

ID	Respondent	ITN Reference	Respondent Question	Agency Response
1	Centurion, Inc.		Can you tell me if there is any limit for attendees? Also, is there a registration for the meeting on June 3rd?	There is no specific limit for the number of attendees allowed to attend, nor is there a formal registration requirement for the mandatory pre-response conference. However, if you would like, you may respond with your estimated number of representatives planning to attend – this may assist us with room capacity.
2	Centurion, Inc.		In addition, I noticed that the vendor questions must be submitted within 24 hours of the scheduled conference day. If at all possible, would you reconsider an extra day or so allowing competing firms the time to travel back to their respective cities.	At this time the Agency will not consider changing the date and time vendor questions are due.
3	Symantec		Does the State expect IT security and privacy technical controls to ensure system and data integrity? Should these also prevent or alert of violations which could compromise system integrity? Should these technical controls 'harden' information systems and only allow authorized users and/or process access? Also, should this include security auditing controls to provide central logging collection, correlation and aggregation based on abnormal events?	Security and privacy controls should adhere to the requirements specified in the Requirements Definition Document.
4	Symantec		Does the State expect IT security and privacy technical controls for risk assessment to deliver real-time, on-demand reports to ensure compliance with external governance like HIPAA and NIST? If so, will the compliance monitoring and reporting tool create policies for safe data handling and require a preventative control to enforce policies for data at-rest, data in-use, and data in-motion, ensuring data is used appropriately?	Please refer to the Addendum Acknowledgement Form, Addendum I that is posted on the Florida Vendor Bid System (VBS).
5	Symantec		Does the state expect periodic testing of the disaster recovery configuration? If so, Should this testing include simulations of disaster recovery capabilities in the production environment but with zero-disruption of the production environment? Are controls required to optimize storage capacity and reduce storage costs requirements with storage resource management capabilities? Should the storage optimization control manage and discover unstructured information to provide fraud discovery in the operating environment? Requirements for high availability and redundancy controls a concern?	Refer to NF.0085 through NF.0091 non-functional requirements in Attachment Q and Section 7.9 in the Invitation to Negotiate. The Agency is interested in understanding the potential options that may exist for optimizing storage capacity and storage resource management capabilities and expects Respondents to propose the solution/approach they believe has the best value to the Agency.
6	HCL America		There is some problem with the format of Attachment Q (Requirements Response matrix) and Attachment S(Cost response) on the www.floridajobs.org/unemployment\ITN. The expected format is XLSX however when I download it they are XML files. PI look into it and send me the proper templates.	The Agency has reviewed Attachments Q and S posted and was not able to replicate the reported issue.
7	HCL America	Attachment Q - Adjudication	AttQ Requirements Response Matrix Page 17, REQ# FR.0215, Adjudication, Adjudication (General) - What is included in all claims data?	The user will be able to view all information for a specific claimant and the specific claim. From there, the user will be able to navigate to adjudication, weeks claimed, weeks paid, appeals, Benefit Payment Control information, and/or outstanding issues on that claimant's specific claim.
8	HCL America	Attachment Q - Adjudication	AttQ Requirements Response Matrix Page 17, REQ# FR.0216, Adjudication, Adjudication (General) - Does this mean the ability to enter non-consecutive penalty weeks? If no, what does it mean?	No, FR.0216 allows the Agency to set penalties based upon the type of disqualification being imposed and uniquely set the penalty weeks based upon the applicable laws and rules. Penalty weeks will be consecutive.
9	HCL America	Attachment Q - Adjudication	AttQ Requirements Response Matrix Page 17, REQ# FR.0217, Adjudication, Adjudication (General) - What are FL penalty types?	The Florida penalty types, in addition to the earnings requirement penalty imposed, and penalty duration include: Voluntarily quit disqualification - no weeks penalty Discharge for misconduct - up to 52 weeks penalty Job refusal disqualification - five week penalty.
10	HCL America	Attachment Q - Adjudication	AttQ Requirements Response Matrix Page 18, REQ# FR.0223, Adjudication, Potential Issues Tracking (PIT) List - Separation Related Issues - Is the requirement to display the information or to call it to staff with a work item or some other mechanism?	The requirement is to notify staff via a work item that weeks are pending payment for a claim.
11	HCL America	Attachment Q - Adjudication	AttQ Requirements Response Matrix Page 18, REQ# FR.0226, Adjudication, Potential Issues Tracking (PIT) List - Separation Related Issues - For what purpose? To apply penalties or some other reason?	The purpose is to assist the user in identifying the issue type to be worked and to assist in determining the penalties to be applied.
12	HCL America	Attachment Q - Adjudication	AttQ Requirements Response Matrix Page 19, REQ# FR.0228, Adjudication, Potential Issues Tracking (PIT) List - Is this limited to documents where the employer was a party of interest?	Yes.
13	HCL America	Attachment Q - Adjudication	AttQ Requirements Response Matrix Page 19, REQ# FR.0229, Adjudication, Potential Issues Tracking (PIT) List - Is this a resend function for notices that were automatically generated or the ability to send ad hoc notices?	The ability to send ad hoc notices.
14	HCL America	Attachment Q - Adjudication	AttQ Requirements Response Matrix Page 19, REQ# FR.0233, Adjudication, Potential Issues Tracking (PIT) List - Is this a duplicate of FR.0224?	No, FR.0224 deals with notifying the user that an issue is ready to be <u>determined</u> . FR.0233 deals with notifying the user that an issue is ready to be <u>investigated</u> .

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15	HCL America	Attachment Q - Adjudication	AttQ Requirements Response Matrix Page 20, REQ# FR.0239, Adjudication, Potential Issues Tracking (PIT) List - Is this limited to Agents who are acting on behalf of the claimant or employer? If no, please give examples and specify level of access that will be offered to 3rd party users.	Yes.
16	HCL America	Attachment Q - Adjudication	AttQ Requirements Response Matrix Page 21, REQ# FR.0249, Adjudication, Potential Issues Tracking (PIT) List - Is the intent to access information as it is customarily stored/displayed or to view in a summary screen?	This will be configurable and both types are valid.
17	HCL America	Attachment Q - Adjudication	AttQ Requirements Response Matrix Page 21, REQ# FR.0253, Adjudication, Potential Issues Tracking (PIT) List - What is included in "Issues Indicators"?	Florida presently uses flags and stops as issue indicators. Flags are social security number specific. Stops are claim specific. The new system must provide a method of removing these indicators without the need to issue a determination.
18	HCL America	Attachment Q - Adjudication	AttQ Requirements Response Matrix Page 23, REQ# FR.0264, Adjudication, Potential Issues Tracking (PIT) List - Is the intent to track in process determinations by claimant, by user, or as a report of all determinations that are in process?	This will be configurable and all three types are valid search types.
19	HCL America	Attachment Q - Adjudication	AttQ Requirements Response Matrix Page 23, REQ# FR.0272, Adjudication, Potential Issues Tracking (PIT) List - What is included in "claim history"?	All information concerning that specific claim. Some items include: weeks claimed, weeks paid, payment amounts, issues, monetary and non-monetary determinations, work history, Weekly Benefit Amount, and Maximum Benefit Amount.
20	HCL America	Attachment Q - Adjudication	AttQ Requirements Response Matrix Page 24, REQ# FR.0274, Adjudication, Potential Issues Tracking (PIT) List - Is the intent to retrieve a determination that has already gone into the mail stream or to suppress it prior to going to print/mail?	The intent is to suppress the printing and mailing of either the claimant or employer copy or both. This will not effect the processing or effects of the determination.
21	HCL America	Attachment Q - Adjudication	AttQ Requirements Response Matrix Page 24, REQ# FR.0280, Adjudication, Potential Issues Tracking (PIT) List - When does a determination affect a pending appeal? Is it for the same issue or a related issue?	This is when it is the same issue as the pending appeal. Normally this will be when the Adjudicator reverses their previous determination which make the need for a hearing unnecessary.
22	HCL America	Attachment Q - Adjudication	AttQ Requirements Response Matrix Page 25, REQ# FR.0285, Adjudication, Potential Issues Tracking (PIT) List - Is this a duplicate of FR.0284? If not, what is the difference?	No, FR.0284 is intended to allow a user to change the wording of a determination, during the same day, without changing the effect of the determination, FR.0285 is intended to allow for a new determination to change the effect of the prior entry.
23	HCL America	Attachment Q - Adjudication	AttQ Requirements Response Matrix Page 27, REQ# FR.0301, Adjudication, Process Appeal Modifications - Is the intent to adjust the overpayment balance based on changes in a higher level decision? If no, please explain intent.	Yes.
24	HCL America	Attachment Q - Adjudication	AttQ Requirements Response Matrix Page 27, REQ# FR.0303, Adjudication, Process Employer Chargeability - What is a 412 unit?	The 412 Unit is the old name for what is now the Employer Charge Unit.
25	HCL America	Attachment Q - Adjudication	AttQ Requirements Response Matrix Page 27, REQ# FR.0308, Adjudication, Process Employer Chargeability - What is the purpose of the UCB-412?	The UCB-412 is the notice to an employer that an Unemployment Compensation claim has been filed by a prior employee of their business. The form notifies those employers in the base period of the claim, of their potential liability for benefit charges, for base period and employers subsequent to the base period, the form is also a request for separation information. The form also notifies the employer of the timely response requirements for charging and non-charging of benefits.
26	HCL America	Attachment Q - Benefit Payment Control	AttQ Requirements Response Matrix Page 29, REQ# FR.0337, Benefit Payment Control (General). Is the intent to override business rules to force payments?	No, the intent is to allow speedier release of payments by manual entry and still follow established business rules. The automated release of payments may take a day longer.
27	HCL America	Attachment Q - Benefit Payment Control	AttQ Requirements Response Matrix Page 30, REQ# FR.0356, Benefit Payment Control, Wage audit. What kind of validation is required?	The system will validate that certain answers must be completed in specific format based on answers to prior questions.
28	HCL America	Attachment Q - Benefit Payment Control	AttQ Requirements Response Matrix Page 33, REQ# FR.0398, Benefit Payment Control, Multi-Address, Phone/Audit. Is this a duplicate of FR.0393? If not, what is the difference?	FR.0398 relates to a specific claimant/address or claimant/phone whereas FR.0393 relates to just a specific address, such as a homeless shelter, without linkage to a particular claimant.
29	HCL America	Attachment Q - Benefit Payment Control	AttQ Requirements Response Matrix Page 33, REQ# FR.0399, Benefit Payment Control, Waiver. Under what circumstances offsets would be removed?	Some of the circumstances where offsets are removed include: when an overpayment is reversed by redetermination or appeal and when a retro-active 'waiver of recoupment' is granted.
30	HCL America	Attachment Q - Special Programs	AttQ Requirements Response Matrix Page 43, REQ# FR.0557, Special Programs (TRA), Enter Petition. What would be the criteria for releasing a press release without user intervention?	First, identify the newspaper closest to the majority of the potential clients. Next, determine if the press release cost will exceed an identified amount as price could require additional approval before release. The press release must include the petition number, affected employer name, city and state of business and the name and number of the contact for more specific information regarding the program.
31	HCL America	Attachment Q - Special Programs	AttQ Requirements Response Matrix Page 45, REQ# FR.0582, Special Programs (TRA), Submit Initial Training Verification. Is the intent to waive the worksearch criteria?	Yes, the client does not have to seek work while attending approved training.
32	HCL America	Attachment Q - Special Programs	AttQ Requirements Response Matrix Page 45, REQ# FR.0591, Special Programs (TRA), Submit Initial Training Verification. Is this a duplicate of FR.0588 and FR.0590? If not, what is the difference?	FR.0590 refers to school training information. FR.0588 refers to the receipt of a training waiver. FR.0591 refers to waivers as well but this would be a monthly update that would be sent to the Unemployment Compensation system.
33	HCL America	Attachment Q - Special Programs	AttQ Requirements Response Matrix Page 48, REQ# FR.0624, Special Programs (DUA), Process DUA Mobilization. What criteria would be used to release the press release without user intervention?	The standard press release information would be automatically entered and then routed to the appropriate unit for final review prior to release.
34	HCL America	Attachment Q - Special Programs	AttQ Requirements Response Matrix Page 49, REQ# FR.0640, Special Programs (DUA), Process DUA Mobilization. Is the intent to collect claimant responses without user intervention or the contact of the questions without user intervention?	FR.0640 refers to a Benefit Rights Information Pamphlet that is sent to Disaster Unemployment Assistance clients after they file. No response is required.

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35	HCL America	Attachment Q - Appeals	AttQ Requirements Response Matrix Page 62, REQ# FR.0833, Appeals, Benefit Appeals Intake. When would additional docket numbers be added to an appeal case?	The assignment of docket numbers each day is usually done at one time for all cases entered into the system. Occasionally it is necessary to docket a single case. The system must allow the docketing of individual cases at any time.
36	HCL America	Attachment Q - Appeals	AttQ Requirements Response Matrix Page 64, REQ# FR.0866, Appeals, Hearing. Please explain the function "implement all provisions for discovery"?	The intent of this requirement is to "capture" the information regarding methods of discovery set out in 60BB-5.018 and 60BB-5.019 Florida Rules of Administrative Procedure.
37	HCL America	Attachment Q - Appeals	AttQ Requirements Response Matrix Page 64, REQ# FR.0873, Appeals, Hearing. What kind of request/response needs to be recorded? Is the requirement that it be recorded outside the hearing record?	The system shall provide the capability to capture the information that a waiver has been requested of a party by the hearing officer and that it was granted by the party. The intent of this requirement is to "capture" the information in the system that a waiver has been requested, not to "record" in the sense that a digital recording has to be made.
38	HCL America	Attachment Q - Claims	AttQ Requirements Response Matrix Page 4, REQ# FR.0045-0049, Claims, Claims (General). There are a series of requirements related to automated updates to UI system of information collected by Workforce Services (linking claimants to Workforce Service Office, veteran information, profiling, etc. While we do not anticipate any problems with these requirements, where does Workforce Services fit into the agency? What type of automated system do they have? How will interagency priorities be set and met? What is changes are need to their system to accomplish these tasks?	The Office of Workforce Services is responsible for providing One-Stop Program Support services (workforce program information, guidance and technical assistance) to the Regional Workforce Boards, as well as providing Labor Market Statistics information to our workforce partners and the general public. Additionally, The Agency in its role as the administrative entity to Workforce Florida, Inc. (WFI) operates under a performance-based contract. The Office of Workforce Services is responsible for managing this contract, which includes specific deliverables and performance requirements in the statewide administration and coordination of workforce services. Workforce Services currently interfaces with the Employ Florida Marketplace (EFM) system. Interagency priorities are set between the Directors. Any proposed changes will need to be determined during the requirements validation phase of the project. Changes for their system will be addressed similarly to changes to any of the external system interfaces.
39	HCL America	Attachment Q - Customer Information Request	AttQ Requirements Response Matrix Page 74, REQ# FR.1008, Customer Information Requests (Customer Assistance Requests). There are a series of questions related to Customer information request. Please explain what type of information customer are requesting.	For a detailed list of typical request and issues the customer service representatives resolve refer to pages 29 - 33 of the CIR document under the heading As-Is Business Process on the supporting documents website.
40	HCL America	ITN Page 12, Section B.2, Calendar of Events	In order to provide the State with a detailed response commensurate with information required in the ITN, will the State consider extending the proposal due date by two weeks?	No.
41	Corticon Technologies, Inc.	Business Objective #4 on page 48	One of your requirements under this RFP is a Business Rules Engine as it is outlined in your "INPUT-ITN10ITN001SSFLUCModernization[1]" document under Business Objective #4 on page 48. Can we submit a proposal independently just to fulfill your Business Rules requirements? If not, what other Primes are invited to this RFP that we can contact to Sub Contract?	No. Vendors may not submit a proposal independently just to fulfill the Agency's Business Rules requirements. Vendors interested in subcontracting opportunities are encouraged to review the mandatory Pre-Response Conference sign-in sheet to identify any potential prime Vendors. The Pre-Response Conference sign-in sheet is available on the Supporting Documents website under the heading Attachments A-T.
42	Corticon Technologies, Inc.		What is the anticipated volume and complexity around business rules?	Refer to the RTVM (Requirements Traceability Verification Matrix) on the Supporting Documents website for the business rules. There are 1,058 functional business rules and 444 non-functional business rules identified. The agency anticipates these rules to be validated and potentially modified during requirements validation.
43	Corticon Technologies, Inc.		How many rules or decisions are being executed under this initiative?	See answer to question #42.
44	Corticon Technologies, Inc.		How many Business Users will be interacting with the Rules Engine? - How many will require training and what locations?	The Agency interprets 'interacting' to mean users that will administer business rules. The Agency interprets 'Business Users' to be the users that can modify configurable settings within pre-programmed business rules. The Agency expects that all end users will use functionality that leverages business rules. Rules engine training should be conducted in a single location for all Business Users interacting with the Rules Engine. The Agency anticipates up to ten (10) Business Users requiring Rules Engine training.
45	Corticon Technologies, Inc.		How Many IT Managers will be interacting with the Rules Engine? - How many will require training and what locations?	The Agency interprets 'IT Managers' in the context of this question to mean users that will program business rules. The Agency expects to have up to five (5) IT Managers. Rules engine training should be conducted in a single location for all IT Managers interacting with the Rules Engine.
46	Corticon Technologies, Inc.		What types of Databases and/or Data Sources will decisions be relied upon or driven by?	Question is unclear.
47	Corticon Technologies, Inc.		Do you have additional information that describes your current Business Rules?	See answer to question #42.
48	Corticon Technologies, Inc.		Will you allow a Sub to participate with multiple Primes for this Solicitation?	Yes.

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49	Genesys Lab's / ALU	N/A	What is FI AWI's total Contact Center Agent count? And could you provide this broken out by number at the various locations?	Total - 670 seats Tallahassee - 70 seats Orlando - 180 seats Ft. Lauderdale 70 seats Faneuil (Orlando) - 350 seats
50	Genesys Lab's / ALU	N/A	What are the FI AWI High Availability and Disaster Recovery requirements for the Contact Center ACD solution? Does FI AWI have specific requirements for HA and/or DR to be located at a specific number of locations? If so, please specify.	The current requirements for High Availability and Disaster Recovery for the Contact Center Auto Call Dialer solution provide the ability to switch loads between each of the call centers. Refer to Non-functional requirements NF.0085 through NF.0091. The Agency is interested in understanding the potential options that may exist for High Availability and Disaster Recovery related to the call center within the Unemployment Compensation system and expects Respondents to propose the solution/approach they believe has the best value to the Agency.
51	Genesys Lab's / ALU	N/A	Could you provide the Contact Center hours of operations /days per week – please provide for all the various contact center locations?	Each call center is open from Monday - Friday. All times are Eastern Standard Time. Tallahassee - 7:30 a.m. - 7:00 p.m. Orlando - 7:30 a.m. - 7:00 p.m. Ft. Lauderdale - 7:30 a.m. - 7:00 p.m. Faneuil (Orlando) - 6:30 a.m. - 9:00 p.m.
52	Genesys Lab's / ALU	N/A	What is the FI AWI IVR port count requirement? That is, how many ports should be priced? And how many locations would the IVR solution be located in?	The Agency has 2,002 ports. See answer to question #49.
53	Genesys Lab's / ALU	N/A	What are the IVR platform High Availability and Disaster Recovery requirements from FI AWI?	See answer to question #50.
54	Genesys Lab's / ALU	N/A	Could you provide the Busy Hour call volumes as well as your Average Handle Time (AHT) for the IVR solution? If not these metrics, could you provide the monthly or annual call volumes for the FI AWI IVR platform?	Calls to the Cloud can be received between 6:00 a.m. - 9:00 p.m. Monday through Friday. Currently the Interactive Voice Response system provides four (4) options for users to select when they call into the Cloud. Except for times of system maintenance, The Agency expects options 1 - 3 to be available 24X7X365 with the new Unemployment Compensation system. Option 1 - Claim Weeks (automated) Option 2 - File new claim or re-open an existing claim (automated first and then the caller is routed to an agent) Option 3 - Password changes and automated account information (automated) Option 4 - Speak with an agent Monday and Tuesday of each week has the highest call volumes. The average handle time (AHT) for option 2 is 11 minutes. The AHT for option 4 is 5 minutes and 30 seconds (all languages). The monthly statistics for April 2010 include: Total Calls into the Agency Cloud - 2,971,618 English Calls - 2,421,013 Spanish Calls - 355,798 Creole - 43,027 Option 1 - 1,195,098 Option 2 - 143,292 Option 3 - 514,400 Option 4 - 826,327
55	Genesys Lab's / ALU	N/A	Could you provide an architecture diagram and complete list of contact center (PBX, ACD, IVR, etc.) technologies in place today with vendor, model, and version information in order to assist us in proposing to AWI any proper new solutions and any mix with existing solutions (Per Tom's answer to a similar question during the bidders conference)?	See answer to question #96.
56	Genesys Lab's / ALU	N/A	Could you provide a total number as well as a break down of contact center seats and total AWI personnel for UC Claims processing seats?	See answer to question #49 for the number of contact center agent seats by location. The Agency has approximately 300 additional staff with access to process Unemployment Compensation claims.
57	Genesys Lab's / ALU	Attachment Q, Page 95 –System Architecture – NF.0290	Would this requirement be for Contact Center Agents or other FL AWI personnel to handle email distributed by the system, and if so, how many seats should we price for this email handling solution?	This requirement is intended for all internal users of the system. The Agency has identified a total of 1600 internal users.

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58	Genesys Lab's / ALU	Attachment Q, Page 95 – System Architecture – NF.0291	Would this requirement be for Contact Center Agents or other FL AWI personnel to handle Faxes distributed by the system, and if so, how many seats should we price for this Fax handling solution?	See answer to question #57.
59	Genesys Lab's / ALU	Attachment Q, Page 106 – Call Center / IVR – NF.0439	Which version of Creole is required – Haitian, Jamaican, or both? Also, we understand English and Spanish as mandatory languages, is Creole also a mandatory language for this IVR solution?	Haitian Creole. Haitian Creole is mandatory for the Interactive Voice Response system.
60	Genesys Lab's / ALU	NA	Does FL AWI prefer a VoIP or TDM based IVR and/or ACD solution?	Currently the internal Agency systems are VoIP. However, the Agency is interested in understanding the potential options that may exist and expects Respondents to propose the solution/approach they believe has the best value to the Agency.
61	Cappgemini Government Solutions LLC	Pg. 7, Section A.6, Supporting Documentation	Solicitation Language: Not applicable. Question: This section shows 12 As-Is Process Documentation and Diagrams available at "www.florida.com/unemployment/ITN". On the website only 11 are listed. UCMod-As-Is-UAC-20091112-v1.00.pdf appears to be missing. Is this document available?	The Unemployment Appeal Commission (UAC) document is now available on the supporting documents website under the heading As-Is Business Process. The To-Be UAC process will be handled by the To-Be Appeals process.
62	Cappgemini Government Solutions LLC	Pg. 24, Tab 8 – Attachments, Attachment A – Past Performance Reference References	Solicitation Language: Firms that are currently parent or subsidiary companies to the Respondent will not be accepted as past performance references under this solicitation. Question: Is the offeror restricted from using previous work for its parent and subsidiary companies as a reference? Or is the offeror restricted from using past performance references associated with a different operating division (i.e., parent company, etc.).	The Respondent may not use a parent or subsidiary company to serve as a reference for work performed.
63	Cappgemini Government Solutions LLC	Pg. 17, Tab 4 – Project Approach and Methodology	Solicitation Language: Provide a fully defined, resource loaded and leveled project schedule with all the tasks and associated effort to deliver the proposed UC solution. Question: Is the project plan included in the 50 page limit for Tab 4?	No.
64	Cappgemini Government Solutions LLC	Pg. 63, Section 8.2, Requirements Validation	Solicitation Language: Not applicable. Question: Does the agency currently own Microsoft SharePoint? The Rational suite? If so, what version(s) of these products?	The Agency will be using SharePoint version 7 for project collaboration and document repository. The agency does not currently have the Rational suite. The Respondent's solution should not be dependent on the Agency's current technology.
65	Cappgemini Government Solutions LLC	Pg. 63, Section 8.2, Requirements Validation	Solicitation Language: The Contractor shall provide an industry standard requirements management tool. Question: Does AWI have a tool it uses currently? Are the ITN-provided use cases traced, and if so, in what tool?	Yes, Microsoft Excel. Refer to the RTVM (Requirements Traceability Verification Matrix) for the use case to requirements traceability.
66	Cappgemini Government Solutions LLC	Pg. 63, Section 8.2, Requirements Validation	Solicitation Language: Not applicable. Question: Does AWI have subject matter experts (SMEs) dedicated full-time to the project? To the requirements sessions? If so, how many SMEs by area (i.e., Claims, Adjudications, Appeals, etc.).	The Agency plans for the following dedicated staff to the project: Management/Administrative (4), Reengineering (6), Technical (4), Subject Matter Experts: Benefit Payment Control (1), Claims (1), Appeals (3), Special Payments (1), Disaster Unemployment Assistance/Short Term Compensation (2), Adjudication (2), Audit/BAM (1), Customer Information Requests (2), Workforce (1).
67	Cappgemini Government Solutions LLC	Pg. 66, Section 8.5, Functional Design	Solicitation Language: This documentation shall include, but not be limited to, data and process models. Question: Does AWI have a desired tool and/or notational schema for data and process models (e.g. Universal Modeling Language, Entity Relationship Modeling, etc.)?	No, the Agency recommends that Respondents propose Industry Standard tools.
68	Cappgemini Government Solutions LLC	Pg. 67, Section 8.7, Business Process Updates	Solicitation Language: Not applicable. Question: If there are non-technical process improvement opportunities that AWI could implement prior to the technical implementation, does AWI want the Contractor to identify those and implement them?	Yes, the contractor should identify process improvement opportunities. Implementation decisions around identified opportunities will be made by the Agency and Project Management.
69	Cappgemini Government Solutions LLC	Pg. 67, Section 8.7, Business Process Updates	Solicitation Language: Not applicable. Question: Is there a tool and/or format that AWI wants its business processes updated in?	Microsoft Visio and Microsoft Word.
70	Cappgemini Government Solutions LLC	Pg. 67, Section 8.7, Business Process Updates	Solicitation Language: Not applicable. Question: Who (Contractor or AWI) is responsible for updating procedural manuals impacted by business process updates?	The Agency will be responsible for updating procedural manuals.
71	Cappgemini Government Solutions LLC	Pgs. 72 and 73, Section 8.12.3, Data Conversion Assumptions	Solicitation Language: 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. Question: Page 73 of the ITN lists 6 data sources that need to be converted, but does not contain any excel spreadsheets. Is the list on page 73 complete, and if not, can you enumerate all other data sources that will need to be converted.	Yes, the list on page 73 of the Invitation to Negotiate is a materially complete list of the systems.
72	Cappgemini Government Solutions LLC	Pgs. 72 and 73, Section 8.12.3, Data Conversion Assumptions	Solicitation Language: 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. Question: Please provide a summary of available documentation for each of the data sources to be converted. Documentation might include ERDs, data dictionaries, summaries of known inaccuracies, etc.	Refer to Section 5 of the Requirements Definition Document.

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73	Cappgemini Government Solutions LLC	Pg. 77, Section 9.1, Training	Solicitation Language: Evaluated for effectiveness and continuous improvement with testing of students (on a pass/fail basis) to confirm that all training topics are mastered. Question: Are there any compliance requirements or restrictions related to how and what may be tested of AWI staff?	No.
74	Cappgemini Government Solutions LLC	Pg. 77, Section 9.1, Training	Solicitation Language: Not applicable. Question: Does AWI have any Learning Management System established currently that provides scheduling, transcript, testing results, and course materials for its staff?	No.
75	Cappgemini Government Solutions LLC	Pg. 77, Section 9.1, Training	Solicitation Language: Not applicable. Question: Do AWI staff/users' computers have video graphics card capabilities—to support flash, video, and audio?	Yes, the Agency is interested in understanding the potential options that may exist for hardware and software configurations and expects Respondents to propose the solution/approach they believe has the best value to the Agency.
76	Cappgemini Government Solutions LLC	Pg. 78, Section 9.1.2, Contractor Training Responsibilities	Solicitation Language: Not applicable. Question: Can AWI provide estimated number of staff in each of the following roles: Functional End-Users, Super Users, Customer Service/Help Desk/User Support Specialists, and Technical Support?	Functional End Users - 1,600 including: Super Users - 70; Customer Service/Help Desk/User Support Specialists - 50; Technical Support - 20
77	Cappgemini Government Solutions LLC	Pg. 79, Section 9.1.3, Agency Training Responsibilities	Solicitation Language: Not applicable. Question: Will AWI or the Contractor be responsible for printing costs and effort?	Contractor will be responsible for the printing costs and effort for the training.
78	Cappgemini Government Solutions LLC	Pgs. 95 and 96, Draft Contract, Provision 14.5, Intellectual Property Rights	Solicitation Language: Not applicable. Question: There appears to be a conflict in the terms relating to when ownership transfers. The second sentence states that for custom software, the Agency and State will acquire ownership of custom software upon acceptance and payment. However, the third sentence from the end of the paragraph states that the Contractor conveys title effective upon creation. We recommend that the Agency clarify that ownership will transfer upon acceptance and payment. This is a very well-defined event. Transfer of ownership upon creation would require further definition of "creation" and it discounts the normal "trial and error" that may take place in creating code. For example, if code is drafted and then abandoned as unacceptable prior to completion, has custom software been "created" for the purposes of transferring ownership?	Respondents shall submit any suggestions regarding Exhibit 3 - Special Conditions using Attachment P.
79	Cappgemini Government Solutions LLC	Pg. 100, Section 22.0, Special Conditions for Contracts using ARRA Funds	Solicitation Language: There are Special Conditions attached to contracts funding in whole or in part with American Recovery and Reinvestment Act funds. Question: It is not clear from the document the source of funding attached to this Project. Will ARRA funds be applied to this Project? How were these funds received? Will funding from the Department of Labor be applied to this project?	ARRA funds may potentially be applied. ARRA is part of Emergency Unemployment Compensation funding received from United States Department of Labor. A complex formula is used to distribute funds to individual states. Department of Labor funding will be applied to this project.
80	Cappgemini Government Solutions LLC	Attachment Q, Requirements Response Matrix, pg. 1, FR.0004	Solicitation Language: The system shall provide a capability to create a work item for IB-6 discrepancies (outgoing) by discrepancy code. Question: Are the use cases considered complete in breadth? For example, in this UC it does not mention IB-6 or the discrepancy codes, but they are listed in the FR and the UC talks about the IB-4 and IB-5.	The Use Cases represent the most critical and highly utilized business functions of the Unemployment Compensation Program. The IB-6 ICON transaction is addressed by System Use Case: Claims - Resolve Prior Quarter Billing Issues. Discrepancy codes are defined by the ICON system to drive uniformity across state Unemployment Compensation programs and will be provided to the selected vendor during Phase 3 - Implementation.
81	Cappgemini Government Solutions LLC	Attachment Q, Requirements Response Matrix, pg. 2, FR.0016	Solicitation Language: The system shall provide a capability to associate a CWC wage transcript with correspondence indicating that the claimant is eligible for a CWC claim in another state. Question: What is the system response time that the State is expecting when dealing with information that the new system has to retrieve via ICON? Is AWI expecting ICON transactions to be real-time?	Refer to Attachment Q - Requirements Response, NF.0315 - The system shall provide a transactional response time of no more than 3 seconds excluding network latency.
82	Cappgemini Government Solutions LLC	Attachment Q, Requirements Response Matrix, pg. 3, FR.0032	Solicitation Language: The system shall provide a capability to maintain an administrator configurable timeframe to include a claim in the Eligibility Review Process. Question: Please clarify what is meant by the above requirement. In clarifying, please provide an example or scenario.	The Eligibility Review Process (ERP) is the Program's process to review claims for adherence to program eligibility requirements at pre-defined time intervals. The current interval is every 90 days. Based upon the availability of personnel to complete ERPs in light of the program's workload, the timeframe for triggering the ERP may need to be adjusted. The requirement exists to provide a configurable setting to manage the ERP trigger timing. The desire is for the trigger to not be coded such as to require re-programming should the timeframe require adjusting. The objective is to adjust the configuration setting and allow the system to trigger the ERP for each claim for as long as the configuration setting is active.
83	Cappgemini Government Solutions LLC	Attachment Q, Requirements Response Matrix, pg. 3, FR.0038	Solicitation Language: The system shall provide a capability to identify a claim as scheduled for a Reemployment Eligibility Assessment (REA) without user intervention via system interface with Workforce Services. Question: Is this performed currently by AWI? If so, how?	Yes, Reemployment Eligibility Assessments are currently provided by AWI Workforce Services. Refer to requirement FR.0038.

ID	Respondent	ITN Reference	Respondent Question	Agency Response
84	Cappgemini Government Solutions LLC	Attachment Q, Requirements Response Matrix, pg. 8, FR.0104	Solicitation Language: The system shall provide a capability to determine and present interstate filing options to a claimant based upon claimant provided claim data, employment records, information obtained via system interface with the ICON system HAND transaction and wage records. Question: What is HAND transaction?	HAND is the ICON system transaction that allows each State's Unemployment Compensation Interstate Program Coordinator to maintain that State's Unemployment Compensation Program general information (i.e., locations, contact information, Weekly Benefit Amount, website address, etc.) in the Automated Interstate Handbook. It is envisioned the new Unemployment Compensation Claims & Benefits Information System will leverage the data in the Automated Interstate Handbook via system interface to provide that information to potential interstate claimants in a more automated fashion versus a Claims Taker being required to perform a lookup of and provision of that information, which is the current process.
85	Cappgemini Government Solutions LLC	Attachment Q, Requirements Response Matrix, pg. 66, FR.0891	Solicitation Language: The system shall provide a capability to authorize fees and mileage allowances for witnesses. Question: The system shall provide a capability to authorize fees and mileage allowances for witnesses; does this mean it interfaces with a separate financial system?	No.
86	Cappgemini Government Solutions LLC	Attachment Q, Requirements Response Matrix, pg. 77, NF.0005	Solicitation Language: The system shall provide the ability to capture customer specific information (e.g., demographics, contact, etc.) to be associated to an external customer account. Question: Does this apply to all applications, including IVR, Web Portal, Paper Forms, and Internal?	Yes, all customer specific information will be updated in the customer's profile and be available for display on all transactions concerning that customer. Requirement NF.0005 refers to Account Management. An explanation of the Account Management concept envisioned for the Claims and Benefits system can be found on page 33 of the Requirements Definition Document.
87	Cappgemini Government Solutions LLC	Attachment Q, Requirements Response Matrix, pg. 77, FR.1040	Solicitation Language: The claimant interface will provide a single point of entry for an integrated data capture and exchange of information to both the UC and Workforce systems. Question: Can AWI provide additional detail regarding when, how, and what data is to be captured/exchanged? Is this to be consistent across intake channels (i.e., internet, IVR, paper, etc.)?	The need is addressed by requirement IR.0037. Additionally, requirements FR.0038, FR.0041, FR.0042, FR.0043, FR.0045, FR.0046, FR.0170, FR.0171, FR.0293, FR.0541, FR.0594 and FR.1040 address that as well (this may not be an exhaustive list).
88	Cappgemini Government Solutions LLC	Attachment S, Cost Response	Solicitation Language: Not applicable. Question: Attachment S – Cost Response – Part 1, requests that the contractor provide costs by phases. In Attachment S – Cost Response – Part 3, AWI requests that the contractor provide the cost component breakout for the following requirements as included in the proposed solution: <ul style="list-style-type: none"> · Requirements Management Tool Licenses. · Business Process Reengineering. · Data Conversion. · Disaster Recovery Plan, Process and Supporting Infrastructure. · Help Desk Services. · Travel Costs. Will AWI clarify the intention of requesting the pricing based on two different set of components, some of which are duplicative? Will AWI consider removing the requirement for Part 3?	Please refer to Addendum Acknowledgement Form, Addendum I – revised Attachment S – Cost Response that is posted on the Florida Vendor Bid System (VBS).
89	Verizon	Page #12, section B.2, #6 (RFP due date)	Will AWI entertain an extension of at least 30 days from the stated July 16 date?	See answer to question #40.
90	Verizon	Exhibit Q, page 104, NF.0418, Call Center/ACD	The description indicates that the "system shall provide the ability to integrate with outsourced call center providers". Are there existing Call Center providers that are currently in existence and operational and with which the vendor solution must integrate? Can AWI please elaborate on this requirement? Does this requirement exist to be able to address overflow traffic? Wouldn't the respondent vendor be responsible for accommodating for the capacity of call volume for the overall system?	The Faneuil call center is located in Orlando and is currently the only outsourced call center provider. Faneuil has access to the Agency's network to access Agency systems. The successful vendor is responsible for integrating their solution with the Faneuil call center or any other outsourced call center at the time of go-live. This requirement does not exist to address overflow traffic. This requirement exists to address AWI's outsourced call center vendor. The respondent vendor is not responsible for staffing and managing the call center. The respondent vendor is responsible for accommodating for the capacity of call volume for the overall system.
91	Verizon	General question – IVR	Can AWI provide a copy of the existing IVR scripting policy?	IVR Script 1, IVR Script 2, and IVR Script 3 include the available policy and scripts and have been posted to the Supporting Documents website under the heading Current Interactive Voice Response Documents.
92	Verizon	General Question – Toll Free call volume	Can AWI provide monthly toll free call volume statistics? (Calls, minutes, peak busy volume and time period)	The peak call volumes are from 7:00 a.m. -11:00 a.m. Monday - Friday. Monday and Tuesday have the highest call volumes. In April 2010, 68% of calls arrived between 7:00 a.m. - 11:00 a.m. A total of 2,971,618 calls came into the cloud in April.
93	Verizon	General Question – Toll Free call volume	Does AWI expect toll free call volume to increase? If so, by how much (percentage or actual volume)?	Due to external factors out of the Agency's control, we are unable to estimate if call volume will increase or decrease.
94	Verizon	General Question – contact center	Does the contact center need to support both inbound and outbound calls?	Yes.

ID	Respondent	ITN Reference	Respondent Question	Agency Response
95	Verizon	Page #12, section B.2, #5, Intent to Submit Response	If a vendor will be participating in the ITN response as a sub to a prime, is the sub required to submit their intent to respond via Attachment N?	All sub-contractors to a prime Contractor will be covered under the prime Contractor's Intent to Respond.
96	Verizon	General Question – contact center	We understand that the existing overall UC system must undergo an 'extreme makeover'. Does this include the contact center?	<p>The current Agency call center environment is a complete package from Interactive Intelligence using their Customer Interaction Center solution. This solution was implemented in 2001. Although many upgrades to the Agency's call center solution have been made since 2001, the call center infrastructure requires improved integration with the Unemployment Compensation system and must sufficiently meet all of the call center requirements.</p> <p>The Call Center Overview Diagram and the Call Center Hardware and Software Configuration documents have been posted to the Supporting Documents website under the heading Current Interactive Voice Response Documents. These documents provide a schematic overview and hardware and software inventory of the current call center solution.</p> <p>The Agency is interested in understanding the potential options that may exist for improved call center integration with the Unemployment Compensation system while sufficiently meeting the call center requirements and expects Respondents to propose the solution/approach they believe has the best value to the Agency.</p> <p>The following call center requirements identified in Attachment Q are currently being met by the current call center solution: NF.0419, NF.0421, NF.0422, NF.0425, NF.0427, NF.0428, NF.0430, NF.0438 and NF.0441.</p> <p>The following call center requirements identified in Attachment Q are partially being met by the current call center solution: NF.0415, NF.0416, NF.0417, NF.0418, NF.0420, NF.0415, NF.0431, NF.0432, NF.0433, NF.0434, NF.0437, NF.0442, NF.0443 and NF.0444.</p> <p>The following call center requirements identified in Attachment Q are not being met by the current call center solution: NF.0423, NF.0424, NF.0426, NF.0429, NF.0435, NF.0436, NF.0439 and NF.0440.</p>
97	Verizon	General Question – contact center	Can AWI provide an inventory of the existing ACD and IVR environment? What CPE is currently being used? Is existing architecture currently under maintenance? If so, what is the current contract expiration date?	<p>See answer to question #96.</p> <p>The existing Interactive Voice Response system is currently under a maintenance contract through August 31, 2012.</p>
98	Verizon	General Question – toll free	How many Toll Free numbers are currently being used to support the existing UC system? Who is providing the Toll Free service?	One toll free number is used to contact the Interactive Voice Response system through the cloud. Each call center has one toll free number. The call center toll free numbers are used for client call backs. AT&T is the toll free service provider.
99	Verizon	General question – local numbers	Does AWI use any local numbers or 'x11' numbers for end users to call into the contact center? If so, how many and will those numbers be required to be ported to the new system?	The Agency only uses toll free numbers.
100	Verizon	General Question – ACD	Can AWI provide a schematic/description of the current ACD policy? Do special or multiple work groups exist based upon skill set, language, geography or other criteria?	See answer to question #96 for a schematic/description of the current Auto Call Distribution policy. The Agency has a director server that routes calls between queues and sites. The Agency uses language based and option based routing between sites. The Agency currently does not use the skills based routing option but may be interested in activating this functionality in the future.
101	Verizon	General Question – Telephony Strategy	Does AWI have a strategy for migrating to VoIP technology? If so, has a timeline and/or process been defined for a migration?	The Agency currently uses VoIP for the director server. The Agency currently does not have plans to migrate the cloud to VoIP.
102	Verizon	General Question – contact center	What is the current number of AWI call centers in operation? Is that number expected to expand or contract? What is the total number of telephone representatives/agents working within the contact centers?	The Agency currently has four (4) call centers, including one in Orlando that is contracted to Faneuil. No expansion plan currently exists for the Agency's call centers. See answer to question #49.
103	Verizon	General Question – contact center	Are there existing or planned offices, not currently considered call centers, that may act as overflow and/or disaster recovery facilities in the future? If so, how many telephone representatives/agents would these additional facilities provide?	No.
104	Accenture	Page 6, A.6 Statement of Need	Phase 3 provides in part that the new system will support the entire AWI UC program and its customers well into the future by: "Focusing on work first with the objective of getting Floridians back to work as quickly and efficiently as possible." Are there any particular gaps in the existing system, specific areas of concern, or specific opportunities for improvement that have been identified in regard to this specific objective?	Gaps, areas of concern and specific opportunities for improvement can be found in the Feasibility Study and the As-Is Process Documentation. Also refer to the answers to question #87 and #159a.
105	Accenture	Page 12, B.2 Calendar of Events	Would AWI extend the Proposal Response Due Date for 45 days to allow Respondents to explore potential teaming options and form relationships with Sub-contractors.	See answer to question #40.

ID	Respondent	ITN Reference	Respondent Question	Agency Response
106	Accenture	Page 25, B.7.1, Tab 8 - Attachments	Please clarify the statement: "These individuals may not be current or former officials or staff of the State of Florida." Can you please clarify if Respondents can use non-AWI State of Florida clients to complete the reference questionnaire in Attachment G.	Please refer to Addendum Acknowledgement Form, Addendum I that is posted on the Florida Vendor Bid System (VBS).
107	Accenture	Page 62, Section D, 8.1 Planning	The Project Management Plan sub-components lists the Document Management Plan twice as items # 5 and #16. Are these two distinct plans? If so, please clarify the differences.	Please refer to Addendum Acknowledgement Form, Addendum I that is posted on the Florida Vendor Bid System (VBS).
108	Accenture	Page 85 of 108, Attachment Q – Requirements Response Matrix	NF.0135 states, "The system shall support the acceptance of credit card payments." Can provide additional information on your expectations for the system to support the acceptance of credit card payments?	Credit card payments will be used almost exclusively by Benefit Payment Control as a means for claimants to repay established overpayments. On a much smaller scale, credit cards can be used to pay fees associated with providing copies of requested documents to external customers. The expectation is that this new function will be totally secure and meet all industry standards relating to credit card acceptance.
109	Accenture	Page 98 of 108, Attachment Q – Requirements Response Matrix	NF.0340 indicates that the system shall provide case management functionality. Are we to interpret this as meaning that AWI views all claims associated with a claimant as a case, encompassing multiple programs and benefit years or is the an additional expectation for case management functionality?	An explanation of the case management concept envisioned for the Claims and Benefits system can be found on page 36 of the Requirements Definition Document.
110	Accenture	Page 104, Section D, Exhibit 4	Would the State please confirm whether the Standard Terms contained in the ITN (e.g., Terms located at Page 104, Section D, Exhibit 4) are indeed subject to negotiation; and if so, whether Contractors may submit any proposed exceptions to these Standard Terms in either Attachment P or Attachment Q?	Yes, the draft Special Conditions (Exhibit 3) modify the standard general conditions (Exhibit 4). If Respondent desires to suggest changes to Special Conditions, the Respondent shall do so using Attachment P.
111	Accenture	Attachment Q – Requirements Response Matrix	We observe that there are many requirements related to searching and information retrieval. Can you elaborate on the existing challenges faced by AWI due to the lack of these capabilities within your current system?	The need to access a separate system to search and retrieve and the limited functions for searching slows production. The multiple search requirements listed expand the ability of the user to conduct more detailed search functions to save time in locating items. Expanding the search requirements give more flexibility to users which in turn will produce quicker results. Refer to NF.0215 thru NF.0229.
112	Geographic Solutions	Attachment S – Cost Response	Can we refer to pricing methodology (without mention of prices) in proposal?	No. Please refer to Addendum Acknowledgement Form, Addendum I that is posted on the Florida Vendor Bid System (VBS).
113	Geographic Solutions	Page 22 – B.7.1 – Tab 7	Are the 2 page resumes in addition to the 20 page limit referenced?	Yes.
114	Geographic Solutions	Page 60 – 7.9 Disaster Recovery	Do we need to price a disaster recovery/roll over facility?	Refer to NF.0085 thru NF.0091 in Attachment Q - Requirements Response.
115	Geographic Solutions	Page 76 – 9.1 Training	Will AWI provide the training facilities described In Section 9.1? Can AWI provide a breakdown of the size of these training facilities?	The Agency will provide adequate training facilities. Agency provided training facilities will accommodate up to 20 participants.
116	Geographic Solutions	Page 76 – 9.1 Training	Can AWI provide the estimated number of users per location - a breakdown of the 664 number referred to in Section 9.1?	Please refer to Addendum Acknowledgement Form, Addendum I that is posted on the Florida Vendor Bid System (VBS).
117	Geographic Solutions	Page 74 – 8.13 Installation & Implementation	The system is to be housed at SSRC. Will contractor personnel be provided full access 24x7?	Contractor personnel will be provided the necessary access.
118	Geographic Solutions	Page 83 – 12.1.1 – 10 Contractor Maintenance and Operations Responsibilities	Need clearer definition of what is involved in "help desk support". Is this help to AWI staff or does it include claimants and employers?	The intent is to provide system support for to AWI internal users.
119	Geographic Solutions	Page 83 – 12.1.1 – 11 Contractor Maintenance and Operations Responsibilities	Provide on-site support (if required). When would on-site support "not be required"?	Remote support is acceptable to the Agency unless communication issues prevent remote support (within agreed upon SLAs) or local server and/or desktop issues require on-site presence.
120	Geographic Solutions	Page 166 – RDD – Attachment C – BR.0001	Does AWI maintain wage records within the agency or does it access the SunTax system for each request?	The Agency does not maintain wages records. The Agency does access the Florida Department of Revenue's SunTax system for each wage record request.
121	Geographic Solutions	Page 375 – RDD – Attachment C – FC.0144	What is Florida's timetable to be "check-free" and only offer direct deposit and debit cards as payment options?	The Agency does not have a timetable to be "check-free".
122	Geographic Solutions	Page 55 – RDD – Chargeable Employer	Does the claims taker go back beyond (before) the base period to find the last 17 times employer if there is not one in the base period or lag quarters?	No.
123	Geographic Solutions	Page 18 – To Be Adjudication –Section 02.02.07	Are claimants receiving Workman's Compensation ever entitled to UC?	Yes, this is dependent on the type of Workers Compensation benefits (WC) being paid and the amount of benefits being paid per week. In all instances in which WC benefits are being paid, the claimant's availability for work and ability to work will be investigated.
124	Geographic Solutions	Page 55 – RDD – Child Support Deduction	Is Child Support always a percentage of the WBA? Is there any desire on the part of CFS to make it a fixed dollar amount?	Yes, the percentage amount is provided by the Department of Revenue (DOR), per Florida Statutes Chapter 443.051(3). DOR has not expressed a desire to change the current deduction method.

ID	Respondent	ITN Reference	Respondent Question	Agency Response
125	Geographic Solutions	Page 366 – RDD – Attachment C – FC.0058	Are employer charges ever appealable?	Yes.
126	Geographic Solutions	Page 53 – RDD – Attachment A – Actual Weekly Hours Worked(STC)	Are Short Time Compensation claimants required to serve a waiting week?	Yes. See business rule BR.0722 in the Requirements Definition Document.
127	Geographic Solutions	Page 308 – RDD – Attachment C – NF.0415	How many staff members are in the various call centers described in the proposal? How many users in the Tallahassee central office will be using call center equipment?	See answer to question #49 and #57.
128	Geographic Solutions	Page 73 – Exhibit 1 – 8.13 Installation and Implementation	Since Vendors can propose solutions that do not replace the entire current Florida UI environment, can you provide a list of vendors and major equipment items (i.e., Imaging, Call Center/IVR, Digital Recording, etc) that supports the current UI environment.	Refer to Section B.16 of the Invitation to Negotiate and for call center information see answer to question #96. The Respondent's solution should not be dependent on the Agency's current technology.
129	Geographic Solutions	Page 95 – 14.0 Ownership and Intellectual Property Rights	The ITN suggests that COTS is a preferred solution. However contract terms indicate that if code is modified, Florida owns the software code. We suggest that it would be more appropriate to indicate that Florida owns the software code associated with new functionality, not software associated with modified functionality. That would be more consistent with providers of COTS solution agreeing to modify their solution to meet Florida requirements. We would recommend that you add a category 4 to the Respondent Response that indicated the functionality would be developed by the respondent and would become property of Florida. Categories 1, 2, and 3 would not become property of Florida.	Any modifications to generally licensed software will belong to the license holder. However, if significant changes are made that enhance the general functionality of the licensed software the cost of those enhancements will be subject to negotiation. If Respondent desires to suggest other licensing terms this can be addressed in Special Conditions, using Attachment P.
130	Deloitte	General	There are a number of files imbedded in the Schedule IV-B Feasibility Study pdf file (there's an icon on the page, serving as a link to a separate file). Are those files accessible electronically? This includes links on page 165 (CBA forms), 173 (Risk Assessment), 221 (UC Modernization Project & Project Budget Worksheet).	FY09-10 CBA Forms, FY09-10 Risk Assessment and UC Modernization Project & Project Budget Worksheet are now available on the supporting documents website under the heading Schedule IV-B.
131	Deloitte	Florida Statute 443.1113	a. Please confirm that there are three implementation phases: - Unemployment Claims and Benefits Internet Portal - Call Center IVR and Benefits Overpayment Screening System - New Appeals and Claims and Benefits System b. Please confirm that the Internet Portal shall be deployed to full production operational status by June 30, 2011 and the anticipated project start date is February 28, 2011. Will the portal use existing AWI hardware and software (since the hw/sw procurement often takes a few months to procure and install)? The Florida statute requires implementation of this functionality by June 30, 2011. Given the projected start date of February 28, 2011, what do you expect to be implemented by June 30, 2011? c. Can you provide a document that aligns the requirements outlined in the Attachment Q – Requirements Response Matrix with the three implementation phases? d. Please confirm a 28-month implementation phase schedule, followed by a 12-month warranty, maintenance, and support period.	a. Section 443.1113(4) Florida Statute (2009) describes the project phases and implementation timeframes. b. Those dates are factual. What hardware and software utilized in meeting the requirements of the Invitation to Negotiate (ITN) are to be proposed by the Responder. The Agency expects the requirements of the ITN are to be addressed. c. To be proposed by the Responder. d. Section 443.1113(4) Florida Statute (2009) describes the project phases and implementation timeframes. Warranty is addressed in section 12.2 Warranty Support. Maintenance and Operations are addressed in 12.1 Maintenance and Operations, and will initially be for 12 months with 4 optional renewal periods. See also Section 12.1.3 (5). In addition, the first two paragraphs of Section B.7.1, Tab 4, of page 17, provide clarity on this matter.
132	Deloitte	Page 15, B.7 Response Format	Does the 10-point font requirement apply to text embedded in a graphic? Often the font size of text within a graphic is difficult to determine as the graphic is adjusted to fit on a page.	No.
133	Deloitte	Page 16, B.7.1 Technical Response	a. This section of the ITN outlines page limits for Tabs 3,4,5,6, and 7. In order to provide you a complete and thorough response, the information you are requesting in the ITN will exceed the page limitations. Can we assume the page limits referenced are guidelines? b. If there is a page limit, does the 150 page limit for Tab 5 include the 'Value Added Services' section? c. Similarly, does the 20 page limit for Tab 7 include our response to 'the company's commitment to the State of Florida' and 'Senate Bill 2386'?	a. No. The page limits allow the Evaluators reasonable opportunity to digest and understand the Responses. b. Yes. c. Yes.
134	Deloitte	Page16, B.7.1 Technical Response, Tab 1 – Response Cross Reference Table	To ensure that we follow the sample ITN/Response Cross Reference Table example, the sample table lists page 19 for section B.7.1 – Title Page, should this be page 16, 'Cover Sheet'? Also, Tab 1- page 19. Should this be 19?	Please refer to Addendum Acknowledgement Form, Addendum I that is posted on the Florida Vendor Bid System (VBS).

ID	Respondent	ITN Reference	Respondent Question	Agency Response
135	Deloitte	Page 17, B.7.1 Technical Response, Tab 4 – Project Schedule	<p>a. Does the Project Schedule, as outlined in Florida Statute, Section 443.1113, intend to include production pilots for each implementation, including the new Unemployment Claims and Benefits Internet Portal? (see related Production Pilot question #32)</p> <p>b. This section refers to 'phase gate milestones' and Section D, Exhibit 1, 7.7 Phase Gate Reviews. Please clarify in context to: 1) acceptance criteria for these reviews; 2) how this is managed using an iterative development and incremental delivery methodology.</p> <p>c. What staff (roles and FTEs) does the agency intend to assign to the project full-time?</p> <p>d. Please clarify if we are expected to submit a detailed Microsoft Project Plan with our proposal? If we submit a hard copy, is this included in the page count limitation?</p>	<p>a. F.S. 443.1113 does not address production pilots. Section 6.10 states: "The objective of this phase is to roll-out the complete system to a select group of users to prove that the completed system will work in a real business operational environment as specified in Section 8.14 of this SOW during this phase."</p> <p>The intent of this requirement is to ensure all deliverables are validated in a production pilot before being fully rolled out to the Agency.</p> <p>b.1) Acceptance criteria will be based upon meeting the requirements contained within each deliverable of that particular phase. This will be aligned with the Responders approach to User Acceptance Test as described in 6.8 and 8.11.</p> <p>b.2) To be proposed by the Responder.</p> <p>c. See Question #66.</p> <p>d. See Section B.7.1, Tab 4(2). This schedule is exempt from the 50 page limit.</p>
136	Deloitte	Page 19, B.7.1 Technical Response, Tab 5 – Proposed Solution, System Development	This section refers to Section D, Exhibit 1, 11.0 Service Levels and Liquidated Damages, which mentions 'liquidated damages will be developed and finalized during contract negotiations'. Can you provide information that outlines the agency's expectation?	The Agency's expectation is that the Contract will include Service Level Agreements and associated Liquidated Damages. Respondents shall propose Service Levels. Refer to pages 19 and 82 of the Invitation to Negotiate.
137	Deloitte	Page 19 and 20, B.7.1 Technical Response, Tab 5 – Proposed Solution, Technical Description	<p>a. Is there a preference for a .Net or J2EE technology architecture platform?</p> <p>b. Regarding the detailed lists of hardware/software for the proposed UC solution to be provided within Tab 5, please provide the following information to assist in determining the requirement for document processing hardware/software:</p> <p>1) What is the volume of inbound documents that is currently being scanned?</p> <p>2) Are inbound documents processed and scanned in a central location or is the scanning distributed across multiple locations? If multiple physical locations, how many and what is the volume at each location?</p> <p>3) What is the quantity and model/series of any existing scanning equipment that is available for use in the new system?</p> <p>4) What is the estimated number of incoming fax lines that are expected to be integrated with the new system?</p> <p>5) Is there any existing fax infrastructure available in the current system that can be reused such as fax servers, fax channels/lines and other hardware components? If so, please provide quantity and model/series.</p>	<p>a. The Agency has no preference.</p> <p>b. 1) Currently 250,000 Monthly</p> <p>2) Multiple locations. Currently utilize 11 scanners. Volumes range from a few hundred per month to thousands per month per location. Specific volumes per scanner location are not available.</p> <p>3) All scanning equipment is currently leased and is not available for the new system.</p> <p>4) Currently utilize 18 incoming fax lines for imaging.</p> <p>5) No.</p>
138	Deloitte	Page 20, B.7.1 Technical Response, Tab 5 - Proposed Solution, Warranty, Maintenance and Operations	Has the agency defined service levels for Maintenance and Operations (e.g. 24x7, etc.)?	Refer to section 12 of the Statement of Work in the ITN. See answer to question #136.
139	Deloitte	Page 22, B.7.1 Technical Response, Tab 7 - Personnel	<p>a. This section requests 'a project organization chart including all the project team members' and 'a table with the following columns, listing each of the proposed project team members'. Since the 'anticipated contract start date' is February 28, 2011, and many team members have limited roles, may we limit this response to 'key team resources'?</p> <p>b. Must the project manager be PMP certified at the time of proposal submission or at the start of the project?</p>	<p>a. Key team resources should be committed to the project. However, it is recommended that for other roles, proposed team members should be included (knowing timing of assignment is TBD) to provide the Agency visibility into the Responder's skill sets.</p> <p>b. Start of project.</p>
140	Deloitte	Page 24, B.7.1 Technical Response, Tab 8 Attachments, Attachment A	<p>a. 'The clients listed must be for work similar in nature to that specified in this ITN'. Please elaborate on 'work similar in nature'? Is this specifically UC Claims and Benefits? UC in general? State of Florida implementations?</p> <p>b. Can we submit more than the minimum number of references (3)? If so, how does that impact the 'Reference Scoring' and how will you determine which references to score?</p>	<p>a. Language stands as is. The closer the references are to the "work similar in nature to that specified in this ITN" the stronger the reference.</p> <p>b. Yes. All references provided will be evaluated for scoring.</p>
141	Deloitte	Page 26, B.7.1 Technical Response Tab 8 – Attachments, Attachment Q – System Requirements Response Matrix	How would the agency like us to respond to requirements that are eliminated due to the business process reengineering capabilities of our proposed solution?	All requirements are expected to be met. How those requirements are met is left to the Responder.

ID	Respondent	ITN Reference	Respondent Question	Agency Response
142	Deloitte	Page 27, B.7.1 Technical Response, Attachment Q – System Requirements Response Matrix	Is the three (3) sentence limit for Respondent Comments a fixed limit or a guideline?	Fixed.
143	Deloitte	Page 26, B.7.1 Technical Response Tab 8 – Attachments, Attachment Q – System Requirements Response Matrix	a. REQ NF 0290 states that the system shall integrate with secure inbound and outbound Exchange/Outlook email technology. Please clarify which business functional areas will require integration with Exchange/Outlook email technology (e.g.: Appeals Scheduling) b. Are there existing Outlook email servers that can be re-used? If not how many users will need to be supported in Outlook?	a.) Any functional areas requiring communication should interface to the Agency's email infrastructure. b.) The vendors solution shall utilize the Agency's existing email infrastructure.
144	Deloitte	Page 26, B.7.1 Technical Response Tab 8 – Attachments, Attachment Q – System Requirements Response Matrix	REQ NF 0296 states that the system shall provide the ability to integrate with third-party applications (e.g., Microsoft Office and Adobe Acrobat). Please clarify which third party applications are required to be integrated and which business functional areas will require such integration.	The Agency is interested in understanding the potential options that may exist for integration with third party applications to propose the solution/approach they believe has the best value to the Agency.
145	Deloitte	Page 26, B.7.1 Technical Response Tab 8 – Attachments, Attachment Q – System Requirements Response Matrix	REQ NF 0308 states that the system shall support centralized process scheduling mechanisms. Our understanding is that 'centralized process scheduling mechanisms' refers to job scheduling applications (e.g.: Argent, CA7). Please confirm if this is correct.	Correct.
146	Deloitte	Page 26, B.7.1 Technical Response Tab 8 – Attachments, Attachment Q – System Requirements Response Matrix	a. REQ NF 0090 – Disaster Recovery: Does the State require a complete disaster recovery environment as part the project? If so, does the State require a complete replica of the production environment or would a reduced size environment with full functionality be acceptable? b. Does the State have an existing disaster recovery facility?	a.The Agency is interested in understanding the potential options that may exist for Disaster Recovery for their solution and expects Respondents to propose the solution/approach they believe has the best value to the Agency. b. Mainframe disaster recovery is handled by the Southwood Shared Resource Center via a SUNGUARD contract.
147	Deloitte	Page 26, B.7.1 Technical Response Tab 8 – Attachments, Attachment Q – System Requirements Response Matrix	REQ NF 0108 – Imaging: Does the current email management system provide emails in the appropriate image format or does the proposed system have to integrate with the current email system to retrieve the email and convert it to the appropriate image format.	The Agency's current system does not convert emails to the appropriate image format. Respondents should propose their method to take an email and associate it with an account as an image.
148	Deloitte	Page 26, B.7.1 Technical Response Tab 8 – Attachments, Attachment Q – System Requirements Response Matrix	REQ NF 0119 - Imaging: Does this requirement ("The system shall provide the ability to prevent multiple copies of the same document from being imaged") pertain to preventing the user from scanning/importing multiple copies of the same document or does it pertain to providing the user the capability to associate a document to multiple processes without making a copy of the document.	The requirement pertains to providing the user the capability to associate a document to multiple processes.
149	Deloitte	Page 26, B.7.1 Technical Response Tab 8 – Attachments, Attachment Q – System Requirements Response Matrix	REQ NF 0122 Imaging: Does the capability to redact information contained in imaged documents need to be provided just to a select group of users or to all users of the system? Please provide an estimated number of users that will require the ability to redact documents. (This refers to the number of users actually performing the redaction, not the number of users viewing/reading the redacted documents.)	Redaction capabilities will be restricted. The estimated number of redaction users is 70.

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150	Deloitte	Page 26, B.7.1 Technical Response Tab 8 – Attachments, Attachment Q – System Requirements Response Matrix	REQ NF 0291 – System Architecture: Does the capability to send outbound faxes need to be provided just to a select group of users or to all users of the system? Please provide an estimated number of users that will require the ability to send outbound faxes.	See answer to question #57.
151	Deloitte	Page 26, B.7.1 Technical Response Tab 8 – Attachments, Attachment Q – System Requirements Response Matrix	REQ NF.0316, NF.0317, NF.0319, and NF.0320 - System Architecture: Some of the software components that we would like to propose are licensed based on total number of internal and external users that will use the system. Please confirm: a. Whether the 1600 users referenced in requirement NF.0316 represents the number of internal users for the system. b. Which of the metrics referenced in requirements NF.0317, NF.0319, and NF.0320 represents the anticipated number of external users. c. How many end users working in the call center must the system support? How many simultaneous inbound calls must the IVR and call center components support?	a. Yes. b. NF.0317 identifies the number of concurrent external users of the system. c. See answer to question #49. The current Interactive Voice Response system and call center components support 2,002 lines.
152	Deloitte	Page 26, B.7.1 Technical Response Tab 8 – Attachments, Attachment Q – System Requirements Response Matrix	REQ FR.0741 - Special Payments: What is the file format of the image copy of cashed warrants retrieved via AWI's banking institution interface? Are the warrant images retrieved in bulk or are individual warrants retrieved on demand via this interface?	The current file format of the imaged copy of cashed warrants retrieved via the Agency's banking institution is a standard image file format (.tiff, .jpeg, .gif, etc.) Currently, the warrants are retrieved on demand via the interface.
153	Deloitte	Page 26, B.7.1 Technical Response Tab 8 – Attachments, Attachment Q – System Requirements Response Matrix	REQ FR.0877 - Appeals Hearing: Is there a preference for a specific file format for storing the digital recording referenced in this requirement (e.g. mp3)? Can you clarify whether these recordings will be created by another system or service that AWI contracts with, or whether the new UCCBIS system is expected to provide functionality for creating such recordings?	.WAV is the preferred file format. The recordings will be created by another system. Respondent will be responsible for interfacing with that system to provide data elements to the recording system such as: party names, case number, multiple telephone numbers, etc., and to associate the recording with the case file after the hearing.
154	Deloitte	Page 26, B.7.1 Technical Response Tab 8 – Attachments, Attachment Q – System Requirements Response Matrix	REQ NF.0284 - System Architecture Does the requirement for 24x7x365 availability apply to the systems and software supporting the call center? If not, what are the required hours of operation for the call center?	See answer to question #51.
155	Deloitte	Page 29, Section B.8 Submission of Responses	Please clarify what is intended by the following statement "The Agency reserves the right to accept portions of a competing Respondent's response and merge such portions into one project or use any idea proposed unless otherwise protected by Florida statute"	Once the Agency enters the pre-negotiation and negotiation phases of the Invitation to Negotiate, the Agency reserves the right to continue to negotiate with one (1) or more Responders. Portions of responses or ideas from one (1) or more Responders not carried forward in the negotiations can be included in subsequent negotiations with the remaining Responders unless otherwise protected by Florida statute.
156	Deloitte	Page 30, B.12 Response Evaluation, 1. Scoring	Can the agency provide criteria for scoring for the following sections? - Proposed Solution and its subsections. How is the requirements matrix evaluated and what is its relative weighting to the other subsections? - Company Profile and Experience, and Past Performance References (for example, does the agency value State of Florida references more the UC references?) - Personnel (similarly, does the agency value resources with State of Florida experience more than prior UC experience?)	A Response Scoring Summary has been posted to the supporting documents website under the heading Attachments A-T.
157	Deloitte	Page 31, B.14 Demonstrations and Preliminary Negotiations	How is the Oral Demonstration scored relative to the proposal score? The scoring did not provide any points for the oral demonstration.	Please refer to Addendum Acknowledgement Form, Addendum I that is posted on the Florida Vendor Bid System (VBS).
158	Deloitte	Page 32, B.17 Award	Please provide criteria for 'best value'?	Section 287.012(4) Florida Statutes states: 'Best value' means the highest overall value to the state based on objective factors that include, but are not limited to, price, quality, design, and workmanship.

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159	Deloitte	Page 46, Exhibit 1 – Scope of Work, 3.0 Contract Objectives	<p>a. Page 6, Statement of Need mentions “the new system will support the entire AWI UC program and its customers well into the future by: focusing on work first....”. There’s no mention of this in the list of 3.0 Contract Objectives. How does this impact the evaluation of proposed solutions?</p> <p>b. “Call center interactive voice response system” is mentioned in the list of functionality that is to be enhanced or replaced by the Unemployment Compensation Claims and Benefits Information System. Please clarify which components related to the IVR and call center are to be addressed in vendors’ responses. For example, is replacement of infrastructure components such as gateways, etc. to be included?</p>	<p>a. The need is addressed by requirement IR.0037. Additionally, requirements FR.0038, FR.0041, FR.0042, FR.0043, FR.0045, FR.0046, FR.0170, FR.0171, FR.0293, FR.0541, FR.0594 and FR.1040 address that as well (this may not be an exhaustive list).</p> <p><i>PCS/SB 1736 that was recently signed into law modified Florida Statute 443.151(2) and provides additional legislative intent:</i></p> <p><i>(b) Process.—When the Unemployment Compensation Claims and Benefits Information System described in s. 443.1113 is fully operational, the process for filing claims must incorporate the process for registering for work with the workforce information systems established pursuant to s. 445.011. A claim for benefits may not be processed until the work registration requirement is satisfied. The Agency for Workforce Innovation may adopt rules as necessary to administer the work registration requirement set forth in this paragraph.</i></p> <p>b. See answer to question #96.</p>
160	Deloitte	Page 53, Exhibit 1 – Scope of Work, 5.2 Corrective Action Plan	Please clarify ‘significant magnitude to impede implementation of the Project’.	A material negative impact, or substantial risk introduced to the project timeline, scope or budget.
161	Deloitte	Pages 55, 72 and 75, 6.10 Production Pilot, 8.14 Production Pilot	<p>a. Please clarify the objective and scope of the “Production Pilot”. Is the objective to implement a live production system to select user groups (both internal and external), while the rest of the users still use the existing legacy system? Or, is this an extended “Acceptance Testing pilot” of the full system functionality by executing a set of test scenarios using the converted production data and production transactions with a select group of pilot users?</p> <p>b. Is the ‘Production Pilot’ a mandatory requirement?</p>	<p>a. B.7.1, Tab 5(2)(a)(xv) requests that the Responder “Describe the proposed production pilot approach and methodology for this project”. Either option described is acceptable to the Agency as the intent of this requirement is to ensure all deliverables are validated in a production pilot before being fully rolled out to the Agency.</p> <p>b. Yes.</p>
162	Deloitte	Page 61, Exhibit 1 – Scope of Work, 7.11 Staffing Requirements	Does the agency intend to provide office space for the Respondent team in Tallahassee? If so, is there a cost to the Respondent? If not, is the Respondent expected to provide office space for agency resources? If so, how many?	Office space will be provided in Tallahassee at no cost to the Respondent.
163a	Deloitte	Page 73, Exhibit 1 – Scope of Work, 8.12.3 Data Conversion Assumptions	<p>a. Please provide the following information on existing electronic documents/images that require conversion:</p> <ol style="list-style-type: none"> 1. What is the current number of documents in the system that require conversion? What is the current annual rate at which documents are being added? 2. What is the average size (in KB) and number of pages for each document? 3. What is the format (e.g., TIFF, PDF, etc) of the documents? 4. How is metadata (indexing information) associated with documents in the current document management system? 5. Does the current document management system support exporting documents along with relevant metadata/indexing information? 6. Do documents exist with annotations on them? If yes, what is the approximate volume of such documents? <p>b. For each data source that will need to be converted (Imaging, Appeals, AENR, FAAS, EFT, BOSS and any addition systems noted), can you provide the following:</p> <ol style="list-style-type: none"> 1. Database ERD including a full description of all data elements included in each table. 2. Count of records in each database table. 3. Database data dictionary including data element names, type, length occurrences and validation requirements. 4. Summary of known inaccuracies, duplications and gaps within the database. 5. Top five items that you anticipate would need to be cleansed in the database based on your work experience with the data. 	<p>Most of the information requested is not readily available. This information will be addressed during the Requirements Validation activities during Phase 3 of the project (see Invitation to Negotiate Section 8.2 Requirement Validation).</p> <p>The Agency is interested in understanding the potential options that may exist for Imaging and expects Respondents to propose the solution/approach they believe has the best value to the Agency.</p>
163b	Deloitte	Page 73, Exhibit 1 – Scope of Work, 8.12.3 Data Conversion Assumptions	<ol style="list-style-type: none"> 8. Brief narrative of the database including year of implementation, how the database was initially populated, e.g. with data ported from another system or not initially populated, key changes that have occurred since creation and any known database failures and rebuilds that have occurred. 9. Data mapping between source and destination noting any translation rules that may need to be applied. 10. Data Consolidation rules, take multiple data sources and mapping them into a single destination. 11. Data exclusion rules, if there any data records or fields that should be excluded from the conversion. 12. How are the data records converted in this process going to be related to imaging conversion? What rules are used to relate data converted to images? 	See answer to question #163a.

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164	Deloitte	Page 76, Exhibit 1 – Scope of Work, 9.0 Training	Please clarify if the expected knowledge transfer approach is 'train the trainer' (Respondent trains selected agency resources who then deliver training, with Respondent assistance, throughout the agency).	Contractor is responsible for training. Refer to Invitation to Negotiate Section 9.1
165	Deloitte	Page 86, Exhibit 2 – Financial Terms	Please clarify the payment schedule. Are paypoints by deliverable or phase? Example: If there are six deliverables in the Planning Phase, may we invoice (and expect payment) after the first (approved) deliverable and for each subsequent deliverable? Or, do we invoice after the last (approved) Planning Phase deliverable? Or, do we invoice after the 'Phase Gate Review'? Typically, on a fixed price contract we invoice based on completed deliverables. If we invoice based on phases, this would have a cost implication to AWI.	Payment terms are subject to negotiation focusing on phases or sub-sections thereof (e.g., deliverables).
166	Deloitte	Page 115, Attachment A	In the table in Attachment, for one of the rows it says "Service Dates: Dates must demonstrate at least one" and ends there. It appears that there is more text that got cut off. Could you please provide the full sentence of the requirement?	Attachment A: Service Dates, in its entirety, reads, "Service Dates: Dates must demonstrate at least one (1) continuous year."
167	Deloitte	Page 17, UCCBIS Requirements Definition Document, 3.2 Current System	a. Does the State have any existing software, infrastructure or network related resources that can be considered for re-use such as servers, workstations, backup equipment, software licenses, network connectivity, etc? b. What product does AWI currently use for identity and access management for current legacy applications (active directory or identity management product)?	a. The Agency is interested in understanding the potential options that may exist for the new Unemployment Compensation benefits system and expects Respondents to propose the solution/approach they believe has the best value to the Agency. The Respondent's solution should not be dependent on the Agency's current technology (for the purposes of this ITN, the responder can assume that the Agency will provide network services and desktops/laptops). b. Resource Access Control Facility
168	IBM	46; 3.0 Contract Objectives Business Objective #1 and 83-84; Attachment Q FR.0106 - NF.0123	Is the implementation of document imaging and management within the scope of this RFP? If not, what solution do you have in place that the new system will have to interface with?	Yes, see NF.0106 through NF.0123 for Imaging requirements.
169	IBM	104; Call Center/ACD; NF0415	Is the State looking to replace its current ACD Switch or upgrade? If upgrade, please specify the current vendor and configuration/release/component detail. Also, specify the same for CTI capabilities. Does state have a CTI vendor? Does scope involve new CTI or upgrade of existing CTI?	See answer to question #96. The Auto Call Distribution (ACD) is currently part of the Interactive Intelligence solution and partially meets the call center requirements included in the Invitation to Negotiate. The current call center solution also provides some Computer-Telephony Integration (CTI) capabilities.
170	IBM	105; Call Center/IVR; NF0439	Is the State looking to replace its current IVR or upgrade? If upgrade, please specify the current vendor and configuration/release/component detail.	See answer to question #96.
171	IBM	105; Call Center/WFM; NF0424	Is the State looking to acquire/replace its current WFM (Workforce Mgmt) or upgrade? If upgrade, please specify the current vendor and configuration/release/component detail.	See answer to question #96. The current call center solution does provide partial Workforce Management (WFM).
172	IBM	105; Call Center/QAM; NF0426	Is the State looking to acquire/replace its current QAM (Quality Assurance and Mgmt) or upgrade? If upgrade, please specify the current vendor and release/component detail.	See answer to question #96. The current call center solution does provide partial Quality Assurance and Management (QAM).
173	IBM	73; 8.12.3 Data Conversion Assumptions	Can you please give us details of the current systems and what kind of data will need to be converted? For each system, can the agency provide an entity relationship diagram and record counts by table?	Refer to section 8.12 of the ITN for Data Conversion. Refer to section 8.8 for Interface Definition.
174	IBM	30; Attachment Q; Req. FR.0343	The system shall provide a capability to transfer existing payments between Claimants. Can you please provide a scenario where a single payment exists for multiple Claimants?	There are multiple entities that submit payments that cover multiple overpayments for different claimants. The Agency receives these type payments from the Lottery, our designated collection agency, Department of Corrections, Circuit Court, and Interstate Reciprocal Overpayment Recovery Arrangement (IRORA) repayments from other states. Each of these entities provide a list of the claimants involved and the amount to be applied.
175	IBM	19; Tab 5 :Technical Description	Does the agency have a standard for technology architecture such as hardware (servers, storage, printers, scanners, desktops, voice infrastructure) and software (OS, Database, etc)?	The Agency does not have a standard for technology for hardware and software.
176	IBM	67; 8.8 Interface Definition	Please provide the list of interfaces that will need to be included and which systems have existing interfaces. What are the expectations around the interface requirement? Real Time / Batch. Will you provide development support to make necessary changes on the legacy environments?	Refer to the RTVM (Requirements Traceability Verification Matrix) interface section. Refer to Section 8.8 of the Invitation to Negotiate.
177	IBM	67; 8.8 Interface Definition	Does the agency have a standard middleware tool to support web service integrations to existing systems?	No. The Agency is interested in understanding the potential options that may exist for technology architecture and expects Respondents to propose the solution/approach they believe has the best value to the Agency. The agency will be using SharePoint for project collaboration and document repository. The current documents have been produced using Microsoft Word, Excel and Visio.
178	IBM	88 Exhibit 2 Section 4	Does the agency have standard set of environments; for example, Development, Test, UAT, Pre Production, Training, and Production? What environment does the agency typical train on?	The Agency is interested in understanding the potential options that may exist and expects Respondents to propose the solution/approach they believe has the best value to the Agency. The Respondent's solution should not be dependent on the Agency's current technology. Microsoft Excel.

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179	IBM	General	What imaging system currently exists and does it currently support the to-be defined business processes? Do we need to provide additional scanners? Fax servers?	The current imaging system does not support the defined to-be business processes. The need for additional scanners and servers is dependent upon the Respondent's proposed solution. The Respondent's solution should not be dependent on the Agency's current technology.
180	IBM	Attachment Q	The business rules are not in the attachment. Does the agency expect the level of fit of the solution for the business rules?	Yes, refer to the RTVM (Requirements Traceability Verification Matrix) for the business rules. There are 1,058 functional business rules and 444 non-functional business rules identified. The agency expects these rules to be validated and potentially modified during requirements validation.
181	IBM	General	What security applications/infrastructure is in use for external users such as claimants and employers today?	Refer to the Requirement Definition Document, Account Management section and Attachment Q - Requirements Response NF.0001 through NF.0012.
182	IBM	24; Section 5.6 - Requirements Definition Document	Will the additional employer functionality be a part of any existing employer portal?	No, the Agency does not currently maintain an employer portal.
183	IBM	General	Is there an implementation timeline that we need to conform to?	See answer to Question #131(a).
184	IBM	General	Aside from the pilot, will deployment be a phased approach or big bang in terms of functionality, sites, and user-base? Do you have a preference?	To be proposed by Respondent.
185	IBM	General	What software are you currently using for performance testing, configuration management and data cleansing? Is there a certain in-house skill set that we need to consider for long-term maintenance? What application are you using to document and manage the requirements and use cases.	The Respondent's solution should not be dependent on the Agency's current technology. The Agency used Microsoft Excel to document and manage the requirements.
186	IBM	General	How many resources will you provide and in what capacity?	See answer to question #66.
187	IBM	General	How many functional user roles will there be? (only supervisors, specialists, and support staff... or any further breakdown?)	User roles will need to be defined during requirements validation and design phases based upon the successful Responder's solution.
188	IBM	General	How many users will access real-time reports? Analytic-reports? How often does the data need to be refreshed (frequency of snapshots)? What applications are you currently using for reports generation and data warehouse?	Approximately 40 managers and supervisors will use real-time reports. Approximately 20 associates will use analytic reports. Depending on the report, data will need to be refreshed as often as each business day. Currently, production reports are primarily generated through the mainframe. The data warehouse is not currently being used to generate reports. Refer to the Requirements Definition Document for the list of reports and their frequency.
189	IBM	General	There is a requirement to support 1600 concurrent internal users plus 200,000 concurrent external customers, but there are currently only ~600 internal users identified in the RFP. What other types of internal users need to be accounted for?	There is a total of 1600 internal user.
190	IBM	General	Who will be responsible for the upkeep of the development environment? What about administrative functions? What is the turnaround time for system setup and for resolving problems?	Refer to section 8.13 of the Invitation to Negotiate.
191	IBM	General	What is meant by "Data conversion of Images"? Is the requirement to convert the content of the images, or just the metadata? If the content, what is the format of these images? Is there any hand writing? If so, who will we be responsible for validating the content once converted?	Content and metadata is to be converted to the extent possible. The content varies and will need to be validated during requirements validation. Yes, there is hand writing. The role to validate the content once converted will need to be defined.
192	IBM	General	Will you provide staff to export the data from the legacy systems?	Yes.
193	IBM	General	To what extent will data cleansing be required? What will define success?	Refer to section 8.12 of the Invitation to Negotiate for Data Conversion. All data needs to be cleansed. Success will be defined under the negotiated SLA's.
194	IBM	General	How long will data be retained online? What, if any, are the archival rules?	The retention date is based on program business rules and the prevailing federal programs that are in effect. Regular claims are available for three (3) years online and two (2) years offline. However, an extension of benefits may necessitate that claims be retained online for several additional years.
195	IBM	General	Does the client have it's own SDLC methodology, or can we use ours (or will it be a blended approach)?	The Responder shall propose a System Development Life Cycle methodology.
196	IBM	General	Please provide the make and model of the IVR system. Does it have web service capability? There are CTI, ACD, workforce management, and data recording requirements. Is all of this equipment currently in place?	See answer to question #96.
197	IBM	General	What CRM system is currently being used at the call center, if any? Please confirm that the call center replacement is included in the scope of this work? If so, is the call center currently outsourced or in-house? What metrics are currently being measured?	Customer Relationship Management is not currently being used by the call center. The Agency is interested in understanding the potential options that may exist for modifying workflow routes and expects Respondents to propose the solution/approach they believe has the best value to the Agency. The Respondent's solution should not be dependent on the Agency's current technology. See answer to question # 96.
198	IBM	General	What email system is currently in place?	Microsoft Exchange version 7.
199	IBM	General	Can we have an inventory of the current 16 systems that are being used and what they are being used for? How many of these systems will be decommissioned? Will it be part of our responsibility to outline a sunset strategy?	The Agency is interested in understanding the potential options that may exist for decommissioning systems based on your solution and expects Respondents to propose the solution/approach they believe has the best value to the Agency. Refer to section 8.12 of the Invitation to Negotiate.
200	IBM	General	What are the specifications of the desktops/laptops used by employees? What is their standard image (software installed, OS level, etc)? If these require upgrades, is this in scope of what we deliver?	See answer to question #236. Running Windows XP, Microsoft Office 2007, Adobe Reader Version 9.x. Any additional software required for the desktops will need to be proposed.

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201	IBM	General	Will desktops/laptops be provided to the project team members?	It is anticipated that the Agency will provide desktops and/or laptops.
202	IBM	General	Can we assume all the requirements are captured in the RDD?	The Requirements Definition Document contains all of the requirements that were captured in the Phase 2 requirements gathering effort. Services provided by the vendor in Phase 3 will include the validation of those requirements.
203	IBM	General	Will scheduling of appointments leverage an existing system or would we build our own?	The Agency is interested in understanding the potential options that may exist for scheduling of appointments based on your solution and expects Respondents to propose the solution/approach they believe has the best value to the Agency. The Respondent's solution should not be dependent on the Agency's current technology.
204	IBM	General	There is a 508-compliance requirement, yet there are also usability requirements which do not lend themselves to 508 compliance (such as use of colors) – e.g. NF.0339. Can you please clarify?	508 compliance should be achieved by the selected vendor's solution as a priority. During the requirements validation and design efforts of the implementation phase of the project, the Agency will work closely with the selected vendor to address any conflicting requirements. Use of colors, if appropriately developed to be supportable by industry standard reading assistance devices, is not directly incompatible with Section 508.
205	IBM	General	There is a requirement to provide the capability to present screens to external customers in their preferred language (NF.0342). How many languages will be made available?	Requirement NF.0342 reads "The system shall provide the capability to present all screens to external customers in their preferred language (i.e., English, Spanish, Creole)." Screens used by external users shall be available in English, Spanish and Creole. This includes the Interactive Voice Response system as well.
206	IBM	General	There is a requirement to modify workflow routes which are in the production environment (NF.0353). Will these changes be made on the fly, or go through SDLC? Who should be able to modify these workflows?	The Agency is interested in understanding the potential options that may exist for modifying workflow routes and expects Respondents to propose the solution/approach they believe has the best value to the Agency.
207	IBM	FR.0004 Claims Claims (General) 00 UC.01.10	Based on the list of forms, can the forms be identified which can be stored as attachments, and which Form's metadata will be stored in the system.	The forms identified in the RTVM (Requirements Traceability Verification Matrix) Functional Requirements identify which forms require inbound and outbound correspondence. All forms are expected to be associated with an account (i.e., claimant, employer, etc.). The identification of the forms that can be stored as an attachment or as metadata will be defined during requirements validation and design.
208	IBM	FR.0010 Claims Claims (General) 00 UC.01.10	Can we assume sources for incoming wages will come from the SUNTAX system as well as claimant-provided pay stubs?	Yes, and also may include employer provided wage information.
209	IBM	General	Does the State currently have a disaster recovery hot site? If not, is the vendor to provide a disaster recovery plan and work with the State to determine the best approach to implement a disaster recovery facility as well as the requested disaster tests?	No, the Agency currently does not have a hot site. Refer to Sections 7.9 and 7.10 of the ITN.
210	IBM	General	Will there be an additional opportunity to ask a second round of questions? Based on the State's responses from the first set of questions, there may be important information to be clarified in order to provide the State the most competitive proposal response.	No, the Agency held a mandatory pre-response conference on June 3, 2010 to allow dialog between potential Responders and the Agency.
211	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Is this opportunity related to setting up the infrastructure of a call center and IVR for AWI?	The State is interested in understanding the potential options that may exist for the integrating IVR with the UC system and expects Respondents to propose the solution/approach they believe has the greatest value to the State.
212	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Is this opportunity related to running a call center as a service for AWI?	No.
213	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	What are the key activities the customer care service desk will be responsible for? Please provide some examples of typical issues a customer service representative will need to resolve.	See answer to question #39.
214	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Where is this process, currently supported out of?	Customer Information Request.
215	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	How many FTE's are currently supporting this?	Question is unclear.
216	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Please provide the current Organization structure and the roles & responsibilities of the key team member(s).	Team organizational structure of the Agency consists of Management/administrative, business analysts and subject matter experts.
217	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Are the in scope processes going to be pure Inbound/ pure Outbound / mixture of both?	Question is unclear.

ID	Respondent	ITN Reference	Respondent Question	Agency Response
218	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Are there any other support delivery channels like email and chat?	The Agency does utilize the Interactive Intelligence chat functionality.
219	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Please provide the daily/ weekly /monthly volumes of inbound calls/outbound calls/email/chats separately	See answer to question #54. Outbound calls and email counts not readily available. Chat is not currently supported.
220	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Please provide the AHT (Average Handle time) – i.e., sum of Call Talk Time, Call Hold Time, After call wrap Time.	See answer to question #54. After call wrap time is included in the Call Talk Time.
221	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Please provide the call arrival pattern (by half-hourly interval) for the last 4 weeks.	See answer to question #92.
222	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Please provide the intra-week Call and Email distribution percentages. For example: Day % Mon 0.23 Tue 0.19 Wed 0.15 Thur 0.13 Fri 0.16 Sat 0.08 Sun 0.06 Total 1	The intra-week distribution percentages for the week of April 19, 2010 are: Monday - 38% Tuesday - 34% Wednesday - 12% Thursday - 9% Friday - 7%
223	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Are there any seasonal spikes in volume? If yes, please provide the month, duration and volume during such seasonal spikes.	The Agency sees an increase in call volume of 10 - 15% percent during the first week of each quarter.
224	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Please provide a brief job description/ profile of the agent with experience required for this role?	This is a professional position providing customer service by telephone for unemployment compensation claimants and general information for the public. Agents require extensive knowledge of unemployment compensation laws and rules in order to correctly handle calls and provide excellent customer service via telephone. AWI provides the call center staff.
225	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Please explain the call escalation process	As required a call center agent will route a call to a lead worker or a supervisor.
226	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	What is the window of operations (support hours & days)?	See answer to question #51.
227	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	We understand that the support required is in English language only? Please confirm.	Internal help desk is english only. See answer to question #246 for external language support requirements.
228	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	What are the process training timelines? What are the On-Job-Training timelines for different support queues?	A new agent will spend 2 -3 days working with and observing an experienced call center agent. This includes listening in on calls and observing an experienced call center agent perform tasks within the system. Once the initial 2 - 3 days of training is completed, the roles are reversed and the call center agent being trained conducts the call center agent tasks while the trainer observes. This training occurs for two weeks. Once the training is completed, the new call center agent begins to take calls on their own. Supervisors monitor new call center agents for a six month period.
229	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	What kind of LAN solution does AWI prefer – A physically isolated LAN? Or we can propose a dedicated VLAN solution. In the VLAN solution we can create a dedicated VLAN for customer. In the VLAN approach we can provide services like Anti virus, domain services, patch management services from our pool of shared services in cost effective manner. In dedicated setup we will have to setup each of these services for AWI.	The Agency is interested in understanding the potential options that may exist for hardware and software specifications based on your solution and expects Respondents to propose the solution/approach they believe has the best value to the Agency.
230	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Where is the Datacenter located from which will get connected?	Southwood Shared Resource Center (SSRC) in Tallahassee, Florida.

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231	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Are the Calls coming only from US or any other country?	The United States of America and Canada. Calls from other countries are not blocked.
232	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Do agents need an Email access and Internet? If yes, will AWI provide Email accounts and/or Internet access for agents? How will they access mails?	Yes. Yes. Email access is primarily via a Local Area Network connection.
233	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	What is the bandwidth/latency requirement over IPLC as well as Internet for the process per workstation for application access? What redundancy needs to be planned for?	Refer to NF.0315 and NF.0085 through NF.0091 in Attachment Q - Requirements Response.
234	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Are there any voice mail requirements for the process? If yes, would it be at the agent or process level?	Yes for both.
235	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Is there any requirement for hardware or software hardening of Desktops?	Refer to Attachment Q - NF.230 - NF.262.
236	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Are there any standard specifications for desktop in terms of CPU, Memory, Storage, Monitor size?	The Agency is interested in understanding the potential options that may exist for desktop and laptop specifications based on your solution and expects Respondents to propose the solution/approach they believe has the best value to the Agency. The Respondent's solution should not be dependent on the Agency's current technology. The Agency's current standard for Dell OptiPlex 780 personal computers is: Intel® Core™ 2 Duo E7500 with VT (2.93GHz, 3M, 1066MHz FSB 4GB DDR3 Non-ECC SDRAM,1333MHz 256MB ATI RADEON HD 3450 (2 DVI /1 TV-out), Dell E Series E2210 22in Wide Monitor, VGA/ DVI 160GB 7,200 RPM 3.5" SATA, 3.0Gb/s Hard Drive with NCQ and 8MB Cache 16X DVD+/-RW SATA, Roxio Creator™ CyberlinkPowerDVD™
237	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Are there any requirements for the printing, faxing, etc? If yes, then please provide us with the expected volume.	Refer to NF.0291 regarding faxing. Refer to NF.0041, NF.0048, NF.0307 and NF0156 regarding printing in Attachment Q - Requirements Response.
238	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Will AWI provide access of its Email system to Supplier? Will the access be provided over web?	The selected vendor will be setup with an Agency email account for the duration of the project. This email may be accessed from either the Local Area Network or via the web using Outlook Web Access (OWA).
239	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	What is the connectivity between IVR & Auto Call Dialer, if any?	The Agency does not currently have an Auto Call Dialer.
240	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Please elaborate on the CTI requirement	See answer to question #160.
241	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Are there any existing TFN (Toll Free Numbers) that Supplier needs to acquire from the TELCO or does Supplier need to provision new TFN/DID numbers on which these calls will be forwarded?	The Agency will supply the required Toll Free Numbers (TFN).
242	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Will the calls be pre-treated at the AWI ACD/IVR before handing over to Supplier? Please elaborate on the percentage of queuing does the Supplier need to plan for at its ACD.	The Agency is responsible to staff the call centers.
243	Wipro	Pg 46 and 47Exhibit 1, 3.0, 1 (d) and Business objective #4	Can AWI provide us with the design of call flow in the current environment?	See answers to questions #54 and #96.
244	Wipro	Page no 47 , Section 3.0 Contract Objectives	Could you please list the user groups (Citizens, Employers etc) to whom you would like to provide self service option?	Refer to the Requirements Definition Document Sections 5.0, 6.14, and 10.0.

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245	Wipro	Page no 47 , Section 3.0 Contract Objectives, Business Objective 4#	What is the telephony system with which the CRM system will integrate with?	See answer to question #96.
246	Wipro	Page no 47 , Section 3.0 Contract Objectives	We understand that in the current process the claimant can fill the application in multi languages (English, Spanish and Creole). Is the expectation to have applications to be configured in these languages?	Yes.
247	Wipro	UCMod_RDD Page 22 Section 5	What are the expected numbers of users for the claimant portal? Also, please provide growth projections for the user base in To-Be System.	Refer to Attachment Q - Requirements Response, NF.0316 (1,600 concurrent users) & NF.0317 (200,000 concurrent external users) for the minimum numbers at initial deployment. There are no projected growth numbers after deployment at this time.
248	Wipro	UCMod_RDD Page 28 Section 6.5	Please elaborate on the responsible party for shipping documents to the imaging center? How long are these documents expected to be archived?	Documents are currently scanned onsite then are indexed by the imaging provider. Some documents are faxed directly to the imaging provider where they are indexed. For archiving requirements see answer to question #194.
249	Wipro	UCMod_RDD Page 28 Section 6.5	What are the SLA's for retrieving the physical documents from an Imaged copy?	There is currently no Service Level Agreement for physical document retrieval for imaged copies. Refer to NF.0106 through NF.0123 of Attachment Q - Requirements Response.
250	Wipro	UCMod_RDD Page 22 Section 5	Does the To-Be system need to comply with Accessibility norms? What are those norms (508 compliance)?	Yes. Yes. See NF.0147.
251	Wipro	UCMod_RDD Page 22 Section 6.9	Since Audit trails lead to large volumes of Data being generated, what is the history that is expected to be tracked? (i.e for how long the trail should be maintained and archived)	Refer to NF.0066.
252	Wipro		Please provide the current integration landscape in AWI across various internal and external applications.	Refer to page 179 of the Schedule IV-B Feasibility Study.
253	Wipro		What is the number of internal and external interfaces that need to be integrated?	Refer to the RTVM (Requirements Traceability Verification Matrix) interface and Section 8.8 of the Invitation to Negotiate.
254	Wipro		Please provide details of the existing applications, technologies and other systems that need to integrate with the new application.	The Agency is interested in understanding the potential options that may exist based on your solution and expects Respondents to propose the solution/approach they believe has the best value to the Agency. The Respondent's solution should not be dependent on the Agency's current technology.
255	Wipro		Please provide details of the key reporting applications and related technologies that are currently in use?	Current reporting uses System Archive Retrieval (SAR). The Respondent's solution should not be dependent on the Agency's current technology.
256	Wipro		Please provide details of the reports that are currently generated and used at AWI. Where possible please include details such as description of these reports, frequency, user access and functional area that these reports service.	Refer to RTVM (Requirements Traceability Verification Matrix) Functional Requirements pages 253 - 290.
257	Yang	p. 61 7.11	Do other development activities such as analysis and coding need to take place in Tallahassee?	See Section 7.11 Staff Requirements of the Invitation to Negotiate.
258	Yang	General	What IT web infrastructure will be available to the contractor?	The Agency is interested in understanding the potential options that may exist based on your solution and expects Respondents to propose the solution/approach they believe has the best value to the Agency. The Respondent's solution should not be dependent on the Agency's current technology.
259	Yang	General	Will the Contractor be able to use the State's IT software, such as: Oracle or SQL already in place if additional licenses are required?	The Respondent's solution should not be dependent on the Agency's current technology.