

10-ITN-001-SS

**Unemployment Compensation Claims and
Benefits Information System**

Evaluator Workbook

Evaluator Name: _____

Respondent Name: _____

Date of Response Evaluation: _____

Evaluator Signature: _____

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

Overall Scoring Guidance:

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

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

Section Specific Scoring Guidance:

B.7.1 - Tab 4	Project Approach and Methodology (Limited to 50 Pages)
	<p>Responses shall comply with the phasing and timeline provisions of Section 443.1113(4), Florida Statutes. Since the funding of this project is predicated on a variable federal funding model and an annual appropriation by the Florida Legislature, Respondents should propose the most cost effective solution that meets the requirements of this ITN within the constraints of Section 443.1113, F.S.</p> <p>The Agency is interested in understanding the impact this statute has on optimal project phasing, timeline and cost. Therefore, as an option, Respondents may propose an alternative project approach that reflects the Respondent’s optimal phasing strategy and project timeline while still complying with the other requirements of this ITN. Optional approaches will not be scored in the evaluation phase; however, such alternatives may be used by the Agency to develop recommended changes to Section 443.1113, F.S., in the future. Proposed optional approaches shall be submitted as an appendix to the Respondent’s Technical Proposal and shall not include cost data. Costing for optional approaches shall be submitted as an appendix to Attachment S – Cost Response.</p> <p>The Respondent shall demonstrate its understanding of the Agency’s business needs, processes, and objectives as detailed in this ITN, its attachments and referenced supporting documentation. The Respondent shall, at a minimum, describe the proposed approach for accomplishing the tasks described in Section D, Exhibit 1, of this ITN. Include, where appropriate, a description of how the proposed approach will encourage participation, seek input, and build consensus among all stakeholders.</p>
B.7.1 - Tab 4.1	Approach
	<p><i>ITN Technical Response Instructions:</i> Describe the overall approach for accomplishing the tasks described in Section D, Exhibit 1.</p>

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

B.7.1 - Tab 4.1	Approach
	<p><i>ITN Related Text:</i></p> <p>2.0 Problem Statement 3.0 Contract Objectives 4.0 Coordination with the Agency and other Entities 5.0 Project Governance 6.0 Project Software Development Lifecycle Phases 7.0 Overall Management Responsibilities 8.0 Phases, Tasks, and Deliverables 9.0 Training and Documentation 10.0 Deliverables 11.0 Service Levels and Liquidated Damages 12.0 System Support Services</p>
	<p><i>Guidance:</i></p> <ul style="list-style-type: none"> • <i>Clarity of the overall approach to accomplishing Section D, Exhibit 1</i> • <i>Phases, categories, and responsibilities are not contradictory</i> • <i>Collaborative approach to addressing the approach of the project</i> • <i>Section 2.0 – 12.0 of Section D, Exhibit 1 are adequately addressed</i> • <i>Understanding of the project</i>
	<p><i>Notes/Rationale:</i></p>
	<p><i>Score (0-50):</i> _____</p> <p><i>Evaluator Initials:</i> _____</p>

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
Approach	50	41-50	31-40	21-30	11-20	0-10

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

B.7.1 - Tab 4	Project Approach and Methodology (Limited to 50 Pages)
	<p>Responses shall comply with the phasing and timeline provisions of Section 443.1113(4), Florida Statutes. Since the funding of this project is predicated on a variable federal funding model and an annual appropriation by the Florida Legislature, Respondents should propose the most cost effective solution that meets the requirements of this ITN within the constraints of Section 443.1113, F.S.</p> <p>The Agency is interested in understanding the impact this statute has on optimal project phasing, timeline and cost. Therefore, as an option, Respondents may propose an alternative project approach that reflects the Respondent’s optimal phasing strategy and project timeline while still complying with the other requirements of this ITN. Optional approaches will not be scored in the evaluation phase; however, such alternatives may be used by the Agency to develop recommended changes to Section 443.1113, F.S., in the future. Proposed optional approaches shall be submitted as an appendix to the Respondent’s Technical Proposal and shall not include cost data. Costing for optional approaches shall be submitted as an appendix to Attachment S – Cost Response.</p> <p>The Respondent shall demonstrate its understanding of the Agency’s business needs, processes, and objectives as detailed in this ITN, its attachments and referenced supporting documentation. The Respondent shall, at a minimum, describe the proposed approach for accomplishing the tasks described in Section D, Exhibit 1, of this ITN. Include, where appropriate, a description of how the proposed approach will encourage participation, seek input, and build consensus among all stakeholders.</p>

B.7.1 - Tab 4.2	Project Management
	<p><i>ITN Technical Response Instructions:</i></p> <p>Describe the proposed project management approach and methodology for managing the UC System project. Explain the benefits and risks associated with the methodology. Refer to Section D, Exhibit 1, 7.1, Project Management Responsibilities. Identify any industry standards incorporated into the project management approach.</p>

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

B.7.1 - Tab 4.2	Project Management
	<p><i>ITN Related Text:</i></p> <p>7.1 Project Management Responsibilities Project management shall be an ongoing task for the duration of the Project. The Contractor's shall provide a Project Manager who is PMP certified, that will have overall responsibility for the successful delivery of the Project. The Contractor shall manage the Project in accordance with the approved Project Management Plan. The Contractor shall actively manage subcontractor performance to ensure it meets project requirements. The Contractor shall be responsible for managing activities performed by the Agency staff or other State staff. The Contractor's project management approach shall be in compliance with Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK) standards for project management. The Contractor's Project Manager must maintain regular communications with the Agency's project management staff and the IV&V Contractor's Project Manager.</p> <p>7.1.1 Contractor Project Management Responsibilities</p> <ol style="list-style-type: none"> 1. Develop and maintain the Project Management Plan (PMP) as defined in Section 8.1 Planning. 2. Manage and direct Contractor staff to execute the Project Management Plan and develop project deliverables. 3. Manage the project in accordance with the project schedule. 4. Revise the Project Management Plan, project schedule and all other project management materials as authorized through the change control process. 5. At the direction of the Agency, develop project management administrative templates for use throughout the Project. 6. Prepare and submit weekly project status reports. 7. Participate in weekly project status meetings. 8. Participate in Executive Steering Committee meetings. 9. Prepare and distribute the minutes of all meetings led by the Contractor. 10. Facilitate project-related meetings as necessary to fulfill responsibilities as specified in this ITN. 11. Identify risks, issues, and opportunities and participate in risk and issue meetings. 12. Identify any scope issues and participate in scope management meetings. 13. Ensure adherence to the project management standards and guidelines as established in cooperation with the Agency. 14. Ensure deliverables conform to Agency standards provided in Section 10.0. 15. Establish communication procedures with input of all project participants and stakeholders. 16. Prepare formal reports and presentations. 17. Participate and cooperate in project audits, reviews, and IV&V activities. 18. Provide monthly ARRA reporting for jobs created or retained.

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

B.7.1 - Tab 4.2	Project Management
	<p>Guidance:</p> <ul style="list-style-type: none"> • <i>Clarity of Response</i> • <i>Completeness of Response</i> • <i>PMP Certification</i> • <i>Conforms to PMBOK best practices</i> • <i>Displays understanding of Project Management Concepts and Processes</i> • <i>Shows clear organization of Roles and Responsibilities</i>
	<p>Notes/Rationale:</p>
	<p>Score (0-30): _____</p> <p>Evaluator Initials: _____</p>

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
Project Management	30	25-30	19-24	13-18	7-12	0-6

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

B.7.1 - Tab 4.3	Project Schedule
	<p>ITN Technical Response Instructions: Provide a fully defined, resource loaded and leveled project schedule with all the tasks and associated effort to deliver the proposed UC solution. Identify proposed phase gate milestones as specified in Section D, Exhibit 1, 7.7, Phase Gate Reviews. The project schedule should be baselined in accordance with Project Management Institute (PMI) standards and capable of being used as an Integrated Master Schedule (IMS) with appropriate performance metrics. Describe the standard used for defining the software development and maintenance tasks (e.g., ISO 12207).</p>
	<p>ITN Related Text: 7.7 Phase Gate Reviews The Contractor’s project schedule shall be based on a series of “phase gates” that provide formal check points between the Agency and the Contractor.</p> <p>The purpose of the phase gate review meeting will be for a comprehensive project health status check, to authorize payment for the phase and to authorize the Contractor to proceed to the next project phase. The Contractor may begin work in a subsequent project phase prior to the phase gate review only upon the express written authorization of the Agency.</p> <p>If the phase gate is not approved, resolution of any outstanding issues will be managed through the issue management process and the change control process, if needed.</p>
	<p>Guidance:</p> <ul style="list-style-type: none"> • <i>Completeness of Schedule</i> • <i>Appropriate level of granularity</i> • <i>Conforms to PMBOK best practices for Schedules (Phases)</i> • <i>Contains Appropriate Milestones</i> • <i>Contains Appropriate Dependencies</i> • <i>Resource Loaded</i>
	<p>Notes/Rationale:</p>

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

B.7.1 - Tab 4.3	Project Schedule
	<p><i>Score (0-20):</i> _____</p> <p><i>Evaluator Initials:</i> _____</p>

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
Project Schedule	20	17-20	13-16	9-12	5-8	0-4

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

B.7.1 - Tab 4.4	Project Management Plans
	<p><i>ITN Technical Response Instructions:</i> Describe the proposed approach and methodology for project planning including project execution, monitoring, controlling, and closing that will guide the decision making that occurs throughout the project. Include a definition of your approach and methodology for each of the project management processes defined in Section D, Exhibit 1, 8.1, Planning. Provide an outline of the proposed Project Management Plan including all sub-components.</p>
	<p><i>ITN Related Text:</i> 8.1 Planning The Contractor shall develop a Project Management Plan as part of the methodology and approach to the Project. The plans shall follow industry standard best practices for project management detailing, at a minimum, the methodology and approach to the Project.</p> <p>Within thirty (30) working days of Contract initiation, the Contractor must conduct a project kickoff meeting in coordination with the Agency. All of the Contractor’s key staff must attend. The Contractor must present an overview of the project approach including the project schedule, project work locations, plans for submitting deliverables, plans for facilitating the Agency’s review and approval of deliverables, plans for requirements validation activities and other areas of coordination between the Contractor and the Agency.</p> <p>The Agency’s UC project team and the Contractor’s management team will work together during project initiation and planning to develop and refine the Project Management Plan based on the project approach and schedule. The Agency is responsible for preparing the work site for occupation by the project team. The Contractor is responsible for installation of all work site hardware and software. In the first month of the Project, the Contractor must become familiar with existing documentation from previous phases.</p> <p>Project Management Plan sub-components shall include the following:</p> <ol style="list-style-type: none"> 1. Work breakdown structure (WBS) 2. Organizational breakdown structure (OBS) 3. Project Schedule 4. Communication management plan 5. Document management plan 6. Schedule management plan 7. Quality management plan 8. Issue management plan 9. Scope management plan 10. Risk management plan 11. Resource management and Staffing plan 12. Configuration management plan 13. Knowledge management plan 14. Phase gate review and acceptance process 15. Phase gate approval criteria 16. Document management plan 17. Project change control management plan

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

B.7.1 Tab 6	Company Profile
	<p>This project shall require a substantial commitment of company resources and personnel. The response must provide information to indicate that the Respondent has the experience to provide the products and services requested in this ITN and its attachments.</p> <p>Provide the requested information below which will demonstrate the Respondent's and Sub-Contractor(s)'s ability to complete this project. The Respondent's, and any proposed sub-contractor(s), information shall be shown separately.</p>

B.7.1 Tab 6	Company Profile
	<p><i>ITN Technical Response Instructions:</i> Specifically, the Respondent and its sub-contractor(s) must provide:</p> <ol style="list-style-type: none"> 1. Full, legal name; 2. Federal Employer Identification Number; 3. Proof of legal entity and authorization to do business with the State of Florida; 4. Country and state of incorporation; 5. Principal place of business; 6. Description of the Respondent's organization, including number of years in business, subsidiaries, parent corporations, officers; include organization charts and details concerning the number of facilities by geographic location; 7. Brief description of the Respondent's principal type of business and history and what uniquely qualifies it for this work; 8. State whether the Respondent has filed for bankruptcy protection in the past five years or is currently in the process of filing or planning to file for bankruptcy protection or financial restructuring or refinancing. If so provide Court and case number; 9. Identify any potential or actual conflicts of interest that might arise for the Respondent as a result of Contract award to the Respondent, and describe in detail the plan to eliminate or mitigate them. Such conflicts include, but are not limited to, those covered by Section 6 of the PUR 1001 (Section C). Address both personal and organizational conflicts.; and 10. Describe reservations Respondent must make if unable to certify completely all of the items in Section 9 of the PUR 1001 (Section C,) entitled "Representations and Authorization." If no reservations are made in this section of the proposal, Respondent shall be deemed to attest to the truth of all of listed items and the Agency may rely upon them. <p>The following specifically apply to the prime Respondent and should be addressed as such.</p> <ol style="list-style-type: none"> 1. Provide the names and addresses of all affiliated or related companies, partnerships or associations (including sub-contractor, if any) and a brief description of their relationship to the Respondent. 2. If proposing to use any sub-contractors for the project, respondent's shall describe in detail their experience as a prime Respondent in dealing with sub-contractors and how they plan to manage and coordinate any proposed sub-

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

B.7.1 Tab 6	Company Profile
	<p>contractors;</p> <p>3. If proposing to use any sub-contractors for the project, respondents shall describe in detail their previous project experience with each sub-contractor. If this would be the first joint-venture with the proposed sub-contractor, explain why each was selected for this project.</p> <p>4. Provide detailed description of any and all contracts or agreements that have already been entered into with a sub-contractor to provide goods or services under any contract related to this Invitation to Negotiate (provide copies of the contract(s) or agreement(s) with the sub-contractor, signed by an officer representing each party).</p>
	<p>ITN Related Text: N/A</p>
	<p>Guidance:</p> <ul style="list-style-type: none"> • <i>Clarity of Response</i> • <i>Methodology for managing sub-contractors/sub-contracts makes sense</i> • <i>Appropriate risk mitigation for sub-contractors</i> • <i>Demonstrates required expertise</i>
	<p>Notes/Rationale:</p>
	<p>Score (0-40): : _____</p> <p>Evaluator Initials: _____</p>

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
Company Profile	40	33-40	25-32	17-24	9-16	0-8

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

B.7.1 - Tab 7	Resumes and Experience
	<p><i>ITN Technical Response Instructions:</i></p> <p>The Respondent’s response must provide information demonstrating the Respondent has the personnel with the experience to provide the products and services requested in this ITN and its attachments. A concise, but thorough, description of relevant experience for each individual of the proposed project team is desired. If the Respondent is proposing sub-contractors, then the Respondent's and the proposed sub-contractor(s), information shall be provided separately.</p> <p>Specifically, the Respondent and its sub-contractor(s) must provide:</p> <ul style="list-style-type: none"> - A project organization chart including all the project team members and their roles title within the project; - A chart depicting staffing levels over the duration of the project; - A table with the following columns, listing for each of the proposed project team members: <ul style="list-style-type: none"> - Name - Team member name or role title, - Role - Role descriptions and responsibilities, - Duration - Timeframes of their role on this project, - Experience - Evidence of previous experience with a highly similar task on a large scale project, and - Tenure - How long each person has been with the company, or if they are contract staff; - Résumés of the personnel assigned to work on this project describing their work experience, education, and training as it relates to the requirements of this ITN. <p>The Respondent response must include a Project Manager who is PMP certified. Each Respondent should use their own resume template for all team members proposed for this project. Resumes shall be limited to two (2) pages per individual. For all resumes submitted for this project, the following disclosures must also be provided:</p> <ul style="list-style-type: none"> - For all team members indicate if there are any current relationships (professional or personal) to any of the following organizations: (1) State Agencies, (2) School Districts, and (3) Local governments (Florida cities or counties). - For all team members describe (1) education, (2) professional certifications, (3) professional and business affiliations, (4) previous work experience (in general) and (5) work experience specifically related to this project. - For team members that are contracted individuals or sub-contractors, clearly note the name of their current employer. <p>The Agency reserves the right to request references for each proposed member of the project team including sub-contractors.</p> <p>The Respondent shall describe its plan for submitting verification that all personnel including sub-contractor(s) personnel assigned to this project must have a background-screening that is equivalent to a Level Two (2) screening standard specified in Section 435.04, F.S., and AWI Policy 1.08, as specified in Section D, Exhibit 1, 7.11.1 Background Investigations.</p> <p>The Respondent and sub-contractor(s) must confirm that personnel assigned to work on this project are free from any conflict of interest with the Agency prior to assignment to this</p>

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

B.7.1 - Tab 7	Resumes and Experience
	<p>project. Prior to starting work on the project, all assigned personnel must pass the background investigation and complete and sign Attachment C - Conflict of Interest Disclosure and an Individual Non-Disclosure and Confidentiality Certification Form (to be provided by the Agency at the time of contract signing) and submit to the Agency Contract Manager.</p> <p>The Respondent should demonstrate the company's commitment to the State of Florida such as minority business experience, charitable endeavors, and mentoring.</p>
	<p>ITN Related Text: N/A</p>
	<p>Guidance:</p> <ul style="list-style-type: none"> • <i>Completeness of Resumes</i> • <i>Relevancy of work experience</i> <ul style="list-style-type: none"> ○ <i>UC Experience</i> ○ <i>Project Management Experience</i> ○ <i>Large Implementation Experience</i> ○ <i>Technical Experience (Architecture, Database, Reporting, Development, Testing)</i> ○ <i>Experience with the solution proposed</i> • <i>PMP certification</i> • <i>Appropriate staffing levels peaking during the middle of the development phase</i>
	<p>Notes/Rationale:</p>
	<p>Score (0-40): _____</p> <p>Evaluator Initials: _____</p>

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
Resumes and Experience	40	33-40	25-32	17-24	9-16	0-8

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

Tab 7	Senate Bill 2386
	<p><i>ITN Technical Response Instructions:</i></p> <p>Pending legislation in Senate Bill 2386, Section 49, states: “(1) Consistent with the principles of promoting employment of state residents, ensuring that the expenditure of state funds benefits state residents, and encouraging economic development within the state, each entity expending funds provided in the General Appropriations Act for the 2010-2011 fiscal year for any purchase of goods and services in excess of \$5 million shall give preference, to the maximum extent possible under or consistent with applicable state and federal laws, to vendors or businesses that have a principal place of business in the State of Florida and that commit contractually to maximize the use of state residents, state products, and other Florida based businesses in fulfilling their contractual duties. (2) This section does not apply to any contract that was funded prior to June 1, 2010. (3) Each state agency shall identify contracts that are subject to this section and shall report by March 1, 2011, to the Agency for Workforce Innovation each contractor's compliance with this section.”</p> <p>The Respondent shall provide the following information in their response:</p> <ul style="list-style-type: none"> • Location of existing business operations within the State of Florida • The existing number and type of employees in the State • A plan to maximize the use of Florida-based residents, state products and other Florida based businesses in fulfilling the contractual duties, if awarded
	<p><i>ITN Related Text:</i> N/A</p>
	<p><i>Guidance:</i> For the eligible firms, the points available for this new preference should be 30 points (3% of the total 1000, which is a percentage previously approved by a Florida court reviewing a local preference). These points should come from the 70 available for Tab 7 material. They are not "bonus points," because the ITN indicates that a total of 70 are available under this section. As a result, any firm not eligible for the new preference should receive no more than 40 points for Tab 7 material. Stated differently, a "perfect" response on Tab 7 would receive 40 points, and then firms satisfying the statutory criteria may receive up to 30 more, not to exceed a total of 70.</p>
	<p><i>Notes/Rationale:</i></p>

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

Tab 7	Senate Bill 2386
	<p><i>Score (0-30):</i> _____</p> <p><i>Evaluator Initials:</i> _____</p>

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

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

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

B.7.1 Tab 8	Attachment G – Reference Questionnaire
	<p><i>ITN Technical Response Instructions:</i></p> <p>The reference questionnaire provided as Attachment G must be completed by an individual representing each of the clients listed in Attachment A, Reference Form. These individuals may not be current or former officials or staff of the Agency for Workforce Innovation.</p> <p>All references must be provided using the form provided in Attachment G. References that are not completed as required will be considered non-responsive and will not be evaluated. The Respondent is solely responsible for obtaining the fully completed reference questionnaires and for including them within the Respondent’s sealed Technical Response by the submission deadline.</p> <p>In order to obtain and submit the completed reference questionnaires, the Respondent must follow the process detailed below.</p> <ol style="list-style-type: none"> 1. Make exact duplicates of the form for completion by references; 2. Send the reference questionnaires to each individual chosen to provide a reference along with a new standard #10 envelope; 3. Instruct the individual to: <ol style="list-style-type: none"> a. Complete the reference questionnaire on the form provided or an exact duplicate of the form; b. Sign and date the completed reference questionnaire; c. Seal the completed, signed, and dated reference questionnaire within the envelope provided; d. Sign his or her name in ink across the sealing flap of the envelope; and e. Return the sealed envelope containing the completed reference questionnaire directly to the Respondent. 4. Do NOT open the sealed references upon receipt. 5. Enclose all sealed reference envelopes within a larger, labeled envelope for inclusion in the Technical Response.

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

B.7.1 Tab 8	Attachment G – Reference Questionnaire
	The Agency will not accept late references or references submitted by any means other than that which is described above, and each reference questionnaire submitted must be completed as required. The Agency will not evaluate more than the number of required references indicated above. The Agency reserves the right to contact references directly to confirm and clarify information detailed in the completed reference questionnaires and may consider clarification of responses in the evaluation and scoring of references. The Agency will make a reasonable effort to contact references, if required; however, the Agency is under no obligation to directly contact references or to clarify any reference information.
	ITN Related Text: N/A
	Guidance: <ul style="list-style-type: none"> • <i>Quality of References Provided</i> • <i>Overall experience of vendor</i> • <i>Applicability of referenced systems</i> • <i>State references included</i> • <i>Private references included</i>
	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%)
Attachment G - Reference Questionnaire	30	25-30	19-24	13-18	7-12	0-6