

UC Benefits Modernization RFP 6100034489

FINAL QUESTIONS AND ANSWERS

NUMBER	QUESTION	ANSWER
1	I would like to know what other procurements are expected as part of the Unemployment Compensation Benefits Modernization effort. Can you advise the procurement vehicles for each item/component left to procure?	No.
2	There are cells for cost per month and total cost per month. Are you looking for a Cloud based solution or an on-premise solution? If cloud based, is the solution going to be in a 3rd party data center managed by the state or managed by the vendor?	The Commonwealth is not looking for a cloud based solution. The solution will be based at one of the Commonwealth's Data Centers. Refer to Appendix L - DLI OIT Current Infrastructure Environment.
3	The statement calls for a data center. Is your preference a Cloud based or on-premise solution? The document isn't very clear on this.	Refer to Question #2.
4	The System shall provide the functionality to create a potential duplicate identifier. Is this in reference to fraud or is this a double dip issue?	This is in reference to avoiding creating duplicate non monetary issues.
5	The System shall provide the ability to identify a payment returned as 'conscious' money. Can the agency define 'conscious money'?	Refer to Appendix N - Glossary.
6	HR-APPEAL-0500: The System shall receive appeals filed through multiple methods. What methods would this include?	Methods include but are not limited to: email, paper, online.
7	Is the expectation that the new benefits system will include an employer portal through which the employers will conduct UI Benefits transactions or is the expectation that the new benefits system will integrate with PA's current tax system.	It is expected that there will be a separate employer portal for benefits purposes. However, there are integration points for benefits information impacting UCMS Tax as referenced in Appendix HH, Interfaces, that will be the responsibility of the Offeror.
8	UCMS-Unemployment Compensation Management System is listed as a Department Interface. Is UCMS DLI's legacy system? If 'Yes' then what is the timeframe to continue interfacing with UCMS post go-live?	UCMS is the wage and tax system for DLI.
9	The status of State Directory of New Hires interface is mentioned as "Interface Not Required (consolidate with NDNH)". The file specifications and frequency differs for NDNH and SDNH. E.g., NDNH is a mix of weekly and quarterly bi-directional transactions and SDNH is a daily incoming transaction. Is SDNH crossmatch out-of-scope?	SDNH is in scope. DLI will need an interface with that system. See addendum for corrections.
10	The System shall calculate the partial benefit credit (PBC). Is Partial benefit credit referring to a Partial claim scenario?	The Partial Benefit Credit applies to wages reported during the continued claims process. The Partial Benefit Credit (PBC) is a specific calculation. See Appendix N, Glossary, for additional information.

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<p>11</p>	<p>The Offeror should not make any assumptions regarding the number and type of DLI staff resources that will be provided. The DLI resources available to the project will be dependent upon staffing levels and availability at project initiation and throughout the project. DLI will work with the Offeror to identify the need for and provide timely access to business and technical subject matter experts (SME) throughout the duration of the project. How can we develop a time frame for implementing the project without knowing the level of staffing available by Commonwealth? Or are we to assume the appropriate state expertise will be available as needed when developing our schedule?</p>	<p>The Offeror should develop their response based on the information provided in the RFP.</p>
<p>12</p>	<p>DLI acknowledges that, with a COTS/application framework solution, existing business processes may require modification, where possible, in order to minimize customization and operate within the parameters of how the base solution functions. However, the Offeror will not be required to perform business process re-engineering efforts. Business process re-engineering, including organizational impact, staffing analysis, organizational structure, and management, will be conducted by DLI and is outside the scope of this RFP. Since BP Reengineering is key to a successful modernization, can it be included even though it is out of scope in the RFP to help make the project more successful.</p>	<p>No. As indicated in Section IV-2.3.1 Business process re-engineering remains out of scope and offerors should not include business process re-engineering or organizational change management in their response.</p>
<p>13</p>	<p>The Offeror is responsible for data cleansing with DLI oversight and approval of the cleansing rules. Should we assume that the appropriate Commonwealth staff will be available to investigate data errors?</p>	<p>Refer to Question #11.</p>
<p>14</p>	<p>Due to the overall short time frame to respond to this RFP - less than 60 days and the tight timeframe between answers to questions and the proposal due date - We request that the due date for the proposals be pushed back 2 weeks to September 14, 2016.</p>	<p>The Commonwealth will extend the deadline for responses. Proposals will be due by Wednesday, September 21, 2016, by 1:00 PM EST.</p>

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<p>15</p>	<p>The requirement for a vendor to have implemented a UI benefits system in another state restricts the number of vendors that are able to respond to the RFP and does not give the commonwealth the ability to see the new systems that are available and currently being implemented in other states. Currently, there are several states implementing new software solutions that are being implemented on the latest technology that the Commonwealth will want to consider and evaluate. Accordingly, we request the requirement be changed from having a system implemented to having "a system implemented or currently in the process of being implementing for UI benefits in other states". This change will affect several sections of the RFP. In addition, will equal consideration be given to project teams that can point to successful UI benefits implementations while employed with another firm.</p>	<p>Pursuant to the RFP, the Offeror must have successfully implemented a UI benefits system in another state.</p>
<p>16</p>	<p>Business process reengineering is out of scope. DLI implies that BPR may be conducted during course of contract. To the extent that BPR-related modifications impact UI implementation (e.g., personnel training and documentation), how is scope managed?</p>	<p>See response to question 12 regarding Business Process Reengineering. The scope related to documentation and training should be within the parameters identified in sections IV-3.4, IV-3.4.27, IV- 4.5.2.4 , IV-4.8.1.1, IV-4.9.2, and IV-4.10, and changes to scope will be handled via normal change/amendment processes, as necessary.</p>
<p>17</p>	<p>What happens after S/W supplier stops supporting the licensed software (e.g., Microsoft XP)? What happens if contract is transitioned to a new contractor at the end of the POP?</p>	<p>IV-3.2.1 B. The Offeror on behalf of the Commonwealth, must acquire all software necessary to implement, maintain, operate and support the Solution for the life of the contract.</p> <p>IV-3.2.1-C The Offeror's COTS software must be provided under a license grant which is perpetual in duration. Third party software licenses must be commercially available so as to permit renewal upon substantially similar terms by the Commonwealth, as needed, after Contract termination or expiration, if not perpetual in duration.</p>
<p>18</p>	<p>The RFP indicates "The Offeror must work with any hosting, system monitoring, backup and recovery, and disaster recovery contractors designated by DLI". Are there any hosting vendors/contracts in place? (Section 3.10.1, Part E)</p>	<p>This information will be provided to the successful Offeror.</p>
<p>19</p>	<p>Does the agency prefer a premise-based or hosted solution offering?</p>	<p>Refer to Question #2.</p>

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20	<p>“Describe language capabilities, such as Spanish, for the self-service function.” 9.85% of Pennsylvania’s population older than five use one of the following as primary language: Spanish; German (including Pennsylvania Dutch); Chinese, Italian, French, Russian, Vietnamese, Korean, Polish, Arabic, and Hindi. What languages are required to be supported? Does the vendor need to include translation services in their bid or will the state perform translation?</p>	<p>English and Spanish must be supported. (Refer to Appendix V, Technical and Non-Functional Requirements, HR-USERINT-00300.) There is no requirement for translation services.</p>
21	<p>Section 14(a) establishes “the satisfaction of the Commonwealth” as the standard for determining whether the Contractor will be compensated. However, as reflected in Section 17, specific acceptance criteria are contemplated. How do those more specific requirements affect the discretionary standard in Section 14(a)?</p>	<p>The potential Offeror should consult with its legal counsel on this question, and should create and price its proposal accordingly. Terms may be subject to negotiation only in the Commonwealth's discretion and after proposal evaluation.</p>
22	<p>Default is addressed in Section 18 and also in Section 22(c). The two provisions are different in certain respects. In particular, Section 22(c) provides the Contractor with a right to cure a default, but Section 18 does not expressly provide a right to cure. Is a right to cure intended to apply to Section 18?</p>	<p>The potential Offeror should consult with its legal counsel on this question, and should create and price its proposal accordingly. Terms may be subject to negotiation only in the Commonwealth's discretion and after proposal evaluation.</p>
23	<p>Section 18(a)(15) references “Breach of any provision of the Contract.” Section 22(c) addresses circumstances in which the Contractor “materially fails to perform its obligations...” Are these two provisions intended to apply in different circumstances?</p>	<p>The potential Offeror should consult with its legal counsel on this question, and should create and price its proposal accordingly. Terms may be subject to negotiation only in the Commonwealth's discretion and after proposal evaluation.</p>
24	<p>Section 18(c) addresses delivery of partially completed items in the event of default. Section 18(c) states that the Commonwealth will also obtain title to such partially completed works. Should the title transfer requirements of Section 18(c) be understood as subject to the other ownership-related provisions of the agreement, such as Section 36?</p>	<p>The potential Offeror should consult with its legal counsel on this question, and should create and price its proposal accordingly. Terms may be subject to negotiation only in the Commonwealth's discretion and after proposal evaluation.</p>
25	<p>Is the reference to “Services performed consistent with the terms of the Contract” intended to include work in progress? This would be consistent with the provisions of Section 14(b).</p>	<p>The potential Offeror should consult with its legal counsel on this question, and should create and price its proposal accordingly. Terms may be subject to negotiation only in the Commonwealth's discretion and after proposal evaluation.</p>

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26	Section 25(a) requires information to be designated confidential as a condition to the application of the confidentiality provisions of Section 25. Further, all copies of information must be marked confidential. In a project such this, there is flow of information between the parties that would be disrupted by strictly enforcing these requirements. Can a party obtain confidential treatment under Section 25 for information that has been designated confidential in a categorical way such as – “all software and related documentation provided by the Contractor.”	The potential Offeror should consult with its legal counsel on this question, and should create and price its proposal accordingly. Terms may be subject to negotiation only in the Commonwealth's discretion and after proposal evaluation.
27	The last sentence of Section 25(b) references “ideas, concepts, know-how, or data processing techniques developed alone or jointly with the Commonwealth.” Is “developed alone” intended to mean developed by the Commonwealth alone?	The potential Offeror should consult with its legal counsel on this question, and should create and price its proposal accordingly. Terms may be subject to negotiation only in the Commonwealth's discretion and after proposal evaluation.
28	Section 25(c) defines a process for the delivery of Contractor confidential information. As noted above with respect to Section 25(a) the exchange of information expected in the project would be hindered by a burdensome administrative process. Can the application of Section 25(c) be limited? In particular, can the exchange of information in the course of the parties' day-to-day communication regarding the project be excluded from the application of Section 25(c)?	The potential Offeror should consult with its legal counsel on this question, and should create and price its proposal accordingly. Terms may be subject to negotiation only in the Commonwealth's discretion and after proposal evaluation.
29	In some circumstances, it is not commercially reasonable to substitute products or obtain a license in the described circumstances. It is common to include a proportionate refund as a third optional remedy. May this be added to Section 4(d)?	The potential Offeror should consult with its legal counsel on this question, and should create and price its proposal accordingly. Terms may be subject to negotiation only in the Commonwealth's discretion and after proposal evaluation.
30	May the third optional remedy described on page 65 with respect to Section 4(d) be applied with respect to Section 4(e)?	The potential Offeror should consult with its legal counsel on this question, and should create and price its proposal accordingly. Terms may be subject to negotiation only in the Commonwealth's discretion and after proposal evaluation.
31	This section indicates “Severity Level 1 – January”. Can you please explain what the significance of January is?	January is a peak claims load period.
32	Should respondents provide a Software Publisher’s Software License Agreement referenced in this Exhibit and if so where should it be provided.	See RFP Section IV-3.2.1 (B) & (C). Also See RFP Section II-8.
33	Is the correct response in the column E through H a Yes in the appropriate column?	The response may be indicated by a "Y" or a "Yes" in the appropriate column, E through H.

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34	Is the Commonwealth willing to entertain offers that are Vendor hosted?	No
35	Can you please provide more details of the current DataCap document capture solutions. Specifically how it relates to storage in FileNet.	Refer to Appendix U, DLI Shared Product Standard Environments. Refer to Appendix X, DLI FileNet Installation for Enterprise Content Management. DataCap is the intake mechanism for manual scanning .
36	Is the DataCap system and associated hardware currently in use in the legacy UI benefits system at one document processing center for each UCSC field site (seven) and three (3) for the DLI building?	No. DataCap is not currently in use in the legacy UI Benefits System.
37	Is it acceptable to propose to use the existing infrastructure hardware and software to implement and operate the document capture functionality?	Yes.
38	Is the Commonwealth willing to entertain offers that involve an annual license?	IV-3.2.1-C The Offeror's COTS software must be provided under a license grant which is perpetual in duration. Third party software licenses must be commercially available so as to permit renewal upon substantially similar terms by the Commonwealth, as needed, after Contract termination or expiration, if not perpetual in duration. IV-3.2.1-A. The Offeror must determine the appropriate licensing method (i.e. floating licenses, user based, etc.) for the Solution that is most advantageous to DLI.
39	Given the large extent of this response is the Commonwealth willing to extend the deadline for responses and questions?	See response to question 14.
40	Can you please let us know what the budget is for this project?	The budget will not be provided.
41	Can you please let us know if the cost scoring will be evaluated over 5 years or 8 years?	The base term - 5 years.
42	Can the vendor use the existing Commonwealth licenses for WebMethods or do we need to price this if we are proposing to use this tool?	Offerors should include the number and cost of all licenses in the cost proposal required to implement the solution, without regard to whether licenses are indicated as available in Appendix U, DLI Shared Products Standard Environments.
43	Can the vendor use the existing Commonwealth licenses for DataCap or do we need to price this if we are proposing to use this tool?	Refer to Question #42.
44	Can the vendor use the existing Commonwealth licenses for FileNet or do we need to price this if we are proposing to use this tool?	Refer to Question #42.

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45	Can the vendor use the existing Commonwealth licenses for Business Objects or do we need to price this if we are proposing to use this tool?	Refer to Question #42.
46	Can the vendor use the existing Commonwealth licenses for SiteMinder or do we need to price this if we are proposing to use this tool?	Refer to Question #42.
47	Can the vendor use the existing Commonwealth licenses for Movelt and Qdirect or do we need to price this if we are proposing to use this tool?	Refer to Question #42.
48	This section states that DLI will provide the Offeror with four (4) environments: Development, CIT (component integration testing), UAT (user acceptance testing) and Production. Can you please clarify what will be provided by the Commonwealth vs what must be provided by the Vendor?	<p>DLI will provide the Offeror with four (4) environments: Development, CIT (component integration testing), UAT (user acceptance testing) and Production.</p> <p>The offeror must propose the hardware and software that will be needed for the environments.</p> <p>The offeror will procure the software and DLI will supply the hardware in the defined environments.</p> <p>If additional environments are needed by the Offeror, they must be provided by the Offeror at their expense.</p>
49	Is the vendor required to include costs for Licenses for SQL Server if that is their proposed RDBMS?	Yes.
50	If the vendor is proposing to use software for which the Commonwealth already has licenses do we provide those costs in Appendix W?	Licensing costs are not to be included in Appendix W, DLI Offeror Proposed Software and Hardware; costs should be included in Appendix H, Cost Matrix. Refer to Question #42.
51	Can you please clarify how the Vendor can provide SLA guarantees for the items in A and B when the hosting infrastructure and hardware is controlled by the Commonwealth?	See RFP Section IV-2.3, Project Scope, and Appendix A, Contract Terms and Conditions, Section 13, Prime Contractor Responsibilities.
52	Are all appeal decisions expected to be systematically implemented? The system may not be able to interpret the written appeal decision?	System requirements are identified in Appendix R, Functional Requirements. Per IV-3.3.4.2 F, the Commonwealth is interested in knowing how the solution processes appeal decisions, including how the appeal decision impacts a claim and any automated claim update functionality.

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53	Pennsylvania accepts paper weekly certifications. Do they currently have an optical reader or other method of reading those or are they all manually entered? What is the volume of paper certs?	Information from the paper weekly certifications is manually entered. Appendix M, System Metrics, has been updated to include the volume of paper certifications.
54	This requirement mentions '..managing employer information that can be used for one specific claim or across multiple claims.' Is this reference to multiple benefit years or to multiple unique claimants?	It refers to both: multiple benefit years for one claimant and multiple unique claimants.
55	Reference here is to '..scheduling capability for adjudication.' Does Pennsylvania schedule adjudications much like appeal hearings are scheduled?	There is currently no formal scheduling for adjudications.
56	Can you please provide more details on the expectations re disaster recovery. Will the Commonwealth be providing a disaster recovery site? Is there an expectation to provide costs for hardware, software or facilities for a disaster recovery site?	The Commonwealth will provide the disaster recovery site. DLI would provide hardware and facilities. However, if there are licensing costs related to disaster recovery, this should be identified and included in Appendix H, Cost Matrix. Refer to amended RFP Section IV-3.14 (Offeror Disaster Recovery) and new RFP Section IV-4.12 (Solution Disaster Recovery).
57	Is this referencing DR systems, architecture/frameworks, capabilities, governance, and procedures for the corporation itself or for the proposed production system?	IV-3.14.1 is for the corporation itself. Refer to amended RFP Section IV-3.14 (Offeror Disaster Recovery) and new RFP Section IV-4.12 (Solution Disaster Recovery).
58	Is this referencing the corporations disaster recovery plans for maintaining operations during disasters at its corporate facilities or plans for the Commonwealths production systems?	Refer to Question #57.
59	The requirement states "The Offeror must perform all activities necessary to perform the tasks listed in this section, while meeting the requirements of this RFP." There are no tasks listed in Section IV-4?	All the tasks identified in the subsections of Section IV-4 must be addressed by the Offeror.
60	Can you confirm that his plan is required after contract signing rather than as part of this proposal?	The proposal should contain a detailed description of the plan and how it will meet the requirements. The plan itself is not required as part of the RFP response.
61	Can you confirm that his plan is required after contract signing rather than as part of this proposal?	The proposal should contain a detailed description of the plan and how it will meet the requirements. The plan itself is not required as part of the RFP response.
62	Can you confirm that his plan is required after contract signing rather than as part of this proposal?	The proposal should contain a detailed description of the plan and how it will meet the requirements. The plan itself is not required as part of the RFP response.
63	Requirements for recovery point objectives (RPO) and recovery time objectives (RTO) for critical system functionality would imply that there is a Disaster Recovery site is available. Will this be provided by the Commonwealth?	Refer to Question #56.

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64	Can you please confirm that his plan is required after contract signing rather than as part of this proposal?	The proposal should contain a detailed description of the plan and how it will meet the requirements. The plan itself is not required as part of the RFP response.
65	Can you please confirm that the Installation Plan is required after contract signing rather than as part of this proposal?	The proposal should contain a detailed description of the plan and how it will meet the requirements. The plan itself is not required as part of the RFP response.
66	Can you please confirm that the Release Management Plan is required after contract signing rather than as part of this proposal?	The proposal should contain a detailed description of the plan and how it will meet the requirements. The plan itself is not required as part of the RFP response.
67	Can you please confirm that the Data Conversion and Migration Plan is required after contract signing rather than as part of this proposal?	The proposal should contain a detailed description of the plan and how it will meet the requirements. The plan itself is not required as part of the RFP response.
68	Can you please confirm that the Installation Plan is required after contract signing rather than as part of this proposal?	The proposal should contain a detailed description of the plan and how it will meet the requirements. The plan itself is not required as part of the RFP response.
69	Can you please provide details on the data to be converted? The number of years of claimant data, the volume, etc.?	Refer to IV-3.6.1.C. Details regarding conversion will be provided following contract award.
70	Can you please confirm that the Solutions Maintenance, Operations and Support Plan is required after contract signing rather than as part of this proposal?	The proposal should contain a detailed description of the plan and how it will meet the requirements. The plan itself is not required as part of the RFP response.
71	Can you please confirm that the Risk and Issues Plan is required after contract signing rather than as part of this proposal?	The proposal should contain a detailed description of the plan and how it will meet the requirements. The plan itself is not required as part of the RFP response.
72	Deliverable instruction #20 on line 31 of the Instructions tab states: "For example, Solutions Maintenance, Operations and Support would not apply until AFTER implementation. As such, some cells are not yellow. The Offeror should complete this worksheet based on their proposed project schedule." On the deliverables tab, the Solution Maintenance, Operations and Support section on line 58 has yellow sections for each year. Is this direction an example or is the deliverables tab incorrect?	The offeror should complete the worksheet based on their proposed schedule for implementation.
73	Are proposed hardware for hosting and document capture, and third party software which are listed on the respective Proposed Hardware and Proposed Software tabs, included in the cost evaluation?	Yes.
74	Please confirm if there is any specific implementation timeline (Hard dates) for Go Live.	The Offeror should propose a realistic timeline based on their experience and methodology.
75	We understand new system should support English as the language. Please specify if any other language need to be supported and which ones would they be?	See answer to question 20.

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76	Does DLI need BI analytics also as part of the General Reporting ? Also kindly elaborate if DLI has an existing data warehouse with BI setup that can be leveraged for this purpose.	Yes - DLI needs BI analytics as part of the General reporting - Reference Appendix V, Technical and Non-Functional Requirements.
77	Please confirm that DLI will provide the physical hardware with office space to setup the document processing centers at multiple locations based on the information supplied by the vendor for document capture functionality in Appendix W, DLI Offeror Proposed Software and Hardware	DLI will provide the office space for Document processing centers. The physical hardware and software for document capture should be reflected in Appendix W, DLI Offeror Proposed Software and Hardware, and Appendix H, Cost Matrix, and will be provided by the Offeror.
78	Please confirm who will be responsible for printing and mailing of the correspondence.	The Offeror is responsible for generation and transmission of solution printing, DLI staff is responsible for the physical printing/mailing.
79	Please confirm if DLI seeks to have search capabilities across non-textual data repositories also such as document management systems.	Yes.
80	Please specify the number of locations at which image capture need to be supported or scanning stations need to be installed. Are these locations connected by LAN? Is State expecting to have a centralized processing location or de-centralized processing? (E.g.: All the scanned document OCR, Extraction and export will happen in the centralized place or distributed locations). In case of de-centralized processing, how many scanning stations per local / remote location and how many scanning stations at central location?	Refer to - IV-3.4.10.1-C. Locations will be LAN connected. Offeror should propose scanning stations adequate to meet the requirements of the RFP.
81	RFP states "H. The Solution should be able to run in any environment designated by DLI. The designated environment may be located within DLI facilities, within Commonwealth facilities or a designated third party. " Please confirm if DLI is open for cloud based hosting of the proposed system.	Refer to Question #2.
82	What are the different / multiple types of media files which need to be uploaded? What is the average size of media file which needs to be uploaded?	Includes but is not limited to documents, images and audio files, refer to Appendix V, Technical and Non Functional requirements. For available system metrics refer to Appendix M, System Metrics.
83	The vendor assumes that DLI will assist the vendor during data migration by providing initial data extract from existing legacy systems in the format suggested by the vendor. Please confirm.	DLI will provide the initial extract in the format already established.
84	For data conversion solution, can you provide the details of source data, Data records and volumes? Also can you share the detail schema of the source table	No, due to the complexity of the current mainframe data, this information will be provided after the Offeror has been selected.

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85	Please provide the size of existing Benefits systems data that needs to be migrated in the proposed Benefits system.	Refer to Question #84.
86	Please confirm if data migration for the proposed Benefits system also requires digitization of data/content. Also confirm if there is any non-digitized data to be migrated for the proposed Benefits system.	As part of data migration, the offeror will not be required to scan or create additional data from non electronic sources.
87	Please provide the version of browsers such as, Internet Explorer, Chrome, and Safari to be supported. Is this the fixed list of browsers to be supported?	Refer to Appendix A, Contract Terms and Conditions, Section 4(c).
88	Please confirm if DLI currently owns any performance monitoring, performance testing or functional testing tools. Also please confirm if DLI has any preference for any tool(s). Can this tool be leveraged for this project?	See Appendix JJ, DLI System Center Operations (SCOM), Appendix K, Current Business Application Software Environment, and Appendix U, DLI Shared Product Standard Environments, for tools that may be leveraged for this project.
89	Please provide the Recovery Time Objective (RTO) policy details of DLI.	Refer to RFP Section IV-3.8.3 Production Problem/Incident Resolution and Appendix Q, Service Level Agreements.
90	Under point E.c - Mplanning is asked for Data Migration. It is not clear, please elaborate.	The "M" is a typo. Bullet letter c should read, "Planning, executing, and managing data migration efforts."
91	Upon the production cut over to the new system, for the transactions (i.e. cases, payments, etc.) that are "in-flight", will they continue to be processed in the existing system, or do we need to migrate "in-flight" transactions.	All ongoing processes relating to cases, payments etc.... will be cut over to the new system upon production cutover.
92	Please clarify if the test data (non-production data) will be available outside the US so that we can utilize our delivery centers across the world?	Refer to I-22.1. Work Locations and Hours of Operation.
93	Please confirm if Penetration Testing part of security testing scope?	Penetration testing is in scope. Penetration and other security testing will be coordinated/conducted by Commonwealth staff (DLI and OA). The vendor is responsible for working with Commonwealth staff to remediate identified vulnerabilities.
94	Under Point K it mentioned that at the max 50% of the payment will be released till system is fully and successfully implemented. So at what stage remaining 50% payment will be released	Per Point K, the Offeror is responsible for identifying the proposed billing points with no greater than 50% being paid prior to solution implementation. The Offeror may propose billing points for the remaining 50% based on the remaining post-implementation deliverables.
95	Can vendor define their own Payment milestones as part of the RFP response.	Refer to Question 94.

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96	As per this section, current database used by DLI is MS SQL Server 2014. Can we assume that DLI will prefer SQL Server as the database for the new system. Also will the existing licenses be leveraged for the new system.	Microsoft SQL Server 2014 is the DLI standard for databases. The offeror must provide costs for all licenses in their proposal.
97	In this section following tools are mentioned, WebMethods, MoveIT, and Microsoft SQL Server Integration Services. Can we assume licenses are available with DLI for these tools for use of new system.	No, Refer to Question #42.
98	"Gap in employment history over 'X'-month window". What is the purpose of capturing this information? Is it only for information or establishment of claim will have any impact based on this?	This is to allow a claimant to provide missing employment information for separation purposes, but does not prevent the establishment of a claim.
99	"Participate in a brief optional survey". How the survey page is coming, is it from an interface or within application?	It is within the application.
100	"The System shall interface with Unemployment Compensation Modernization System (UCMS)". Which system is being referred as UCMS?	UCMS is the Wage and Tax System.
101	"The System shall create or update the Employer Record". Is Benefit system maintaining employer records separately and not interfacing with Tax system.	The benefit system will need to be able to maintain employer benefit records and interface with the UCMS Wage and Tax system.
102	Please provide the number of correspondence - incoming and outgoing in the system	Refer to Appendix M, System Metrics, Outgoing Forms and Incoming Forms.
103	Does DLI has a tax system running. If yes, please provide the technology and currency of the system.	Yes - Unemployment Compensation Modernization System (UCMS) is DLI's current Wage and Tax system. The solution must interface with the tax system using the System Interfaces requirements in Appendix V, Technical and Non-Functional Requirements. UCMS is a Java based system using an Oracle backend database.
104	Please share - Number of Appeals at higher level and lower level, Number of Claimants, Employers and wage data record	Appendix M, System Metrics, contains information regarding appeals and number of claimants. The appendix was updated to include employers and wage data record information.
105	It is evident from Appendix U that existing systems are being implemented using Microsoft technologies. Please confirm if DLI's preferred platform for development of new system is also based on Microsoft Technologies.	Refer to IV-1.2.1 Solution, Bullets A-E.
106	Is the vendor supposed to fill the details in both the sheets namely "Server Cost Template" and "Proposed Server"	The details generated through use of the Server Cost Template tab should be used to populate the Proposed Server tab of Appendix H, Cost Matrix.

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107	Any hardware which is not covered as part of "Proposed server" should be covered under "Proposed Hardware" sheet. Please confirm our understanding	Correct.
108	Software names are not editable, also no provision to add for defining vendor suggested software	See Appendix H, Cost Matrix.
109	Can vendor add any other role in case that is critical for the project.	The vendor should explain the critical nature of the role in its technical proposal (without cost information), and changes will be considered per Appendix A, Section 21(c). Costs will only be scored based on the roles as indicated on the Cost Matrix.
110	Row for Solution Configuration is not editable - row no. 25. It is mentioned as none	Refer to Question #108.
111	Understand Inventory of Tools and Softwares will remain same for the project and one time. Please confirm for from bill of material, which will be covered under Proposed Server, Hardware and Software sheets.	The question appears to be asking whether the Cost Matrix itself will suffice as an inventory of Tools and Software. It will not. Please see Appendix A, Contract Terms and Conditions, Section 36(j).
112	As per the information available in RFP DLI will provide hosting with all the environments and these will be maintained by DLI. We assume that the Business continuity testing will be DLI's responsibility. Please confirm the understanding.	Refer to IV-4.1.4. Business Continuity.
113	As the methodology asked to execution in RFP is "Waterfall and there are some deliverables like "Deploy release to UAT environment" for which the cost may be applicable from year 2 or 3 based on the project schedule. In that case cost for the first year may be not applicable. Please confirm the understanding.	The Offeror should propose their methodology (which may or may not be waterfall) for implementing the system and identify Deliverables for that methodology. See also Section IV 3.5.
114	J. The selected Offeror's staff must be available to work any hours necessary to perform all tasks. However, the office space is limited to business hours. Should there be a need to work beyond regular hours such weekends/holidays, will the vendor staff be able to perform such work onsite at PA provided facilities?	Yes, via building access control badge.
115	"Include a Program Evaluation and Review Technique (PERT) or similar type display, time related, showing each event. If more than one approach is apparent, comment on why you chose each approach." Will the choice of displaying such information in a Gantt chart be acceptable & competitive?	Yes, a Gantt chart is acceptable.

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116	When does the Commonwealth envision the project to be formally kicked off. Are there any hard date considerations implicit or explicit that may impact the project timelines? For example a deadline to expend the grant monies by a certain date therefore enforcing a no-later-than-go-live date on the program?	Formal project kickoff is TBD. At this time, there is no deadline to expend grant monies.
117	The Commonwealth is undertaking the task of enhancing the tax legacy systems, our assumption is that any legacy programming and data related work will NOT be performed by the selected vendor for this RFP. Is that a fair assumption?	The selected Offeror from this RFP will not be responsible for any tax system (UCMS) programming as part of this RFP.
118	Does the Commonwealth anticipate major legacy programming changes during the course of the Benefits modernization program (work under the scope of this RFP). Our assumption is there will be minimal changes and therefore minimal impact on the UC Benefits modernization work. is that a fair assumption? We understand some changes will be minimal. Will the selected offeror be party to these legacy change management meetings?	Major legacy programming changes may occur due to federal or state law changes that are not under the control of DLI. If there occur, the Selected Offeror will be included as part of the change management process.
119	Based on the information provided in the RFP under section for Hardware & Software requirements, are we to understand that there will NOT be a cloud provider/vendor that the selected offeror will need to work with, for the purposes of the scope of this RFP?	Refer to Question #2.
120	Are there any external dependencies (on other entities/agencies) such as IRS approvals on design submissions etc. that exist and can place a schedule and resource demand on the project, that we need to take into account?	No.
121	SQL Server has been mentioned as "System Remains in Use". Is that a constraint that any solution MUST utilize this software for RDBMS purposes? Is the State open to other similar software that might add more value or benefits to the overall solution?	See IV-3.4.9.2 Offeror Response Item B.
122	Business Objects has been mentioned as "System Remains in Use". Is that a constraint that any solution MUST utilize this software for reporting purposes? Is the State open to other similar software that might add more value or benefits to the overall solution?	See IV-3.4.13.2 Offeror Response Item B.
123	There are 54 items for Correspondences. We need to know if the Commonwealth is willing to accept the existing correspondences that are part of the proposed solution with minimal necessary modifications required, if any. This will help us assess work scope and estimate.	Correspondence must be configurable to meet DLI's needs.
124	Please clarify how many electronic copies of the RFP are required. For example, two CD's total with all three sections on each CD or six CDs total with one of the three sections on each?	2 CD's Please reference I-12 Proposals.

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125	Will the Commonwealth consider extending both the due date for questions as well as the proposal submission date do to the Holidays and Vacations?	DLI will not extend the due date for questions, but will extend the due date for proposals. See response to question 14.
126	Did a vendor participate in the production of the RFP? If so, who were they and will they be permitted to bid on the project?	DLI's contracted Project Management Office (PMO) vendor participated in the development of the RFP. The PMO vendor is not permitted to bid on this RFP.
127	Will enterprises classified as SB (not MBE, VBE, WBE etc.) on the Pennsylvania Department of General Services, Small and Small Diverse Businesses website qualify under RFP section III-4 Evaluation Criteria, C. Small Diverse Business Participation?"	No, A. To receive credit for being a Small Diverse Business or for subcontracting with a Small Diverse Business (including purchasing supplies and/or services through a purchase agreement), an Offeror must include proof of Small Diverse Business qualification in the Small Diverse Business participation submittal of the proposal, as indicated below: A Small Diverse Business verified by BDISBO as a Small Diverse Business must provide a photocopy of their verification certificate.
128	What estimated funds has the Commonwealth budgeted for this RFP?	See response to question 40.
129	Would the Commonwealth be open to a proposal for a Software-as-a-Service implementation if it conformed to all other requirements (e.g. Interoperability, Security, Stability, Affordability, etc.)? If so, would the commonwealth be open to a single proposal that outlines options for on premise deployment as well as a SaaS option?	No.
130	For the flash drive copies do you want them also in 3 distinct folders or all 3 parts in on file?	3 Distinct folders.
131	Has the Agency had any meetings PRE-RFP w/ any members of the vendor community. If yes, who? If not, was there an RFI and who responded?	No, the Agency did not have any meetings pre-RFP. No, there was no RFI.
132	Requirements for Data Conversion on page 57 specifies that the contractor must "cleansing the legacy data". Does this the statement mean that the contractor will be responsible to correct erroneous data that currently exists in the DLI system?	The Offeror will be responsible for cleansing the legacy data that is extracted from the legacy system prior to it being migrating into the configured Solution. The Offeror will not be responsible for cleansing legacy data within the legacy system.

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133	Requirements for Data Conversion on page 57 specifies that the " Offeror must cleanse and prepare legacy data with a minimum age two (2) years for migration into the Solution..." This statement seems to imply that only data which is at least 2 years old should be migrated to the new system, meaning data that is less than 2 years old will not be migrated. We think this requirement would be more correctly stated as follows: " The Offeror must cleanse and prepare legacy data with an age of two (2) years or less for migration into the Solution..." Is this a correct interpretation of DLI's intent?	No, at a minimum the Offeror will be responsible for cleansing and preparing the last two years of data for migration into the Solution. There are some categories of data older than two years, that may need cleansed and migrated depending on the selected Offeror's solution.
134	Requirements for Data Conversion and migration on page 90 states "Describe the approach and methodology for data conversion , migration and validation and meeting DLI's requirements for data availability." Please provide documentation of DLI's requirements for data availability.	The data availability requirements are defined with Appendix V, Technical and Non-Functional Requirements. Record retention policies are defined within APPENDIX Y RECORDS RETENTION POLICY.
135	With 10% holdback 50% milestone payment, is it correct to assume the vendor gets paid 40 cents on the one dollar until the milestone(s) is complete?	<p>The payment structure of the contract resulting from this RFP will be based upon fixed price deliverables. Using Appendix H, Cost Matrix, the Offeror is responsible for identifying the deliverables which are proposed payment points and the amounts. Each proposed payment point must be associated with a deliverable. The Commonwealth will withhold from each invoiced deliverable ten percent (10%) of the deliverable's total cost, accruing no interest. Upon full operational system implementation and satisfactory completion of all warranty periods, the Offeror may invoice for the ten percent (10%) holdback.</p> <p>Note: The cost of the proposed payment points occurring prior to implementation should not exceed 50% of the total deliverable amount. Ex: Total deliverable cost = \$1 million; the total cost of the proposed payment points occurring prior to implementation should not exceed \$500,000. The remaining \$500,000 should be distributed as the Offeror deems appropriate among the proposed post-implementation deliverables.</p>
136	Will the state extend the due date by several weeks ?	Refer to question 14.
137	Is there any platform preference for the solution such as .Net or Java?	Refer to question 105.

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138	For the electronic copies do you want (2) CDs for the Tech, Cost and SB a total of (6) CD's or just (2) CDs each with the Tech, Cost and SB sections	2 CD's Please reference I-12 Proposals.
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