



AGENCY FOR WORKFORCE INNOVATION REQUEST FOR INFORMATION

Information Acknowledgement Form

Page <u>1</u> of <u>8</u> pages	SUBMIT RESPONSE TO: Agency for Workforce Innovation Office of Procurement and Contract Administration 107 East Madison Street, 8-6-R Tallahassee, Florida 32309-4129 Telephone Number: 904-245-7455
AGENCY RELEASE DATE: <u>October 16, 2009</u>	
SOLICITATION TITLE: IC Modernization Planning for Phase 3	SOLICITATION NUMBER: 10-RFI-003-SS
RESPONSES WILL BE OPENED: <u>Friday, Wednesday,</u> <u>October 28, 2009</u>	
RESPONDENT NAME: International Business Machines, Inc.	<div style="border-bottom: 1px solid black; padding-bottom: 5px;">AUTHORISED SIGNATURE (PRINTING)</div> <p style="text-align: center; font-size: 1.2em;">John M. Wilson, Associate Partner</p> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">AUTHORISED SIGNATURE (TYPE), TITLE</div> <p style="text-align: center;">This individual must have the authority to provide this Response.</p>
RESPONDENT MAILING ADDRESS: 4111 Northside Parkway	
CITY - STATE - ZIP: Atlanta, GA 30327	
PHONE NUMBER: 404-437-1746	
TOLL FREE NUMBER: 1-800-426-4068	
FAX NUMBER: 404-437-1746	
EMAIL ADDRESS: imw@us.ibm.com	
FED ID: 13-0371565	
TYPE OF BUSINESS ENTITY (corporation, LLC, partnership, etc.): Corporation	

RESPONDENT CONTACTS: Please provide the name, title, address, telephone number and e-mail address of the official contact and an alternate, if available.			
PRIMARY CONTACT:		SECONDARY CONTACT:	
NAME/TITLE:	John M. Wilson, Associate Partner	NAME/TITLE:	Robert M. Fowler, Director of Dev. Exp. of the
ADDRESS:	4111 Northside Parkway	ADDRESS:	8051 Congress Ave., Boca Raton, FL 33437
PHONE NUMBER:	404-437-1746	PHONE NUMBER:	954-566-2121
FAX NUMBER:	404-437-1746	FAX NUMBER:	577-377-5223
EMAIL ADDRESS:	imw@us.ibm.com	EMAIL ADDRESS:	robertm@us.ibm.com

THIS IS A RFI AS DEFINED IN S. 287 (1)(2)(F), Florida Statutes. The Agency for Workforce Innovation (AWI) is issuing this RFI for planning purposes only. Any subsequent implementation activities will depend on budget approval. This RFI is not a solicitation and will NOT result in a contract. However, information received in response to this RFI may be used to develop future procurements. Vendors are encouraged to respond with solutions that meet all or part of the specified requirements.

An equal opportunity employer/organism. Auxiliary aids and services are available upon request to individuals with disabilities. Individuals with questions on this document may be directed to any person using TDD/TELEPHONE approval at the Florida State Office of 777.



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**AGENCY FOR WORKFORCE
INNOVATION**

UC Modernization Planning for Phase 3

Request for Information

Solicitation No: 10-RFI-001-SS

John M. Wilson
State and Local Government Partner, Florida
4111 Northside Parkway
Atlanta, GA 30327
Phone: 404.487.1746

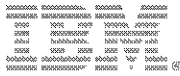
Email: jmw@us.ibm.com

October 28, 2009

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1.0 Transmittal Letter



1650 Summit Lake Dr
Tallahassee, FL 32317

October 28, 2009

Ms. Sonja Stokes, Purchasing Specialist
107 east Madison Street, B-047
Tallahassee, Florida 32399

Subject: IBM Response to Florida Agency for Workforce Innovation Unemployment Compensation
Modernization Planning for Phase 3 – Solicitation No: 10-RFI-001-SS

Dear Ms. Stokes:

IBM Global Business Services (GBS) is pleased to present our response to your RFI issued October 16, 2009 for UC Modernization Planning for Phase 3.

IBM is anxious to discuss our approach with the AWI team prior to an RFP so we can understand better your requirements and we can answer any questions you may have on our approach to a modern UC benefits system for AWI.

As the IBM GBS Client Partner for the State of Florida, I had the pleasure of being introduced to Scott Stewart and Tom Clendenning and many other key stakeholders who are committed to a successful UC system modernization project. I look forward to building on that relationship and working towards AWI success.

With the recent troubles in the US economy, increasing demands on other state UI systems have put a tremendous strain on legacy systems and the staffing necessary to accommodate the increased workload. IBM appreciates your confidence in having us support you with your infrastructure issues through this troubled period. Florida's decision to undertake the design and implementation of a new UC system that maximizes self service will help the State to weather the storm as you move forward. We hope we will be your partner to help you achieve processing 100% of all claims through the web without staff intervention.

The Information Acknowledgement Form, from the cover page of the RFI, is included following this transmittal letter.

IBM's primary contact for this response is: John M. Wilson

Associate Partner, State and Local Government, Florida
4111 Northside Parkway
Atlanta, GA 30327
Phone: 404.487.1746
Email: jmw@us.ibm.com

John is authorized to sign this letter and can provide any requested information on behalf of IBM. We look forward to discussing our response with you.

Sincerely,

John M. Wilson
Associate Partner, State and Local Government, Florida

Executive Summary

2.0 Details

2.1 Our Ability to Design and Develop a UC System

Respondents should include: a description of the respondent's ability to design and develop a UC replacement system or provide a COTS or transfer solution, the approximate time for development through implementation, conversion, support services, operations and maintenance, training and equipment needs.

2.2 Our Experience and References

Respondents should provide: a history with similar systems, organizational structure, and contact information: Name, title, phone number and e-mail address

2.3 Enabling Technology

The Agency is also interested in responses from vendors with contemporary enabling technology that can be applied to the IC business processes or systems to create a more flexible and responsive environment (e.g. enhanced IVR, voice recognition, adaptable user interface technologies, etc.)

2.4 Other Information

Respondents should provide any other information that vendors want to supply in response to this RFI

No other information is provided at this time.