1.0 RESPONSE CROSS-REFERENCE TABLE

ITN			Response	
Page(s)	Section	Subject	Section Title	Page(s)
16	B.7 – Response Format	Redacted Copy	Redacted Copy	N/A
16	B.7.1 – Technical Response	Technical Response	Technical Response	Technical Response
16	B.7.1 – Cover Sheet	Cover Sheet – AWI Solicitation Acknowledgement Form	Cover Sheet – AWI Solicitation Acknowledgement Form	Cover Sheet of the Technical Response
16-17	B.7.1 – Tab 1 – Response Cross-Reference Table	Response Cross-Reference Table	Tab 1 – Response Cross-Reference Table	Tab 1
17	B.7.1 - Tab 2- Table of Contents	Table of Contents	Tab 2 – Table of Contents	Tab 2
17	B.7.1 – Tab 3 – Executive Overview	Executive Overview	Tab 3 – Executive Overview	Tab 3
17	B.7.1 – Tab 4 - Project Approach and Methodology	Project Approach and Methodology	Tab 4 – Project Approach and Methodology	Tab 4
17	B.7.1 – Approach	1. Approach – Describe the overall approach for accomplishing the tasks described in Section D, Exhibit 1.	Tab 4 – 4.1 Approach	Tab 4 – 2-7
17	B.7.1. – Project Management	2. Project Management – Describe the proposed the 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.	Tab 4 – 4.2 Project Management	Tab 4 – 8-24

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ITN			Response	
Page(s)	**Section**	**Subject**	**Section Title**	**Page(s)**
17	B.7.1 – Project Schedule	3. Project Schedule – 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).	Tab 4 – 4.3 Project Schedule	Tab 4 – 25
18	B.7.1 – Project Management Plans	4. Project Management Plans - 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.	Tab 4 – 4.4 Project Management Plans	Tab 4 – 26-43
18	B.7.1 – Tab 5 – Proposed Solution	Tab 5 – Proposed Solution	Tab 5 – Proposed Solution	Tab 5
18	B.7.1 – Solution Overview	1. Solution Overview	Tab 5 – 5.1 Solution Overview	Tab 5 – 1-2

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ITN			Response	
Page(s)	Section	Subject	Section Title	Page(s)
18	B.7.1 – 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.	Tab 5 – 5.1.1 Detailed Overview	Tab 5 – 2-23
18	B.7.1 – Solution Overview	b. Describe how the proposed solution provides flexibility in day-to-day operations.	Tab 5 – 5.1.2 Flexibility	Tab 5 – 23-27
18	B.7.1 – Solution Overview	c. Describe how customers will interact with the system to obtain UC information and services.	Tab 5 – 5.1.3 Customer Interaction	Tab 5 – 27-32
18	B.7.1 – Solution Overview	d. Describe how the Agency users will interact with the system to perform their activities.	Tab 5 – 5.1.4 Agency User Interaction	Tab 5 – 32-36
18	B.7.1 – Solution Overview	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.	Tab 5 – 5.1.5 Fulfillment of the UC Program Goals and Objectives	Tab 5 – 36-37

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ITN			Response	
Page(s)	Section	Subject	Section Title	Page(s)
18	B.7.1 – System Development	2. System Development	Tab 5 – 5.2 System Development	Tab 5 - 38
18-19	B.7.1 – System Development	a. Describe the proposed system development lifecycle methodology that supports the requirements of Section D, Exhibit 1, 8.2 through 8.14.	Tab 5 – 5.2.1 System Development Lifecycle	Tab 5 – 38-41
18	B.7.1 – System Development	i. Describe the proposed requirements validation approach and methodology for this project. Refer to Section D, Exhibit 1, 8.2, Requirements Validation.	Tab 5 – 5.2.1.1 Requirements Validation	Tab 5 – 41-42
18	B.7.1 – System Development	ii. Describe the proposed reports development approach and methodology for this project. Refer to Section D, Exhibit 1, 8.3, Reports Development.	Tab 5- 5.2.1.2 Reports Development	Tab 5 – 42-44
18	B.7.1 – System 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.	Tab 5- 5.2.1.3 Forms and Correspondence Development	Tab 5 – 44-47
18	B.7.1 – System Development	iv. Describe the proposed functional design approach and methodology for this project. Refer to Section D, Exhibit 1, 8.5, Functional Design.	Tab 5 – 5.2.1.4 Functional Design	Tab 5 – 47-48
18	B.7.1 – System Development	v. Describe the proposed technical design approach and methodology for this project. Refer to Section D, Exhibit 1, 8.6, Technical Design.	Tab 5 – 5.2.1.5 Technical Design	Tab 5 – 48-50
18	B.7.1 – System Development	vi. Describe the business process re-engineering approach and methodology for this project. Refer to Section D, Exhibit 1, 8.7, Business Process Updates.	Tab 5 – 5.2.1.6 Business Process Updates	Tab 5 – 50-52

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ITN			Response	
Page(s)	Section	Subject	Section Title	Page(s)
18	B.7.1 – System Development	vii. Describe the proposed interface design and implementation approach and methodology for this project. Refer to Section D, Exhibit 1, 8.8, Interface Definition.	Tab 5 – 5.2.1.7 Interface Definition	Tab 5 – 52-54
18	B.7.1 – System Development	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	Tab 5 – 5.2.1.8 Code and Unit Test	Tab 5 – 54-58
18	B.7.1 – System Development	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.	Tab 5 – 5.2.1.9 Location	Tab 5 – 58
19	B.7.1 – System Development	x. Describe the proposed system integration testing approach and methodology for this project. Refer to Section D, Exhibit 1, 8.10, System Integration Test.	Tab 5 - 5.2.1.10 System Integration Test	Tab 5 – 58-61
19	B.7.1 – System Development	xi. Describe the proposed user acceptance testing approach and methodology for this project. Refer to Section D, Exhibit 1, 8.11, User Acceptance Test.	Tab 5 – 5.2.1.11 User Acceptance Test	Tab 5 – 61-65

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ITN			Response	
Page(s)	Section	Subject	Section Title	Page(s)
19	B.7.1 – System Development	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.	Tab 5 – 5.2.1.12 Data Conversion	Tab 5 – 65-71
19	B.7.1 – System Development	xiii. Describe the proposed installation and implementation approach and methodology for this project.	Tab 5 – 5.2.1.13 Installation and Implementation	Tab 5 – 71-76
19	B.7.1 – System Development	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.	Tab 5 – 5.2.1.13 Installation and Implementation	Tab 5 – 71-76
19	B.7.1 – System Development	xv. Describe the proposed production pilot approach and methodology for this project. Refer to Section D, Exhibit 1, 8.14, Production Pilot.	Tab 5 – 5.2.1.14 Production Pilot	Tab 5 – 76-80
19	B.7.1 – System Development	b. Describe the proposed end user training approach and methodology for this project. Refer to Section D, Exhibit 1, 9.1, Training.	Tab 5 – 5.2.2 End User Training Approach and Methodology	Tab 5 – 80-94
19	B.7.1 – System Development	c. Describe the proposed approach and methodology for the development of user documentation. Refer to Section D, Exhibit 1, 9.2, User Documentation.	Tab 5 – 5.2.3 User Documentation	Tab 5 – 95-97

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ITN			Response	
Page(s)	Section	Subject	Section Title	Page(s)
19	B.7.1 – System Development	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.	Tab 5 – 5.2.4 Deliverables	Tab 5 – 97-99
19	B.7.1 – System Development	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.	Tab 5 – 5.2.5 Service Levels and Liquidated Damages	Tab 5 – 100-101
19 -20	B.7.1 – Technical Description	Technical Description	Tab 5 – 5.3 Technical Description	Tab 5 – 102
19	B.7.1 – 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.	Tab 5 – 5.3.1 General System Architecture	Tab 5 – 102
19	B.7.1 – Technical Description	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.	Tab 5 – 5.3.2 Technical Architecture	Tab 5 – 102-114

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ITN			Response	
Page(s)	Section	Subject	Section Title	Page(s)
19	B.7.1 – Technical Description	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.	Tab 5 – 5.3.3 Functional Requirements	Tab 5 – 114
19	B.7.1 – Technical Description	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).	Tab 5 – 5.3.4 Non-functional Requirements	Tab 5 – 114-115
19	B.7.1 – Technical Description	e. Describe the reliability, availability, and disaster recovery capabilities of the proposed solution.	Tab 5 – 5.3.5 Disaster Recovery	Tab 5 – 115-117
19	B.7.1 – Technical Description	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.	Tab 5 – 5.3.6 COTS Customization	Tab 5 – 117-118
19	B.7.1 – Technical Description	g. Describe the external interface strategy for the proposed solution.	Tab 5 – 5.3.7 External Interface Strategy	Tab 5 – 118-120

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ITN			Response	
Page(s)	**Section**	**Subject**	**Section Title**	**Page(s)**
19-20	B.7.1 – Technical Description	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.	Tab 5 – 5.3.8 Hardware Requirements	Tab 5 – 120-123

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ITN			Response	
Page(s)	**Section**	**Subject**	**Section Title**	**Page(s)**
20	B.7.1 – Technical Description	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.	Tab 5 – 5.3.9 Software Requirements	Tab 5 – 124-127
20-21	B.7.1 – Warranty, Maintenance and Operations	Warranty, Maintenance and Operations	Tab 5 – 5.4 Warranty, Maintenance and Operations	Tab 5 – 128
20	B.7.1 – Warranty, Maintenance and Operations	a. 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.	Tab 5 – 5.4.1 System Support Services	Tab 5 – 128
20	B.7.1 – Warranty, Maintenance and Operations	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.	Tab 5 – 5.4.2 Maintenance and Operations and Warranty Support	Tab 5 – 128-134

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ITN			Response	
Page(s)	Section	Subject	Section Title	Page(s)
20	B.7.1 – Warranty, Maintenance and Operations	c. Describe the skill sets, training, and technologies needed to for Agency staff to maintain the proposed UC solution.	Tab 5 – 5.4.3 Agency Staff Knowledge, Skills and Abilities	Tab 5 – 134-135
20	B.7.1 – Warranty, Maintenance and Operations	d. Detail the proposed approach for transferring the solution to the Agency. Refer to Section D, Exhibit 1, 12.3, Operations Transition.	Tab 5 – 5.4.4 Operations Transitions	Tab 5 – 135-141
20	B.7.1 – Warranty, Maintenance and Operations	e. Describe the proposed approach to handling version upgrades during implementation.	Tab 5 – 5.4.5 Implementation Version Upgrades	Tab 5 – 141-142
20	B.7.1 – Value Added Services – Innovative Ideas	Value Added Services – Innovative Ideas	Tab 5 – 5.5 Value Added Services – Innovative Ideas	Tab 5 – 143-145
20 - 21	B.7.1 – Tab 6 Company Profile and Experience	Tab 6 – Company Profile and Experience	Tab 6 – Company Profile and Experience	Tab 6
21-22	B.7.1 – Respondent's History and Experience	Respondent's History and Experience	Tab 6 – 6.1 Respondent's History and Experience	Tab 6 – 1-15
21	B.7.1 – Company Profile	Company Profile	Tab 6 – 6.2 Company Profile	Tab 6 – 15-25
21-22	B.7.1 – Dun & Bradstreet – Supplier Qualifier Report	Dun & Bradstreet – Supplier Qualifier Report	Tab 6.3 – Dun & Bradstreet Supplier Qualifier Report	Tab 6 – 25; Tab 8 – Attachment H – Dun & Bradstreet Supplier Report
22	B.7.1 – Tab 7 – Personnel	Personnel	Tab 7 – Personnel	Tab 7
22-23	B.7.1 – Resumes and Experience	Experience	Tab 7 – 7.1 Experience	Tab 7 – 1-16
22-23	B.7.1 – Resumes and Experience	Resumes	Tab 7 – 7.2 Resumes	Tab 7 – 17-74
23-24	B.7.1 – Tab 8 – Attachments	Attachments	Tab 8 – Attachments	Tab 8
24	B.7.1 – Tab 8 – Attachments	AWI Solicitation Acknowledgement Form	Cover sheet	Cover sheet
24	B.7.1 – Tab 8 – Attachments	Attachment A– Past Performance References	Tab 8 – Attachment A– Past Performance References	Tab 8 – Attachment A – Past Performance References

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ITN			Response	
Page(s)	Section	Subject	Section Title	Page(s)
24	B.7.1 – Tab 8 – Attachments	Attachment B – Drug Free Workplace Certification	Tab 8 – Attachment B – Drug Free Workplace Certification	Tab 8 – Attachment B – Drug Free Workplace Certification
24	B.7.1 – Tab 8 – Attachments	Attachment C – Disclosure Statement/Conflict of Interest	Tab 8 – Attachment C – Disclosure Statement/Conflict of Interest	Tab 8 – Attachment C – Disclosure Statement/Conflict of Interest
24	B.7.1 – Tab 8 – Attachments	Attachment D – Certification Regarding Debarment	Tab 8 – Attachment D – Certification Regarding Debarment	Tab 8 – Attachment D – Certification Regarding Debarment
24	B.7.1 – Tab 8 – Attachments	Attachment E – Certification Regarding Lobbying	Tab 8 – Attachment E – Certification Regarding Lobbying	Tab 8 – Attachment E – Certification Regarding Lobbying
24	B.7.1 – Tab 8 – Attachments	Attachment F – List of Subcontractors	Tab 8 – Attachment F – List of Subcontractors	Tab 8 – Attachment F – List of Subcontractors
25	B.7.1 – Tab 8 – Attachments	Attachment G – Reference Questionnaires	Tab 8 – Attachment G – Reference Questionnaires	3 separate, sealed envelopes, sealed in one envelope, included in the Original Technical Response

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ITN			Response	
Page(s)	Section	Subject	Section Title	Page(s)
25	B.7.1 – Tab 8 – Attachments	Attachment H – Dun and Bradstreet Supplier Qualifier Report	Tab 8 – Attachment H - Dun and Bradstreet Supplier Qualifier Report	Tab 8 – Attachment H - Dun and Bradstreet Supplier Qualifier Report
25	B.7.1 – Tab 8 – Attachments	Attachment I – Non-Collusion Affidavit	Tab 8 – Attachment I – Non-Collusion Affidavit	Tab 8 – Attachment I – Non-Collusion Affidavit
25	B.7.1 – Tab 8 – Attachments	Attachment J – Proof of Signature Authority	Tab 8 – Attachment J – Proof of Signature Authority	Tab 8 – Attachment J – Proof of Signature Authority
25	B.7.1 – Tab 8 – Attachments	Attachment K – Certificate of Good Standing	Tab 8 – Attachment K – Certificate of Good Standing	Tab 8 – Attachment K – Certificate of Good Standing
25	B.7.1 – Tab 8 – Attachments	Attachment L – Certified Service-Disabled Veteran Business Enterprises (CSDVBE)	Tab 8 – Attachment L – Certified Service-Disabled Veteran Business Enterprises (CSDVBE)	n/a
25	B.7.1 – Tab 8 – Attachments	Attachment M – Response Checklist	Tab 8 - Attachment M – Response Checklist	Per the instructions in the ITN, Attachment M – Response Checklist was not included in the response

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ITN			Response	
Page(s)	Section	Subject	Section Title	Page(s)
25	B.7.1 – Tab 8 – Attachments	Attachment N – Intent to Submit Response	Tab 8 - Attachment N – Intent to Submit Response	Per the instructions in the ITN, Attachment N – Intent to Submit Response was not included in the response
25-26	B.7.1 – Tab 8 – Attachments	Attachment O – Response to Scope of Work	Attachment O – Response to Scope of Work	Attachment O – Response to Scope of Work
26	B.7.1 – Tab 8 – Attachments	Attachment P – Response to Contract Special Conditions Form	Attachment P – Response to Contract Special Conditions Form	Attachment P – Response to Contract Special Conditions Form
26-27	B.7.1 – Tab 8 – Attachments	Attachment Q – System Requirements Response Matrix	Attachment Q – System Requirements Response Matrix	CD included with Technical Response
27-28	B.7.1 – Tab 8 – Attachments	Attachment R – Requirements Response Summary Form	Attachment R – Requirements Response Summary Form	Attachment R – Requirements Response Summary Form
24	B.7.1 – Tab 8 – Attachments	Attachment S – Cost Response	Attachment S – Cost Response	Per the instructions in the ITN, Attachment S – Cost Response was included in the Cost Response
24	B.7.1 – Tab 8 – Attachments	Attachment T – Question Submittal Form	Attachment T – Question Submittal Form	Per the instructions in the ITN, Attachment T – Question Submittal Form was not included in the response

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ITN			Response	
Page(s)	Section	Subject	Section Title	Page(s)
28	B.7.2 – Cost Response	Cost Response	Attachment S – Cost Response Form	Per the instructions in the ITN, Attachment S – Cost Response Form was included in the Cost Response volume
28	B.7.2 – Cover Sheet	Cover Sheet – AWI Solicitation Acknowledgement Form	Cover Sheet – AWI Solicitation Acknowledgement Form	Cover Sheet of the Cost Response
28	B.7.2 – Cost Response Sheet	Cost Response Sheet	Cost Response Sheet	Cost Response

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