response. If someone other than the President or Chairman of the Board of Directors signs the response to this Invitation to Negotiate, Attachment J - Proof of Signature Authority, must be submitted. If a contract is entered into between the Agency and a Respondent, the content of the Respondent's response and this Invitation to Negotiate shall be incorporated into the contract and become contractual obligations of the Respondent.</p> |

| B.7.1 Tab 6 | Respondent's History and Experience |
|--------------------|---|
| | Tab 6 - Company Profile and Experience (Limited to 25 pages) |

| B.7.1 Tab 6 | Respondent's History and Experience |
|--------------------|--|
| | <p><i>ITN Technical Response Instructions:</i></p> <p>The Respondent must describe its experience in implementing a similar Unemployment Compensation Claims and Benefits information system as specifically contemplated in this ITN. Also, describe any other similar or related work experience. Experience shown should be work done by the individuals who will be assigned to this project as well as the overall experience of the company. State whether the respondent was the main contractor or a sub-contractor and whether they worked in cooperation with a sub-contractor. Where applicable, clearly note project experience which included individuals who will be assigned to this project and their role on the past project. Provide a detailed description of any work to be sub-contracted with information describing the qualifications and relevant experience of any proposed sub-contractors.</p> <p>In determining Respondent responsibility, the Agency may consider any information or evidence which comes to its attention and which reflects upon a Respondent's capability to fully perform the contract requirements and/or the Respondent's demonstration of the level of integrity and reliability which the Agency determines to be required to assure performance of the Contract.</p> <p>Tab 8 – Attachments</p> <p>The required response forms furnished in this solicitation must be used when submitting a response. Forms are to be filled out electronically or in ink, and are to be signed by an authorized signatory and dated. Original signatures are required in the original response only. Copies of signature pages are valid for the response copy versions.</p> |



**Agency for Workforce Innovation
Unemployment Compensation Claims and Benefits
Information System**

| B.7.1 Tab 6 | Respondent's History and Experience |
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| | <p>An officer or an employee authorized to bind the Respondent to its provisions and to the provisions of any contract resulting from the Invitation to Negotiate must sign the response. If someone other than the President or Chairman of the Board of Directors signs the response to this Invitation to Negotiate, Attachment J - Proof of Signature Authority, must be submitted. If a contract is entered into between the Agency and a Respondent, the content of the Respondent's response and this Invitation to Negotiate shall be incorporated into the contract and become contractual obligations of the Respondent.</p> |
| | <p><i>ITN Related Text:</i> Attachment A - Reference Form In the spaces provided in Attachment A, the Respondent must provide the required information for three (3) separate and verifiable clients that will serve as references. The clients listed must be for work similar in nature to that specified in this ITN. Confidential clients shall not be included. Do not list the AWI as a client reference. The same client may not be listed for more than one (1) reference. For example, if the Respondent has completed a project for the Florida Department of Transportation – District One and one project for the Florida Department of Transportation – District Two, only one of the projects may be listed because the client, the Florida Department of Transportation, is the same. Firms that are currently parent or subsidiary companies to the Respondent will not be accepted as a client reference under this solicitation. In the event that the Respondent has had a name change since the time work was performed for a listed reference, the name under which the Respondent operated at the time that the work was performed must be given at the end of the project description for that reference in Attachment A. In the event that Respondents submit a response as a joint venture, at least one (1) client reference must be listed for each member of the joint venture. However, the total number of client references to be provided remains three (3). Failure to provide the required information for three (3) separate and verifiable clients in the spaces provided in Attachment A shall result in the Respondent receiving a score of zero (0) for the Reference Questionnaire section of the evaluation.</p> |
| | <p><i>Guidance:</i></p> <ul style="list-style-type: none"> • <i>Clarity of Response</i> • <i>Experience is Applicable</i> • <i>Scope of Previous Projects is similar</i> • <i>Specific UC Claims and Benefits experience</i> • <i>Statewide implementation experience</i> • <i>Complex stakeholder experience</i> <p><i>Expected Deliverables:</i> <i>None</i></p> |



**Agency for Workforce Innovation
Unemployment Compensation Claims and Benefits
Information System**

| B.7.1 Tab 6 | Respondent's History and Experience |
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| | <p><i>Notes/Rationale:</i></p> |



**Agency for Workforce Innovation
Unemployment Compensation Claims and Benefits
Information System**

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|--------------------|---|
| B.7.1 Tab 6 | Respondent's History and Experience |
| | <p><i>Score (0-50):</i> _____</p> <p><i>Evaluator Initials:</i> _____</p> |

| Topic | Max Points | Superior (81-100%) | Good (61-80%) | Adequate (41-60%) | Poor (21-40%) | Insufficient (0-20%) |
|--|------------|--------------------|---------------|-------------------|---------------|----------------------|
| Respondent's History and Experience | 50 | 41-50 | 31-40 | 21-30 | 11-20 | 0-10 |