10-ITN-001-SS

Unemployment Compensation Claims and Benefits Information System

Evaluator Workbook

Evaluator Name: ______________________________

Respondent Name: ______________________________

Date of Response Evaluation: ______________________

Evaluator Signature: ____________________________

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.

Section Specific Scoring Guidance:

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.

B.7.1 - Tab 5.1	Solution Overview
	ITN Technical Response Instructions: The Respondent shall, at a minimum, address the following: 1. Solution Overview 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: - 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.
	ITN Related Text: Attachment Q – Functional Requirements 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. The statutory goals and objectives for this project are provided in Sections (1) and (2) of Florida Statute 443.1113 (2009):

B.7.1 - Tab 5.1	Solution Overview
	(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: (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. (2) The Unemployment Compensation Claims and Benefits System shall accomplish the following main business objectives: (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. The UC Program goals and objectives for the new Claims and Benefits system include the following: Business Objective #1 Create flexible, integrated UC applications, information, and business processes for the UC Program in order to create operational efficiencies. In support of this objective, a modern UC system will: • 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.

B.7.1 - Tab 5.1	Solution Overview
	• 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. Business Objective #2 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. In support of this objective, a modern UC system will: • 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. Business Objective #3 Provide a system that is fully compliant with Federal and State laws and statutes as well as Agency procedures and rules.

B.7.1 - Tab 5.1	Solution Overview
	In support of this objective, a modern UC system will: • Create a system platform that can meet the changing processing needs of the Agency. • Utilize an accessible and flexible business rules engine. Business Objective #4 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. In support of this objective, a modern UC system will: • 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. In order to support the statutory and programmatic objectives listed above the system will need to include the following components: • 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

B.7.1 - Tab 5.1	Solution Overview
	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.
	Guidance: • *Clarity of explanation* • *Solution addresses the full scope* • *Solution addresses all objectives* • *Demonstrates a clear understanding of the project* • *Solution addresses technology/automation enablers* • *Solution is flexible and addresses each functional area* • *Flexibility is achieved through configurable parameters*
	Notes/Rationale:

B.7.1 - Tab 5.1	Solution Overview
	Score (0-80):________ ***Evaluator Initials:________***

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

7.1 Tab 5.2	System Development
	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.**

B.7.1 Tab 5.2	System Development
	ITN Technical Response Instructions: a. Describe the proposed system development lifecycle methodology that supports the requirements of Section D, Exhibit 1, 8.2 through 8.14. i. ***ITN Technical Response Instructions:*** Describe the proposed requirements validation approach and methodology for this project. Refer to Section D, Exhibit 1, 8.2, Requirements Validation. ii. Describe the proposed reports development approach and methodology for this project. Refer to Section D, Exhibit 1, 8.3, Reports Development. iii. Describe the proposed forms and correspondence development approach and methodology for this project. Refer to Section D, Exhibit 1, 8.4, Forms and Correspondence Development. iv. Describe the proposed functional design approach and methodology for this project. Refer to Section D, Exhibit 1, 8.5, Functional Design. v. Describe the proposed technical design approach and methodology for this project. Refer to Section D, Exhibit 1, 8.6, Technical Design. vi. Describe the business process re-engineering approach and methodology for this project. Refer to Section D, Exhibit 1, 8.7, Business Process Updates. vii. Describe the proposed interface design and implementation approach and methodology for this project. Refer to Section D, Exhibit 1, 8.8, Interface Definition. viii. Describe the proposed code and unit test approach and methodology for this project. Refer to Section D, Exhibit 1, 8.9, Code and Unit Test ix. Describe the proposed location for software development activities (Agency offices or Contractor provided facility). Refer to Section D, Exhibit 1, 8.9, Code and Unit Test. x. Describe the proposed system integration testing approach and methodology for this project. Refer to Section D, Exhibit 1, 8.10, System Integration Test. xi. Describe the proposed user acceptance testing approach and methodology for this project. Refer to Section D, Exhibit 1, 8.11, User Acceptance Test. xii. Describe the proposed data conversion approach and methodology for this project. Refer to Section D, Exhibit 1, 8.12.3, Data Conversion. The data conversion assumptions are to be used by the respondent in order to properly size and estimate the data conversion effort that will be needed. These are high level requirements that are not intended to provide an exclusive list of all data that will be converted. The complete list will depend on the solution selected and the application and database architecture and design.

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	xiii. Describe the proposed installation and implementation approach and methodology for this project. xiv. Describe the proposed hardware installation approach and physical installation location for each phase of the project. Refer to Section D, Exhibit 1, 8.13, Installation and Implementation. xv. Describe the proposed production pilot approach and methodology for this project. Refer to Section D, Exhibit 1, 8.14, Production Pilot. b. Describe the proposed end user training approach and methodology for this project. Refer to Section D, Exhibit 1, 9.1, Training. c. Describe the proposed approach and methodology for the development of user documentation. Refer to Section D, Exhibit 1, 9.2, User Documentation. d. Provide a list of all deliverables associated with the proposed project approach by project lifecycle phase. Refer to Section D, Exhibit 1, 10.0, Deliverables. e. Provide a proposed set of service level agreements, in addition to those contained in Attachment Q – Requirements Response Matrix, for the Design, Development, and Implementation and Operations and Maintenance phases of the project. Refer to Section D, Exhibit 1, 11.0, Service Levels and Liquated Damages. The formulation of Service Level Agreements and associated liquidated damages for inclusion in the contract will be handled during contract negotiations. **The use of resources or facilities outside of the United States is prohibited and shall not be proposed. Refer to Section D, Exhibit 3, 9.14.**
	ITN Related Text: Requirements Validation Final user interface and specific functional requirements for the proposed UC solution will be derived from the practical application of applicable state and federal statutes, rules, regulations, and grant requirements. If there are changes during the course of the Project, the Agency will work with the Contractor to identify the impact of each change and utilize the change control process as applicable. The Contractor shall validate and refine the requirements provided in this ITN and its attachments to generate specific, low level requirements. The Contractor shall generate lower level requirements by JAD sessions or other Agency-approved requirement generation methodology proposed by the Contractor. The Contractor's proposed methodology shall facilitate and encourage the participation of all Stakeholders. The Contractor shall generate a software requirements specification to document the requirements and a requirements traceability matrix to record the relationship between requirements and the developed system. The Contractor's proposed formal methodology will be used to validate and clarify requirements as needed and maintain the requirements. The Contractor shall also document any new requirements identified throughout the Project. The disposition of new requirements shall be handled through a change control process. The proposed methodology must clearly indicate the process that will be followed during the requirements

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	validation sessions. The Contractor shall do the initial prep work necessary to conduct the requirement validation sessions. The requirements validation sessions shall have a clearly defined agenda. The Contractor shall specifically evaluate the completeness of the requirements to ensure that all requirements are captured. Traceability must be maintained for all requirements. The Contractor shall verify requirements with the Agency and Stakeholders to ensure requirements are correct, understandable, and testable. The Contractor shall provide an industry standard requirements management tool which the Contractor will use to manage the requirements. The tool shall be subject to Agency approval and shall provide import/integration of standard tools such as Microsoft Excel, which is web enabled and provides export/reporting features. The provided tool should be able to withstand any necessary compliance audits that may be requested. The tool must include the ability to create a robust requirements traceability matrix. The Contractor shall provide the Agency with five (5) licenses of the tool for Agency users. The Contractor shall maintain a database of all reported problems, document the problems in the issues log, and document the successful resolution of all reported problems. The Contractor shall provide the Agency with direct access to the issues log. 8.2.1 Contractor Requirements Validation Responsibilities 1. Provide a defined methodology to validate and maintain requirements including the process of how requirement validation sessions will be conducted. 2. Provide proposed schedule of requirement validation sessions, not to exceed one (1) per day and no more than four (4) days per week. 3. Ensure that the Contractor's functional and technical experts are on-site during the requirement validation sessions to address and answer any questions. 4. Provide agenda for each requirement validation session at least five (5) days in advance to the participants. 5. Conduct and document requirement validation sessions. 6. Manage time efficiently during the requirement validation session to ensure efficient use of the participant's time. 7. Provide draft report of each requirement validation session, including but not limited to: issues addressed, decisions made, and business rules linked to the requirements, workflows, forms, etc. to the Agency's Project Director within three (3) days of conclusion of requirement validation session. 8. Provide final report of each requirement validation session, incorporating comments and revisions provided by the Agency, within three (3) days of receipt of comments and revisions from the Agency's Project Director. 9. Gain the necessary understanding of the Agency's processes, requirements, and data. 10. Describe the business processes that will exist as a result of the proposed UC solution implementation.

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	11. Identify any gaps between current and future processes. 12. Analyze and refine the database design. 13. Validate needs through prototyping of functionality, navigation, and workflow. 14. Prepare the requirements validation deliverable. 15. Revise deliverables as a result of the review and approval process. 16. Document issues and decisions in the requirements sessions. 8.2.2 Agency Requirements Validation Responsibilities 1. Review and approve requirement validation schedule or return to the Contractor with instructions regarding revisions within ten (10) days of receipt. 2. Review and approve all requirements validation deliverables. 3. Provide the Contractor with comments and revisions to draft system requirements specification within fifteen (15) days of initial receipt. The Agency reserves the right to extend the review period based on mutual agreement with the Contractor. The initial review period of fifteen (15) days for the software requirements specification deliverable is an exception to the rest of the deliverables in this project. As such, the Contractor may require up to ten (10) days of revision time depending upon comments from the Agency. All other subsequent reviews, if applicable, will not deviate from the review guidelines in Section 10.1.2 of this SOW. 4. Provide subject matter experts to clarify the Agency's business processes. 5. Provide policy, regulation, forms, and procedural reference material and interpretations as needed. 6. Provide leadership in coordinating efforts with AWI UC stakeholders for requirements validation. 8.3 Reports Development The Contractor shall develop the reports as identified in the Requirements Definition Document. Each report shall be described in detail, specifying purpose, format, content, and frequency. The following sections define the responsibilities of the Contractor and the Agency. 8.3.1 Contractor Reports Development Responsibilities 1. Provide documentation on the reports specifying purpose, format, content, and frequency. 2. Design, develop, and test the reports. 8.3.2 Agency Reports Development Responsibilities 1. Work with the Contractor to validate the reports identified in the Requirements Definition Document.

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	2. Review and approve reporting deliverables. 3. Provide subject matter experts to clarify the reports 4. Provide existing reports as needed for clarification. 8.4 Forms and Correspondence Development The Contractor shall develop forms and correspondence electronically as identified in the Requirements Definition Document. Each form and correspondence shall be developed using a template that can be easily modified. Each form and correspondence shall be documented specifying its purpose, format, content, frequency, and when it will be generated without user intervention. Each form and correspondence shall be made available electronically and in hard copy. The following sections define the responsibilities of the Contractor and the Agency. 8.4.1 Contractor Forms and Correspondence Development Responsibilities 1. Provide documentation on the forms and correspondence specifying purpose, format, content, and frequency. 2. Design, develop, and test the forms and correspondence. 8.4.2 Agency Forms and Correspondence Development Responsibilities 1. Work with the Contractor to design and develop the forms and correspondence. 2. Review and approve forms and correspondence deliverables. 3. Provide subject matter experts to clarify the forms and correspondence. 4. Provide existing forms and correspondence as needed for clarification. 8.5 Functional Design The Contractor shall generate a conceptual system design and provide design documentation for the proposed UC solution. This documentation shall include, but not be limited to, data and process models and must include both a graphic and narrative component for each form, report, interface, conversion, and enhancement. All business rules and workflows shall be documented in detail. The Contractor shall develop a prototype to depict the system functionality including all screens which will be available in the proposed final System. At the completion of the system development, the Contractor shall ensure that the functional system design is updated to represent the complete “as built” UC solution. The following sections define the responsibilities of the Contractor and the Agency. 8.5.1 Contractor Functional System Design Responsibilities

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	1. Prepare the functional system design deliverables. 2. Validate needs through prototyping of forms/screens, menu navigation, and business functions. 3. Conduct a walk-through of the functional system design. 4. Revise deliverables and functional system design as a result of the review and approval process. 8.5.2 Agency Functional System Design Responsibilities 1. Review and approve the functional system design. 2. Provide policies, regulations, laws, forms, and procedural reference material and interpretations of such material as needed. 8.6 Technical Design The Contractor shall use software languages and tools for which resources are widely available in the market. Contractor shall reduce data redundancy within the proposed UC solution database to the lowest level possible without jeopardizing system performance. The Contractor shall generate a technical system design and update the requirements traceability matrix to reflect the relationship between requirements and design elements. The Contractor shall conduct informal reviews of the design as it is developed and provide the Agency with access to informal review information and documentation. At the completion of the system development, the Contractor shall ensure that the technical system design is updated to represent the complete “as built” UC solution. After the initial approval of the technical system design or updated requirements traceability matrix, or any portion thereof, the Contractor shall report all issues with the approved design. The Contractor shall maintain a database of all reported issues, document the issues in the issues log, and document the successful resolution of all reported issues. The Contractor shall provide the Agency with direct access to the issues log. The following sections define the responsibilities of the Contractor and the Agency. 8.6.1 Contractor Technical Design Responsibilities: 1. Prepare the technical system design deliverables. 2. Create and refine the database design. 3. Document technical system design issues and decisions in the deliverables. 4. Conduct a walk-through of the deliverables. 5. Revise deliverables as a result of the review and approval process. 8.6.2 Agency Technical Design Responsibilities:

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	1. Review and approve the technical system design deliverables. 2. Provide policy, regulation, forms, and procedural reference material and interpretations as needed. 8.7 Business Process Updates The Contractor shall work with Stakeholders to revise and update the provided reengineered, future state Agency business processes to reflect the approved system design and shall document and rollout the new business processes to the Agency. The updated future state business processes must enable the Stakeholders to effectively employ the proposed UC solution to realize the benefits of system implementation. All in scope business processes shall be documented in a final to-be process models document and provided to the Agency for approval. The following sections define the responsibilities of the Contractor and the Agency. 8.7.1 Contractor Business Process Reengineering Responsibilities 1. Update provided future state Agency business processes to reflect the system as designed. 2. Create business process deliverables. 3. Revise deliverables as a result of the review and approval process. 4. Rollout the reengineered business processes to the Agency. 8.7.2 Agency Business Process Reengineering Responsibilities 1. Review and approve business process deliverables. 2. Participate in business process update and revision activities. 3. Provide interpretation of applicable statutes, rules, Agency policy, and guidance documents to the Contractor. 4. Develop and implement any policy changes required to support new business processes. 8.8 Interface Definition The Contractor shall define and document all interfaces as identified in the Requirements Definition Document. Each interface shall be described in detail, specifying purpose, format, content, frequency, and processing for each interface transaction. The Contactor shall provide at least one interface definition document per identified interface. The Contractor shall use existing external interfaces where they already provide the information needed by the proposed UC solution. For interfaces that do not provide the information needed by the proposed UC solution, concurrence on the interface description shall be required from the entity that controls the interfacing system. The Contractor shall

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	coordinate approval from the entity in these instances. The Contractor shall coordinate with the Agency when interface changes and approval is needed. The Contractor shall support all meetings on the interface, prepare meeting minutes, and track interface coordination status in the status meetings. The Contractor shall generate a software requirements specification that documents all the proposed UC solution interfaces to other systems, including unchanged existing interfaces, changed existing interfaces, and new interfaces. The Contractor shall update the requirements traceability matrix to include interface requirements. After the initial approval of the software requirements specification and updated Requirements, or any portions thereof, the Contractor shall report all problems with approved interface definition. The Contractor shall maintain a database of all reported problems, document the problems in the issues log and document the successful resolution of all reported problems. The Contractor shall provide the Agency with direct access to the issues log. The following sections define the responsibilities of the Contractor and the Agency. 8.8.1 Contractor Interface Definition Responsibilities 1. Provide documentation on interfaces specifying purpose, format, content, frequency and processing for each interface transaction. 2. Provide meeting minutes of each interface session, including issues addressed and decisions made, to the Agency's Project Director within five (5) days of conclusion of the interface meeting. 3. Prepare the interface deliverables. 4. Revise deliverables as a result of the review and approval process. 8.8.2 Agency Interface Definition Responsibilities 1. Work with the Contractor to develop the prioritized scope of interfaces to be developed. 2. Assist the Contractor in facilitation of activities with external agencies. 3. Provide a memorandum of understanding with each agency prior to development of the interface. 4. Review and approve interface deliverables. 5. Provide subject matter experts to clarify interface issues. 6. Provide policy, regulation, forms, and procedural reference material and interpretations as needed. 7. Provide leadership in coordinating efforts with AWI UC stakeholders for interface development. 8.9 Code and Unit Test

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	The Contractor shall develop the software and perform unit testing. The Contractor shall maintain code review and unit testing results for quality assurance reviews by the Agency. Unit testing shall be done on each unit of code to ensure that it functions as specified. The change control procedure shall be used to address requested changes in design and implementation. Design, development, and testing staff must initiate change order requests when encountering inconsistencies or opportunities for refinement in the application. The Contractor shall develop and document development and testing guidelines. These guidelines shall be approved by the Agency before any coding or development can begin. For non-COTS software provided by the Contractor as part of the proposed UC solution, the Contractor shall provide a tested release of the application consisting of software code and release notes as planned in the project schedule. The Contractor shall update and resubmit the software code whenever changes to the operational software are implemented. The Contractor shall maintain a database of all reported System Investigation Requests (SIR), document the SIRs in the defect tracking and reporting system, analyze and classify the SIRs, and document the successful resolution of all reported SIRs. The Contractor shall provide the Agency with direct access to the defect tracking and reporting system. Once implemented the defect tracking and reporting system will be used and maintained throughout the duration of the Contract. The following sections define the responsibilities of the Contractor and the Agency. 8.9.1 Contractor Code and Unit Testing Responsibilities 1. Implement a defect tracking and reporting system. 2. Document, analyze and classify SIRs. 3. Create new or modified objects. 4. Code new or modified programs. 5. Create unit test cases, test data and test environment. 6. Design and perform unit testing. 7. Report unit test results. 8. Prepare code and unit test deliverables. 9. Revise deliverables as a result of the review and approval process. 8.9.2 Agency Code and Unit Testing Responsibilities 1. Review system objects for conformance with software development and documentation standards. 2. Provide clarification of requirements and design option decisions. 3. Review and approve the code and unit test deliverables. 8.10 System Integration Test The Contractor shall test the proposed UC solution in accordance with established software

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	development practices to include: 1. Integration testing to confirm that assembled units, modules, and COTS application modules operate effectively together and to ensure that functional objectives are being achieved; 2. Interface testing to exercise every interface and confirm that each interface operates according to the interface technical design specifications including interfaces to COTS packages; 3. System testing to exercise the assembled system and confirm that it operates as expected including all system security and user profiles; 4. Stress testing to exercise the system to the limits of its requirements and beyond those limits to confirm graceful failure including COTS packages; 5. Performance testing to confirm satisfaction of performance requirements in a simulated test environment; 6. Usability testing to evaluate the man-machine interface and the web browser interface; and 7. Regression testing to verify core application functionality for all software builds. The Contractor shall track status of test planning and test conduct and report on this status in status meetings and status reports The Contractor shall provide to the Agency test plans and test results for each of the above tests. The Agency reserves the right to participate in any testing activity. The following sections define the responsibilities of the Contractor and the Agency. 8.10.1 Contractor System Integration Testing Responsibilities 1. Create all required system integration testing deliverables. 2. Update the requirements traceability matrix to reflect the relationship between requirements and planned tests. 3. Establish the test environments. 4. Configure the proposed UC solution to the most current production version of all underlying software, tools, and databases, unless the Agency agrees to an exception. 5. Create test data and test files needed for initial testing as well as for re-testing (if any). 6. Conduct integration and system tests. Each module must be tested when it is completed. The compatibility of all modules for the entire system must be tested when all modules have been completed. 7. Conduct interface testing. 8. Conduct stress and performance testing. 9. Conduct usability testing. 10. Correct problems, repeating integration, system, stress and performance testing until expected results are obtained. 11. For each set of tests performed, provide documentation for all test results. 8.10.2 Agency System Integration Testing Responsibilities

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	1. Review and approve the system integration testing deliverables. 2. Review and approve the Contractor's integration test result documentation. 3. Review and approve the Contractor's interface test result documentation. 4. Review and approve the Contractor's system test result documentation. 5. Review and approve the Contractor's stress test result documentation. 6. Review and approve the Contractor's performance test result documentation. 7. Review and approve the Contractor's usability test result documentation. 8.11 User Acceptance Test The Contractor shall plan, support, and report on acceptance testing to demonstrate that all requirements are met. The Agency may identify additional tests, upon mutual agreement with the Contractor, during review of acceptance test planning and testing to ensure that the acceptance tests are robust and complete. The Contractor shall develop test cases, test scripts, test data and test files for all test cases including any added by the Agency upon mutual agreement. The Contractor shall 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. Acceptance testing shall be conducted in a test environment that duplicates the operational environment to the greatest extent possible. A team composed of various AWI UC stakeholders will perform the acceptance test together with help, participation and support of the Contractor's personnel. Stress and performance testing shall be conducted as part of the acceptance testing in the acceptance test environment. The acceptance testing shall verify the following: 1. Adherence to all requirements and design documentation; 2. Documentation of any defects existing in the software; 3. Full installation of the application software; 4. Conversion of legacy data; 5. Completeness and accuracy of system documentation; 6. Response time and overall system performance; 7. System hardware, software, and telecommunications performance; 8. System, data, and application security; and 9. Accuracy/performance of system interfaces. The Contractor shall not consider any acceptance test case complete until the Agency representatives of the joint test team concur. The Contractor shall record and track all issues identified during acceptance. The Contractor shall troubleshoot all test result anomalies to

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	determine the source of the problem. If necessary, the Contractor shall 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, the Contractor shall 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. The Contractor shall base test data on actual data provided by the Agency, but the Contractor shall cleanse all test data to remove all confidential information such as actual name, address, SSN, and FEID. The Contractor shall generate and maintain all required test documentation. During acceptance test planning, the Contractor shall update the requirements matrix to reflect the relationship between requirements and planned acceptance tests. The following sections define the responsibilities of the Contractor and the Agency. 8.11.1 Contractor User Acceptance Test Responsibilities 1. Develop all user acceptance testing deliverables. 2. Establish the application in the acceptance test environment. 3. Configure the system to the most current production version of all underlying software, tools, and databases, unless the Agency agrees to an exception. 4. Supply training needed for acceptance test. 5. Create acceptance test data and files needed for initial testing as well as for re-testing (if any). 6. Generate acceptance test plan, test scenarios, and test result logs. 7. Update requirements traceability matrix to reflect the relationship between requirements and planned acceptance tests. 8. Provide support during acceptance test. 9. Document and correct issues. 10. Develop acceptance test analysis reports. 8.11.2 Agency User Acceptance Test Responsibilities 1. Review and approve acceptance test plan. 2. Arrange for acceptance test staff availability. 3. Execute acceptance test plan. 4. Provide support during acceptance test. 5. Review and approve documentation and correction of issues. 6. Review and approve acceptance test analysis reports. 7. Review and approve acceptance test deliverables. 8.12 Data Conversion The Contractor shall plan, coordinate, execute and monitor all data conversion activities.

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	The Contractor shall be responsible for developing a functional and technical design for the conversion software; designing and developing the overall conversion plan, including the manual conversion; developing and testing the conversion software, coordinating all conversion activities, developing the control processes to manage any manual conversion efforts, and supporting the Agency's manual conversion as necessary. The Contractor shall work closely with the Agency to formulate data conversion algorithms and develop a detailed data conversion plan to convert the existing electronically stored data. The Contractor shall develop the software and/or use software to extract data from all existing systems, ancillary databases and Excel spreadsheets and transfer it into the proposed UC solution. The Contractor shall be responsible for all data cleansing activities, related to systematic data cleansing and identification of potential manual changes that need to be addressed by the Agency. Data cleansing includes improving the accuracy, quality, and integrity of the data to be converted and migrated to the new system. Data stored in the current systems is known to have some inaccuracies, duplication, and gaps. The Contractor shall produce reports to identify records that are probable duplicates based on criteria supplied by the Agency. Converted data shall be made available for unit tests, integration tests, system tests, performance tests, and acceptance tests. The data conversion software and procedures shall be designed to be used during the proposed implementation before any location or user group goes online with the proposed UC solution. Agency verification and approval of production data conversion is required at least 60 days prior to pilot production go-live. The following sections define the responsibilities of the Contractor and the Agency. 8.12.1 Contractor Data Conversion Responsibilities 1. Develop a comprehensive data conversion plan. 2. Develop data conversion specification documents for users and support staff. 3. Develop data conversion schedule. 4. Develop data conversion routines. 5. Conduct full mock data conversion. 6. Produce reports of likely duplicate entities/records. 7. Develop and run legacy system downloads to feed to the data conversion routines. 8. Develop and test the data conversion routines.

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	9. Develop and test automated data cleanup routines. 10. Run data conversion software for unit test, integration test, system test, performance test, stress test, and acceptance test. 11. Test data conversion software in accordance with the implementation and roll out strategy. 12. Run data conversion software in accordance with the implementation and roll out strategy, converting all data to the production system. 13. Determine with the Agency and UC staff assistance the legacy system source data fields and the proposed UC solution target data fields for all legacy system data elements. 14. Document legacy system coded fields, combinations of codes, and history of changes to codes. 15. Identify missing data (i.e., data needed by the proposed UC solution but unavailable from existing systems). 16. Recommend procedures for handling missing data, data exceptions, and default values. 17. Recommend the method for combining duplicate entities/records into one record. 18. Develop data conversion migration test reports. 8.12.2 Agency Data Conversion Responsibilities 1. Review and approve data conversion plan. 2. Provide support to enable the Contractor's staff to write and execute data extract programs for legacy systems. 3. Approve procedures for handling missing data, data exceptions, and default values. 4. Approve the conditions when two or more records are to be combined as one record. 5. Approve the proposed method to combine multiple records into one record. 6. Approve the proposed method to divide a record into multiple records. 7. Determine the level of manual effort and provide the staff needed. 8. Verify correctness of data conversion routines. 9. Perform manual data cleanup (if any). 10. Perform manual data entry (if any). 11. Assist with manual entity merges (if any). 12. Review and approve data conversion design deliverables. 13. Approve the data conversion process as complete. 14. Complete review of data conversion test results. 15. Complete review of mock data conversion results. 8.12.3 Data Conversion Assumptions 1. Currently most federal reports are created from flat files that store weekly, quarterly and annual data. Depending on the implementation schedule some flat files may need to be converted for reporting purposes. 2. All data require to create any required reports after the system goes live must be converted.

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	3. All required data to meet business and/or achieve requirements needs to be converted. 4. The majority of the data to be converted is currently stored in VSAM file. 5. Some of the VSAM files are fixed length but a number of the files are variable length. 6. Many of the variable length VSAM files have both fixed length record types and variable length record types with occurs depending on clauses. The following table contains information on the current systems containing data that must be converted: System Data Storage Type Amount of Data (Number of files/tables) Imaging DB2 P570 36 GB (DB2) 53 tables (EIS schema) 1.5 TB Images Appeals Intranet Application DB2 P570 3,557 MB 64 tables (UCDBA schema) Automated Employer Notification Response (AENR) SQL server 10,837 MB 9 tables Florida Automated Adjudication System (FAAS) SQL server 2,862 MB 30 tables Electronic Fund Transfer/Electronic Fund Fraud Application (EFT) SQL database 46,773 MB 47 tables UC Mainframe including Benefit Overpayment Screening System (BOSS) VSAM, DB2 22 GB VSAM data, 139 VSAM files 10 active databases 15 GB, 270 tables 8.13 Installation and Implementation The Contractor shall provide a hardware and software purchase list of all new hardware and software that shall be purchased to implement the proposed UC solution. The hardware list shall include all hardware necessary to fully implement the proposed UC solution. The software list shall include all software necessary to fully implement the proposed UC solution including COTS software, operating systems, relational database management systems, help desk software, and other supporting software. The Contractor shall conduct a server sizing study to determine which servers shall be used and evaluate alternatives for the system architecture. The Contractor shall clearly identify all the proposed proprietary software and hardware. The Contractor shall provide an explanation of the associated benefits and risks for all proprietary software and hardware being used. The Agency reserves the right to purchase any of the items on the Bill of Materials from another source instead of acquiring them from the Contractor if it is in the best interest of the Agency. The Contractor shall be responsible for the installation of all hardware specifically needed for the proposed UC solution, regardless of whether it is purchased by the Contractor or purchased by the Agency. The Contractor shall install all software on servers and clients. The Contractor shall initialize the entire system including setup of initial user accounts and privileges. For client software installation, the Contractor shall coordinate with the Agency, which will facilitate the schedule for installations.

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	The Southwood Shared Resource Center (SSRC) data center will provide the basic facilities required for a Level-3 data center as required by the proposed UC solution enterprise application. The Parties acknowledge and understand that the SSRC is a primary data center and part of the State data center system governed by Florida law, including but not limited to Sections 282.201, 282.203, and 282.205 of the Florida Statutes. The production server environment shall be installed at SSRC. SSRC is responsible for the following services: 1. Infrastructure security – firewalls, intrusion prevention, intrusion detection and configuration of network infrastructure 2. Network infrastructure – switches and routers As applicable, the Contractor shall install and implement the proposed UC solution at the Agency and One Stop locations throughout the State of Florida. The Contractor shall provide local technical and functional support at all the implementation sites during the implementation. The Contractor's staff must be present at each and every implementation site during the rollout of the proposed UC solution. The Contractor shall develop an implementation plan that, at a minimum, addresses promotion of the software to the production environment, data conversion and population of the production system, system availability to users, identification of the steps leading up to the rollout, and a strategy to rollback in case of major issues encountered during the rollout. If the implementation plan utilizes a phased approach, the plan must also show how the remaining sites/functionality will be implemented. The plan must include: DBA procedures, installation procedures, a rollback plan and rollout schedule, application installation scripts and a final acceptance report for each planned release in the approved project schedule. If the plan includes equipment or services provided by a subcontractor, the Contractor shall be fully responsible (as prime contractor) for the delivery of the entire system. The following sections define the responsibilities of the Contractor and the Agency. 8.13.1 Contractor Installation and Implementation Responsibilities 1. Develop an infrastructure plan based on a validated server sizing study. 2. Complete implementation deliverables. 3. Revise deliverables as a result of the review and approval process. 4. Work with Agency resources for planning and coordination for installation of all hardware and software supporting the proposed UC solution. 5. Deploy the proposed UC solution to all locations as required by the infrastructure design. 6. Provide on-site support at each location during the implementation. 7. Conduct all hardware and software installations.

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	8.13.2 Agency Installation and Implementation Responsibilities: 1. Review and approve the installation and implementation deliverables. 2. Assist the Contractor in planning, coordination and execution of hardware and software installations. 3. Provide a physical location where the servers will be installed. 8.14 Production Pilot 1. The Contractor shall develop a fully operational pilot plan. Each program module developed must be deployed to mutually agreed pilot sites prior to further rollouts throughout the state. Pilot sites potentially include the following six (6) locations where AWI UC has a presence of end users: a. Tallahassee b. Ft. Lauderdale c. Orlando (2 locations) d. Jacksonville e. Pensacola Pilot testing must be performed using converted data and must include all relevant existing and new interfaces. At the conclusion of the pilot-testing task, the Contractor shall prepare a pilot operations report in both electronic and hard copy format that certifies that the Contractor proposed solution is ready for statewide implementation. The pilot acceptance test and report must cover all activities that would take place during the actual statewide implementation. The pilot test shall verify, at a minimum, the following: 1. All functional aspects of the system; 2. Operability and stability of software; 3. Accuracy of conversion of legacy data and manual data; 4. Impact of missing and erroneous data; 5. Completeness and accuracy of system documentation; 6. Impact on workflow and staff productivity; 7. Response time and overall system performance; 8. System hardware, software and telecommunications performance; 9. Accuracy of system, data and application security; 10. Accuracy and performance of system interfaces; 11. Inclusion of on-line and/or batch reports relevant to new functionality; 12. Ad hoc access to any new data; and 13. Remote internal user access (test VPN). The following sections define the responsibilities of the Contractor and the Agency. 8.14.1 Contractor Production Pilot Responsibilities

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	1. Prepare pilot planning and implementation deliverables. 2. Revise deliverables as a result of the review and approval process. 3. Deploy the proposed UC solution production pilot at sites selected by the Agency. 4. Provide on-site support at the production pilot sites. 8.14.2 Agency Production Pilot Responsibilities 1. Review and approve pilot test plan; 2. Select pilot test sites; 3. Execute pilot test plan; 4. Review and approve the Contractor's pilot test analysis report. 8.14.3 Contractor Maintenance and Operations Responsibilities (During Pilot and Completion of Roll-Out) 1. Prepare operations and maintenance deliverables. 2. Revise deliverables as a result of the review and approval process. 3. Correct reported deviations from approved designs in the proposed UC solution including all levels of retesting and making all the corresponding documentation changes. 4. Keep all software licenses current and active. 5. Provide Help Desk support. 6. Provide on-site support, as required. 9.0 Training and Documentation The following training and documentation services shall be provided. 9.1 Training The Contractor shall present a method to train a large user population that balances effectiveness with expense. The Contractor shall provide a training plan that will ensure that all the AWI UC System users have the knowledge and skills necessary to effectively employ the new proposed UC solution application and supporting technology. The Contractor shall train or provide a mechanism to train all the proposed UC solution users including, but not limited to Agency and One Stop staff. The Contractor shall provide all training documentation required for successfully training the proposed UC solution users. The proposed UC solution training must be: 1. Provided for all end users (approximately 1,600 at the time of the ITN) 2. Conducted in three (3) locations a. Tallahassee (approximately 470 end users) b. Orlando (approximately 870 end users) c. Ft. Lauderdale (approximately 260 end users)

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	3. Described in a detailed training plan that is submitted to the Agency for review and approval. 4. Delivered in time to meet the implementation schedule. 5. Based on an assessment of end user needs based on their Agency process role. 6. Targeted to the business or support process for the appropriate level of staff within the process. The training will include training on the functionality in sufficient detail so staff will know how to perform their assigned duties within the proposed UC solution environment. 7. Described in a curriculum architecture or framework that covers planned training for all training target groups, including external users. 8. Developed using training methods appropriate to the course content and based on functional roles. 9. Developed and delivered using an industry standard instructional methodology (e.g., instructor led training and computer-based training). 10. Delivered using step-by-step user and system instructions that include data field options and status updates. 11. Developed and delivered using sound adult learning principles. 12. Delivered in a simulated production-like training environment that permits practicing new skills. 13. Delivered to effectively sized groups of participants for hands-on computer training. 14. Delivered immediately before users need the skill (just in time training). 15. Repetitive, and, where possible, draw upon existing capability and skills of end users. 16. Updated with lessons learned, fixes and enhancements from previous training session. 17. Integrated with the on-line help functionality in the proposed UC solution. 18. Aimed at skill acquisition and helping end users become self-sufficient in the use of the new proposed UC solution application software. 19. Delivered by trainers/instructors with proven technical, AWI UC process, and training skills. 20. Delivered at locations throughout the State of Florida as specified in the training plan. 21. Available for existing employees and new hires during the implementation phase of the Project. 22. Inclusive of training materials and training/job aids for on-going end user reference and support. 23. Available for “refresher” training in prerequisite class information or other required knowledge, when necessary. 24. Developed to build upon the material in prerequisite classes. 25. Developed with a plan for continuing education and software application updates. 26. Delivered consistently from one training session to another. 27. Evaluated for effectiveness and continuous improvement with testing of students (on a pass/fail basis) to confirm that all training topics are mastered. 28. For each student that fails to master one or more training topics, the training re-directs the student to repeat the needed topics until mastery is demonstrated.

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	29. Tests and course evaluations must be administered at the end of each course. Course evaluation scores and test scores will be stored with the employee's training record. 30. Provide for a method by which the Contractor supplies the course-related information that will be maintained in the employee's proposed UC solution training record. 31. Scheduled with the time and location for each trainee with enough advance notice to allow supervisors to request schedule changes. 32. Delivered in accordance with a training schedule provided to the Agency by the Contractor. The trainers must track attendance and class completion and provide status information to the Agency. If any classes must be rescheduled, the Contractor must attempt to reschedule staff when needed, and provide reports to the Agency. 33. Developed for external users to access and learn the proposed UC solution functions available to the general public. 9.1.1 Training Environment 1. The Contractor must create a training environment and database for training that contains a sufficient variety of data and allows students to explore all parts of the proposed UC solution through hands-on exercises. 2. Any necessary hardware or software required for the training environment shall be provided by the Contractor. 3. The training data must be based on a variety of stages in the business process life cycle to provide realism and must not include actual data to protect confidentiality. 4. All training courses must be designed to use a fresh copy of the training database for examples and exercises. 5. A mechanism is needed to allow each trainee to have a copy of the same record to work with for exercises. 6. There must be a method to simulate data flow to and from other systems when needed to demonstrate a function during training (e.g., to simulate interfaces without disturbing production). 7. The Contractor shall refresh the training database to match the needs of the training schedule. If the schedule cannot suit all classes, the Contractor must set up multiple copies of the training database and an easy method to access the proper copy or an easy method for allowing trainers to conduct a refresh of training data without requiring technical assistance. The following sections define the responsibilities of the Contractor and the Agency. 9.1.2 Contractor Training Responsibilities 1. Develop all training deliverables. 2. Functional end-users – This target group involves supervisors, specialists, and support staff. • The Contractor must develop and deliver all core module training, appropriate refresher training, and relevant updates on the proposed UC solution application software.

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	• The Contractor must test training participants to ensure that expected proficiency levels are achieved. 3. Super users – This target audience includes functional and technical analysts, trainers, key Agency staff, and other staff as identified by the Agency. 4. Customer service / help desk / user support specialists - The Contractor will develop and implement a customer service, help desk and user support specialist training program that ensures designated staff members are capable of providing effective help desk and user support services. The training for help desk/user support staff members must cover all core module training plus the following knowledge and skill areas: • Customer Service / user support / help desk management • Customer relations • Face-to-face and remote diagnosis and troubleshooting techniques • Knowledge of the proposed UC solution application architecture • Application security and access controls • Software maintenance • Reporting, ad hoc querying, and data warehousing 5. Technical Support – The Contractor will develop a training program for technical support. The training must cover all core module training plus the following knowledge and skill areas: • Knowledge of the proposed UC solution application architecture • The proposed UC solution web services • Firewall and network infrastructure support • Application security and access controls • Software maintenance • Printing 6. The Contractor will facilitate knowledge transfer to Agency stakeholders and all other Project team members concerning all aspects of the functionality, use, and reporting capability of the proposed UC solution, as well as the Contractor's approach to planning, analysis, design, construction, configuration, and implementation of the proposed UC solution application software. 7. The Contractor must incorporate a mechanism to evaluate the effectiveness of the training and ensure user competency into the training program. The evaluation method must be based on an industry standard assessment. If this evaluation indicates that the training is inadequate, the Contractor must revise the training program and training materials to improve the training. 9.1.3 Agency Training Responsibilities 1. Develop and deliver training related to operational procedures and policy changes as a result of the proposed UC solution implementation. The delivery mechanism for this training may be instructor led, and the Contractor will be expected to provide resources with expertise in the Unemployment Compensation program and the proposed UC solution functionality to participate during the Agency's procedure training to answer any questions related to the functionality of the proposed UC solution. 2. Work closely with the Contractor regarding planning, monitoring, and delivery of

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	training. 3. Assign a training team leader from the Agency's project team. 4. Monitor all training provided by the Contractor. 5. Review evaluation forms and provide feedback on training design and delivery throughout the implementation training period. 6. Provide training facilities, as required. 7. The Agency is responsible for scheduling the training class dates, reserving classrooms, providing in-class liaison staff, scheduling attendees, and providing logistical support. 9.2 User Documentation The Contractor shall develop user and technical documentation and must update the requirements matrix to reflect that the user manual has completely addressed all the proposed UC solution functionality, as recorded in the requirements. The Contractor shall develop context sensitive online help for all functionality in the proposed UC solution. The manuals shall be consistent with the context sensitive online help information. The manuals must be available to users online. The following sections define the responsibilities of the Contractor and the Agency. 9.2.1 Contractor User Documentation Responsibilities 1. Develop user documentation deliverables. 2. Revise deliverables based on the results of the review and approval process. 9.2.2 Agency User Documentation Responsibilities 1. Review and approve deliverables. 10.0 Deliverables The Contractor shall be responsible for the completion of the project deliverables. All deliverables and deliverable templates shall be developed and submitted as defined by the Contractor's adopted and Agency-approved industry standard methodology. Any impacts on the Contractor's ability to meet deliverable commitments resulting from the Agency's failure to meet its deliverable responsibilities may result in change control activities. Contractors must provide electronic and information technology resources in complete compliance with the accessibility standards provided in Rule 60-8.002, F.A.C. These standards establish a minimum level of accessibility. 10.1 Submission, Approval, and Maintenance of Deliverables

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	The Contractor must maintain and update deliverables throughout the project life cycle and term of the Contract as required by the Agency. All deliverables will be contingent upon the development and approval of a deliverable expectation document (DED) developed by the Contractor. The DED will include the contents, scope, quality standards, quality assurance measures, approval process, approval criteria and reviewers. A DED must be approved by the Agency prior to commencement of the work on a deliverable. Each deliverable requires review and/or testing by the Agency and shall be deemed accepted only upon formal written approval by the Agency subject to the review standards outlined in Section 10.1.2 of this SOW. The primary focus of the Agency's review will be to determine whether the deliverable satisfies the criteria specified in the DED. 10.1.1 Deliverable Submission All deliverables, word processing documents, spreadsheets, presentations, charts, databases or other project artifacts will be provided in a mutually agreed-upon format currently supported by the Agency. The Agency's standards include the Microsoft Office Suite 2007, Microsoft Project 2007, Adobe Acrobat 8.0/9.0, and Visio 2007. The content and format of the deliverables will be negotiated and agreed upon in writing and in accordance with relevant industry standards and best practices prior to the start of each deliverable. Each deliverable shall be submitted in accordance with the approved Project Management Plan for review and comment by the Agency. Any deliverable received after 5:30 PM Eastern Time will be considered received the following work day. 10.1.2 Deliverable Review All deliverables identified in the payment plan require the Agency's approval. If the Contractor proceeds with subsequent tasks before a deliverable is approved by the Agency, this work is performed solely at the Contractor's risk, and the Agency shall not be responsible, financially or otherwise, for any re-work to the subsequent tasks, however minor or extensive they may be, that result from changes to the deliverable. The Agency commits to provide review and approval or specific disapproval for deliverables or their revisions within ten (10) business days unless otherwise specified within the Scope of Work. This period includes review by Agency staff as well as project IV&V. If no response is received in this time period, the deliverable is deemed to be accepted unless an alternate plan is mutually agreed upon. The primary focus of the review of each deliverable will be on its content and presentation, to determine compliance with the deliverable criteria and the terms and requirements of the Contract. Each deliverable shall be complete within and of itself and shall be consistent with any deliverable previously produced. After a deliverable has been approved, if subsequent work invalidates some or all of the deliverable's content, the Contractor must update the deliverable and resubmit it. Updates of deliverables that were originally subject to Agency approval are also subject to approval. The Agency and the Contractor will agree upon an appropriate remedy and/or compensation adjustment, if any, depending upon the

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	magnitude of the change. Upon approval of a deliverable, the Agency will send formal notice to the Contractor. A copy of the approval notice for each deliverable must be submitted with the applicable invoice to receive payment. Payment will not be rendered without the deliverable approval letter(s). For written deliverable documents, the Contractor must conduct a thorough quality assurance review of each deliverable prior to its submission to the Agency for acceptance. This analysis should include the incorporation of prior deliverable comments, when applicable, to the greatest extent possible. A senior member of the Contractor's team who was not involved in production of the deliverable shall conduct this review. The Contractor shall take necessary and appropriate steps to ensure the deliverable is free from grammatical defects prior to submitting the deliverable to the Agency for review. The Agency shall reserve the right to reject a deliverable (draft or final) that has substantial spelling, grammatical, punctuation, format and/or pagination errors. If the deliverable is rejected on this basis, the Contractor must correct all grammatical, spelling, punctuation, format and/or pagination errors, conduct another quality assurance review and re-submit the deliverable. The Agency's review cycle shall begin based on the re-submission date and not on the original submission date. For software and software configuration deliverables, the Contractor must conduct thorough testing of the deliverable. Where appropriate, testing shall include tests as specified in Section D, Exhibit 1, 8.9 through 8.11. Tests shall succeed in demonstrating acceptable quality of the deliverable before it is submitted for acceptance. All Contractor test scripts and test results shall be retained and made available to the Agency for inspection upon request. 10.1.3 Deliverable Distribution Except as noted in the deliverable descriptions, each deliverable shall be sent simultaneously to the following Agency project personnel: 1. Address the original (or master) document and an electronic copy to the Agency's AWI UC Contract Manager. 2. Provide an electronic copy to the Agency's Project Director. 3. Provide an electronic copy to the IV&V Contractor. 10.1.4 Deliverable Consistency and Maintenance The Contractor shall ensure that the technical detail in all deliverables is consistent. If subsequent activities render the content of a previously submitted deliverable incorrect, the Contractor shall update and republish the previously submitted deliverable, using a distinct version number. If the deliverable previously required approval, the updated and republished deliverable will also require approval.

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	10.2 Deliverable Quality Assurance Quality Assurance shall be ongoing for the duration of the Contract. Quality controls must be built into every stage of the Project. Systematic approaches for planning, developing, and comparing deliverables to their requirements, and obtaining acceptance are critical to ensuring that the dependent phases of the Project proceed on schedule. The Contractor must develop and adhere to quality assurance standards for each deliverable in accordance with the AWI UC quality management plan and also to ensure the following: • Format • Completeness • Professional appearance • Appropriate terms for reader(s) • Clarity • Organization • Readability • Spelling, grammar, punctuation and pagination 10.3 General Deliverable Preparation Instructions The following general instructions apply to preparation for the deliverables and will be included in the WBS dictionary. 1. Electronic copies shall be provided on CDROM or via email and stored in the AWI UC project repository on the Agency's network. 2. Electronic copies shall use Microsoft products, or other products with Agency approval. It is the Contractor's responsibility to follow-up with the Agency to ensure that emailed submissions are received. No deliverable file size shall exceed five (5) megabytes; larger deliverables shall be broken into separate files unless otherwise agreed to by the Agency and the Contractor. 3. Formal deliverables associated with payments should be identified by the title of the deliverable and the version of the deliverable (e.g., Draft or Final, with Revision number). 4. All other deliverables should be marked with a unique deliverable identification number and a revision number. 5. Each deliverable shall include a deliverable title, date, Contract number, Contract title, name of the preparing organization, and security markings or other restrictions on the handling of the document (as necessary). 6. Each page shall contain a unique page number and shall display the document number, including: title, version, and date. 7. If the document contains multiple sections, the document shall contain a table of contents providing the number, title, and page number of each titled paragraph, figure, table, and appendix. The document should contain extensive use of paragraph numbering and this numbering should take precedent over page numbers. Multi-section documents should have cross-references and hyperlinks to assist in electronic reviewing/navigation from section to section.

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	8. Deliverables should be prepared using the Agency's approved documentation standards. 9. Deliverables should be free of any copyright claim or notice. 10. The Contractor is encouraged to provide additional diagrams and text whenever such provision is believed to enhance the understanding of the presented materials. 11. If a required data description has been published in a standard data element dictionary specified in the Contract, reference to an entry in that dictionary is preferred over including the description itself. 12. The narrative, functional specification and technical specification deliverables should be user-friendly for reviewers to evaluate and to facilitate ease of navigation. Information regarding the approach for a specific activity should be consistently documented among the various specification documents. 11.0 Service Levels and Liquidated Damages <Service level agreements, in addition to those specifically defined in the functional and non-functional requirements identified in Attachment Q - System Requirements Response Matrix, and associated liquidated damages will be developed and finalized during contract negotiations.>
	Guidance: • *Clarity of Approach* • *Approach is Comprehensive* • *Encourages Participation* • *Software Development Lifecycle reflects Industry Standards* • *Software Development Lifecycle reflects Best Practices* ***Expected Deliverables:*** 1. software requirements specification 2. requirements traceability matrix 3. proposed schedule of requirement validation sessions 4. final report of each requirement validation session 5. requirements validation deliverable 6. software requirements specification 7. documentation on the reports specifying purpose, format, content, and frequency 8. documentation on the forms and correspondence specifying purpose, format, content, and frequency 9. conceptual system design 10. prototype 11. functional system design 12. technical system design 13. future state Agency business processes 14. at least one interface definition document per identified interface 15. interface meeting minutes 16. interface deliverables

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	17. code review and unit testing results 18. tested release of the application consisting of software code and release notes 19. database of all reported System Investigation Requests (SIR) 20. status of test planning and test conduct 21. test plans and test results 22. test cases, test scripts, test data and test files 23. acceptance test analysis reports 24. functional and technical design for the conversion software 25. data conversion plan 26. data conversion specification documents 27. data conversion schedule 28. conversion software 29. reports to identify records that are probable duplicates 30. legacy system downloads 31. automated data cleanup routines 32. legacy system coded fields, combinations of codes, and history of changes to codes 33. Identify missing data 34. procedures for handling missing data, data exceptions, and default values 35. method for combining duplicate entities/records into one record 36. data conversion migration test reports 37. hardware and software purchase 38. server sizing study 39. benefits and risks for all proprietary software and hardware 40. implementation plan 41. infrastructure plan 42. pilot plan 43. pilot operations report 44. operations and maintenance deliverables 45. training plan 46. training schedule 47. training documentation 48. training materials and training/job aids 49. assessment of end user needs 50. curriculum architecture or framework 51. training status including attendance and class completion 52. training environment and database 53. user and technical documentation 54. deliverable expectation document (DED) 55. payment plan

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	Notes/Rationale:
	Score (0-60):________ ***Evaluator Initials:________***

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
System Development	**60**	49-60	37-48	25-36	13-24	0-12

B.7.1 - Tab 5.3	Technical Description
	ITN Technical Response Instructions: a. Provide a description of the General System Architecture of the proposed solution. Describe the benefits of this System Architecture and how it supports the objectives of the proposed UC solution. b. Provide a detailed description of the Technical Architecture for the proposed solution. Describe the benefits of this Technical Architecture and how it supports the objectives of the proposed UC solution. c. From a technical perspective, describe how the proposed solution will satisfy the functional requirements of the proposed UC solution as specified in the System Requirements Matrix (Refer to Attachment Q). As stated before, in order to facilitate the evaluation of responses, responses shall be organized to align with the following major business functions and the related sub-functions as identified in 1.a above: Claims, Appeals, Benefit Payment Control, and Adjudication. d. From a technical perspective, describe how the proposed solution will satisfy the non-functional requirements of the proposed UC solution as specified in the System Requirements Matrix (Refer to Attachment Q). e. Describe the reliability, availability, and disaster recovery capabilities of the proposed solution. f. If proposing Commercial Off-the-Shelf (COTS) products within the proposed solution, describe the proposed approach and strategy of handling necessary customizations to the COTS products to support the requirements without compromising the architecture or maintenance of the products. Respondent(s) proposing a solution without COTS product(s) shall respond to this requirement as “Not Applicable”. g. Describe the external interface strategy for the proposed solution. h. Provide a detailed list of hardware required for the proposed UC solution. If the hardware listed is COTS or Proprietary, the item must be identified as such. The response, at a minimum, must include descriptions and configurations for the following (if proposed): • Servers, • Workstations, • Storage, • UPS, • Printers and Peripheral Equipment, • Network, and • Other Required Hardware for the proposed UC Solution. i. Provide a detailed list of the software required for the proposed UC solution. If the software listed is COTS or Proprietary, the item must be identified as such. The response, at a minimum, must include descriptions for the following (if proposed): • Proposed Application Software, • Operating System Software (for both Servers and Workstations), • Network Software, • Network Management Software, • Data Management Software, • System Software Tools, • Development Tools,

B.7.1 - Tab 5.3	Technical Description
	• Security And Controls Software, • Version Control Software, • Business Rule Management Software, and • Other Required Software for the Proposed Solution.
	ITN Related Text: N/A
	Guidance: • *Clarity of Response* • *Completeness of Response* • *Appropriate level of detail* • *Scalability of Architecture* • *Supportability of Technology Platform (Skills easily found)* • *Should describe how requirements will be met* • *Consider benefits and risks of COTS vs. Custom Build* • *Has the solution been implemented successfully elsewhere?*
	Notes/Rationale:
	Score (0-60): :________ ***Evaluator Initials:________***

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
Technical Description	**60**	49-60	37-48	25-36	13-24	0-12

B.7.1 Tab 5.4	**Warranty, Maintenance and Operations**
	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.**

B.7.1 Tab 5.4	**Warranty, Maintenance and Operations**
	ITN Technical Response Instructions: a. ***ITN Technical Response Instructions:*** Describe the proposed approach for providing warranty, maintenance and operations services in support of the system. Refer to Section D, Exhibit 1, 12.0, System Support Services. b. Describe the warranty support and maintenance that will be provided for the proposed solution. Refer to Section D, Exhibit 1, 12.1, Maintenance and Operations, and Section D, Exhibit 1, 12.2, Warranty Support. c. Describe the skill sets, training, and technologies needed to for Agency staff to maintain the proposed UC solution. d. Detail the proposed approach for transferring the solution to the Agency. Refer to Section D, Exhibit 1, 12.3, Operations Transition. e. Describe the proposed approach to handling version upgrades during implementation.
	ITN Related Text: 12.0 System Support Services The Contractor shall provide Warranty, Maintenance and Operations services for the proposed UC solution. 12.1 Maintenance and Operations The Contractor shall prepare a System Maintenance and Operations Plan. The Contractor shall perform system operations and maintenance as specified in the following sections during the term of the Contract and, if exercised by the Agency, during optional year maintenance periods. The Contractor shall perform all activities to operate the proposed UC solution including but not limited to: operator support, system administration, database administration, problem troubleshooting and coordination, preventive maintenance and repair and help desk services (Tier 1 for the Agency and Tier 2 for all other users). The Contractor shall provide maintenance of COTS software packages, if applicable. For COTS package updates, the Contractor shall evaluate the impact of installing the update on the system, solicit Agency approval for incorporating the update, install the update, and troubleshoot and fix any resulting problems. The Contractor shall maintain developed software by developing a list of needed fixes identified by the Contractor's staff or Agency staff and coordinate with the Agency to prioritize the needed maintenance updates.

B.7.1 Tab 5.4	Warranty, Maintenance and Operations
	The Contractor shall be fully responsible (as prime Contractor) for the maintenance of the entire system including equipment or services provided by a sub-contractor. The Contractor shall keep all software licenses current and active through the hardware and software maintenance contracts that accompany the associated licenses for the proposed UC solution. The Contractor shall provide help desk support and prepare monthly operations reports. If the Contractor is utilizing COTS products as part of its proposed solution, the Contractor shall certify that the Agency will be on the latest release of all COTS products at the commencement of System Integration Test. No additional changes will be made to the configuration without the mutual agreement between the Contractor and the Agency. The following sections define the responsibilities of the Contractor and the Agency. 12.1.1 Contractor Maintenance and Operations Responsibilities 1. Prepare operations and maintenance deliverables. 2. Revise deliverables as a result of the review and approval process. 3. Correct reported deviations to approved designs in the proposed UC solution including all levels of retesting and making all the corresponding documentation changes. 4. Lead the prioritization of maintenance updates. 5. Develop, test and install maintenance updates. 6. Evaluate impact of software upgrades on the proposed UC solution. 7. Keep all software licenses current and active. 8. Provide hardware preventative maintenance. 9. Provide maintenance of COTS software packages. 10. Provide help desk support. 11. Provide on-site support (if required). 12.1.2 Agency Maintenance and Operations Responsibilities 1. Review and approve operations and maintenance deliverables. 2. Review and approve post warranty work. 3. Assist with prioritization of maintenance updates. 12.1.3 Assumptions and Constraints 1. Software releases will be evaluated by the operations and maintenance team. Upon evaluation, the team will provide an analysis and recommendation to the Agency. 2. The application shall be under formal maintenance after all sites have been fully deployed and accepted. 3. SSRC data center will provide the basic facilities required for a Level-3 data center as required by the proposed UC solution enterprise application. The Parties acknowledge and understand that the SSRC is a primary data center and part of the State data center system

B.7.1 Tab 5.4	Warranty, Maintenance and Operations
	governed by Florida law, including but not limited to sections 282.201, 282.203, and 282.205 of the Florida Statutes. 4. The Agency/SSRC will provide the network infrastructure for connection to the Agency and all other stakeholders requiring access to the proposed UC solution. 5. The warranty period begins after the acceptance of system rollout. The first year of maintenance will overlap the warranty period. 6. Any hours spent on resolving issues related to system outages not under the Contractor's control will be subject to change control. 7. The Contractor will staff the help desk from 7am EST to 9pm EST Monday – Friday, excluding state holidays. Other hours of operation may be requested by the Agency in periods of emergency or disaster response. The availability and cost of such services shall be documented in the disaster recovery plan. 8. If an unanticipated event occurs (e.g., telecommunications outage) that is out of the Contractor's control, the affected period of time would be excluded from the maintenance Service Level Agreements (SLAs). 12.2 Warranty Support The Contractor shall provide a warranty for software developed specifically for the proposed UC solution, and for integration of all software in the proposed UC solution for a period of at least 365 calendar days after full operational capability is declared and the proposed UC solution is fully accepted by the Agency. The warranty support shall include testing to isolate problems, problem correction, integrated testing of any warranty repair to ensure that it is complete and appropriate, and regression testing to avoid other problems created by the warranty repair. The Contractor shall coordinate installation and testing of repaired software with the Agency and update all documentation affected by the change. For critical problems that prevent complete operation of the proposed UC solution, the Contractor shall provide a workaround for the problem. The Contractor shall provide to the Agency the full standard warranty available for hardware and any additional COTS software required for the proposed UC solution. For all problems identified in acquired hardware or COTS packages, the UC Contractor shall coordinate warranty repair with the hardware or COTS packages Contractor, provide the Contractor all needed information, monitor the Contractor's status on resolving the warranty issue, test the updated package with the proposed UC solution, and install the replacement or update. The Contractor shall generate a warranty completion report. The following sections define the responsibilities of the Contractor and the Agency. 12.2.1 Contractor Warranty Support Responsibilities 1. Prepare warranty support deliverables. 2. Revise deliverables as a result of the review and approval process.

B.7.1 Tab 5.4	Warranty, Maintenance and Operations
	3. Correct reported deviations to approved designs in the proposed UC solution including all levels of retesting and making all the corresponding documentation changes. 4. Provide standard warranty available with the commercial product (hardware and COTS software). 5. Coordinate with the Contractor any problems identified in the hardware or COTS software. 6. Test the updated solution and install or update the changes on the proposed UC solution. 7. Continue to follow the Change Control process as defined for any scope changes. 12.2.2 Agency Warranty Support Responsibilities 1. Review and approve warranty support deliverables. 12.3 Operations Transition Upon request of the Agency, the Contractor shall develop an operations and maintenance transition plan that covers all aspects of operational transition. The Contractor shall operate the proposed UC solution at time of deployment for the duration of the term of the Contract, and then transition the operation of the proposed UC solution to the Agency or its designated agent. The Contractor shall transition the maintenance of the proposed UC solution as directed and according to an Agency approved knowledge transfer plan. As part of the transition, the Contractor shall provide current electronic and paper copies of software requirements specification, requirements traceability matrix, functional design specification, technical design specification, unit test guidelines, tested release of application, test plan, test scenarios, user documentation, and system maintenance documentation. The Contractor shall ensure that the material to be transitioned is complete and correct at the time of transition. The Contractor shall generate a transition completion report at the completion of the transition. The following sections define the responsibilities of the Contractor and the Agency. 12.3.1 Contractor Operations Transition Responsibilities 1. Prepare transition deliverables. 2. Prepare transition completion report. 3. Revise deliverables as a result of the review and approval process. 12.3.2 Agency Operations Transition Responsibilities

B.7.1 Tab 5.4	Warranty, Maintenance and Operations
	1. Review and approve transition deliverables.
	Guidance: • *Clarity of Response* • *Skill sets identified* • *Training identified* • *Technologies identified* • *Solution is achievable/makes sense* • *Solution fits AWI's needs* • *Warranty approach is clearly addressed* • *Maintenance approach is clearly addressed* • *1 year warranty included* • *Optional warranty years proposed* ***Expected Deliverables:*** *1.* System Maintenance and Operations Plan *2.* Monthly Operations Reports *3.* Warranty *4.* Warranty Completion Report *5.* Operations and Maintenance Transition Plan a.k.a. Knowledge Transfer Plan *6.* Transition Completion Report
	Notes/Rationale:
	Score (0-30): :________ ***Evaluator Initials:________***

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
Warranty, Maintenance and Operations	**30**	25-30	19-24	13-18	7-12	0-6

B.7.1 - Tab 5.5	Value Added Services - Innovative Ideas
	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. 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.
	ITN Related Text: None
	Guidance: • *Benefits expected from value added services (Ongoing or One-Time)* • *Likelihood of realizing benefits* • *Amount of effort expected to realize benefits*
	Notes/Rationale:
	Score (0-20): ________ ***Evaluator Initials:***________

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

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

<table>
<tr><th>B.7.1 Tab 6</th><th>Respondent's History and Experience</th></tr>
<tr><td></td><td>ITN Technical Response Instructions:
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.

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.

Tab 8 – Attachments

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.

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.</td></tr>
<tr><td></td><td>ITN Related Text:
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</td></tr>
</table>

B.7.1 Tab 6	Respondent's History and Experience
	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.
	Guidance: • *Clarity of Response* • *Experience is Applicable* • *Scope of Previous Projects is similar* • *Specific UC Claims and Benefits experience* • *Statewide implementation experience* • *Complex stakeholder experience* ***Expected Deliverables:*** ***None***
	Notes/Rationale:

B.7.1 Tab 6	Respondent's History and Experience
	Score (0-50): ________ ***Evaluator Initials:________***

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

B.7.1 - Tab 8	Attachment Q – Functional Requirements Response Matrix
	ITN Technical Response Instructions: 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. The response template includes the following columns populated by the Agency: - 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. The Respondent shall respond to each requirement in the following three (3) columns, using only the specified coding: - Respondent Response: The Respondent's response to each requirement must be coded as follows: 0 – Cannot support requirement. The business function is not included in the base product. The base product cannot be configured or customized software cannot be developed to meet the required functionality. 1 – Customization required. The business function requires: • 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. 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. 3 – Included in base product. The business function is included in the base product(s) and is fully demonstrable. - 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:

B.7.1 - Tab 8	Attachment Q – Functional Requirements Response Matrix
	Trivial –8 hours or less Low – 9 hours to 80 hours Medium – 81 hours to 500 hours High – 501 hours and above - 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.
	ITN Related Text: Section D, Exhibit 1 - 3.0 Contract Objectives: 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. The statutory goals and objectives for this project are provided in Sections (1) and (2) of Florida Statute 443.1113 (2009): (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: (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. (2) The Unemployment Compensation Claims and Benefits System shall accomplish the following main business objectives: (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

B.7.1 - Tab 8	Attachment Q – Functional Requirements Response Matrix
	unemployment compensation taxes. The UC Program goals and objectives for the new Claims and Benefits system include the following: Business Objective #1 Create flexible, integrated UC applications, information, and business processes for the UC Program in order to create operational efficiencies. In support of this objective, a modern UC system will: • 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. Business Objective #2 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. In support of this objective, a modern UC system will: • Consolidate systems to allow customers access to information through the Internet and IVR system. • Provide immediate access to data to support decision-making processes.

B.7.1 - Tab 8	Attachment Q – Functional Requirements Response Matrix
	• 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. Business Objective #3 Provide a system that is fully compliant with Federal and State laws and statutes as well as Agency procedures and rules. In support of this objective, a modern UC system will: • Create a system platform that can meet the changing processing needs of the Agency. • Utilize an accessible and flexible business rules engine. Business Objective #4 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. In support of this objective, a modern UC system will: • 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. In order to support the statutory and programmatic objectives listed above the system will need to include the following components:

B.7.1 - Tab 8	Attachment Q – Functional Requirements Response Matrix
	• 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 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. **5.7.1 Tab 5 – Value Added Services – Innovative Ideas** 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. 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.
	Guidance: • *Review Attachment Q vendor responses for lines: 4-217 AND 439-778 AND 967-1043* • *Each requirement is addressed* • *Number indicating required customization of requirement or the requirement is included in the base product* • *Extent of customization required is clearly articulated* • *Exceptions raised by vendor are clearly described*

B.7.1 - Tab 8	Attachment Q – Functional Requirements Response Matrix
	Notes/Rationale:
	Score (0-80): ________ ***Evaluator Initials:________***

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

B.7.1 - Tab 8	Attachments
	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. 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.

B.7.1 - Tab 8	Attachment Q – Non-Functional Requirements Response Matrix
	ITN Technical Response Instructions: 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. The response template includes the following columns populated by the Agency: - 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. The Respondent shall respond to each requirement in the following three (3) columns, using only the specified coding: - Respondent Response: The Respondent's response to each requirement must be coded as follows: 0 – Cannot support requirement. The business function is not included in the base product. The base product cannot be configured or customized software cannot be developed to meet the required functionality. 1 – Customization required. The business function requires: • customized changes to the base product or software development apart from the

B.7.1 - Tab 8	Attachment Q – Non-Functional Requirements Response Matrix
	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. 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. 3 – Included in base product. The business function is included in the base product(s) and is fully demonstrable. - 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: Trivial –8 hours or less Low – 9 hours to 80 hours Medium – 81 hours to 500 hours High – 501 hours and above - 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.
	ITN Related Text: **5.7.1 Tab 5.3 Technical Description** a. Provide a description of the General System Architecture of the proposed solution. Describe the benefits of this System Architecture and how it supports the objectives of the proposed UC solution. b. Provide a detailed description of the Technical Architecture for the proposed solution. Describe the benefits of this Technical Architecture and how it supports the objectives of the proposed UC solution. c. From a technical perspective, describe how the proposed solution will satisfy the functional requirements of the proposed UC solution as specified in the System Requirements Matrix (Refer to Attachment Q). As stated before, in order to facilitate the evaluation of responses, responses shall be organized to align with the following major business functions and the related sub-functions as identified in 1.a above: Claims, Appeals, Benefit Payment Control, and Adjudication. d. From a technical perspective, describe how the proposed solution will satisfy the non-functional requirements of the proposed UC solution as specified in the System Requirements Matrix (Refer to Attachment Q).

B.7.1 - Tab 8	Attachment Q – Non-Functional Requirements Response Matrix
	e. Describe the reliability, availability, and disaster recovery capabilities of the proposed solution. f. If proposing Commercial Off-the-Shelf (COTS) products within the proposed solution, describe the proposed approach and strategy of handling necessary customizations to the COTS products to support the requirements without compromising the architecture or maintenance of the products. Respondent(s) proposing a solution without COTS product(s) shall respond to this requirement as "Not Applicable". g. Describe the external interface strategy for the proposed solution. h. Provide a detailed list of hardware required for the proposed UC solution. If the hardware listed is COTS or Proprietary, the item must be identified as such. The response, at a minimum, must include descriptions and configurations for the following (if proposed): • Servers, • Workstations, • Storage, • UPS, • Printers and Peripheral Equipment, • Network, and • Other Required Hardware for the proposed UC Solution. i. Provide a detailed list of the software required for the proposed UC solution. If the software listed is COTS or Proprietary, the item must be identified as such. The response, at a minimum, must include descriptions for the following (if proposed): • Proposed Application Software, • Operating System Software (for both Servers and Workstations), • Network Software, • Network Management Software, • Data Management Software, • System Software Tools, • Development Tools, • Security And Controls Software, • Version Control Software, • Business Rule Management Software, and • Other Required Software for the Proposed Solution. **5.7.1 Tab 5 – Value Added Services – Innovative Ideas** 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

B.7.1 - Tab 8	Attachment Q – Non-Functional Requirements Response Matrix
	business features, special services, offer costs or shared savings, discounts or terms and conditions specific to each Respondent. 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.
	Guidance: • *Review Attachment Q vendor responses for lines 1044-1487* • *Each requirement is addressed* • *Number indicating required customization of requirement or the requirement is included in the base product* • *Extent of customization required is clearly articulated* • *Exceptions raised by vendor*
	Notes/Rationale:
	Score (0-40): :________ ***Evaluator Initials:________***

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
Attachment Q – Non-Functionals	**40**	33-40	25-32	17-24	9-16	0-8