

Unemployment Compensation Benefits Modernization
 RFP 6100034489
 DRAFT QUESTIONS

Question #	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?	
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?	
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.	
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?	
5	The System shall provide the ability to identify a payment returned as 'conscious' money. Can the agency define 'conscious money'?	
6	HR-APPEAL-0500: The System shall receive appeals filed through multiple methods. What methods would this include?	
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.	
8	UCMS-Unemployment Compensation Management System is listed as a Department Interface. Is UCMS-PL's legacy system? If 'Yes' then what is the timeframe to continue interfacing with UCMS post go-live?	
9	The status of State Directory of New Hires interface is mentioned as "Interface Not Required (consolidate with SDNH)". 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?	
10	The System shall calculate the partial benefit credit (PBC). Is Partial benefit credit referring to a partial claim scenario?	

11	<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>	
12	<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 errors. 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>	
13	<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>	
14	<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>	

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15	<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>	
16	<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>	
17	<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>	
18	<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 2)</p>	
19	<p>Does the agency prefer a premise-based or hosted solution offering?</p>	
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>	

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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>	
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>	
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>	
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>	
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>	
26	<p>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."</p>	
27	<p>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?</p>	

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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)?	
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)?	
30	May the third optional remedy described on page 65 with respect to Section 4(d) be applied with respect to Section 4(e)?	
31	This section indicates "Severly Level 1 – January" Can you please explain what the significance of January is?	
32	Should respondents provide a Software Publisher's Software License Agreement referenced in this Exhibit and so where should it be provided.	
33	Is the correct response in the column E through H correct in the appropriate column?	
34	Is the Commonwealth willing to entertain offers that are vendor hosted?	
35	Can you please provide more details of the current DataCap document capture solutions. Specifically how it relates to storage in FileNet.	
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 DLL building?	
37	Is it acceptable to propose to use the existing infrastructure hardware and software to implement and operate the document capture functionality?	
38	Is the Commonwealth willing to entertain offers that involve an annual license?	
39	Given the large extent of this response is the Commonwealth willing to extend the deadline for responses and questions?	
40	Can you please let us know what the budget is for this project?	

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41	Can you please let us know if the cost scoring will be evaluated over 5 years or 8 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?		
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?		
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?		
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?		
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?		
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?		
48	This section states that DLJ 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 as what must be provided by the Vendor?		
49	Is the vendor required to include costs for Licenses for SQL Server if that is their proposed RDBMS?		
50	If the vendor is proposing to use software for which the Commonwealth already has licenses do we provide those costs in Appendix W?		
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?		
52	Are all appeal decisions expected to be systematically implemented? The system may not be able to interpret the written appeal decision?		
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?		

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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?	
55	Reference here is to 'scheduling capability for adjudication.' Does Pennsylvania schedule adjudications much like appeal hearings are scheduled?	
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?	
57	Is this referencing DR systems, architecture/frameworks, capabilities governance, and procedures for the corporation itself or for the proposed production system?	
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?	
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?	
60	Can you confirm that his plan is required after contract signing rather than as part of this proposal?	
61	Can you confirm that his plan is required after contract signing rather than as part of this proposal?	
62	Can you confirm that his plan is required after contract signing rather than as part of this proposal?	
63	Requirements for recovery point objectives (RPO) and recovery time objectives (RTO) for critical systems functionality would imply that there is a Disaster Recovery site is available. Will this be provided by the Commonwealth?	
64	Can you please confirm that his plan is required after contract signing rather than as part of this proposal?	
65	Can you please confirm that the Installation Plan is required after contract signing rather than as part of this proposal?	
66	Can you please confirm that the Release Management Plan is required after contract signing rather than as part of this proposal?	
67	Can you please confirm that the Data Conversion and Migration Plan is required after contract signing rather than as part of this proposal?	

68	Can you please confirm that the Installation Plan is required after contract signing rather than as part of this proposal?	
69	Can you please provide details on the data to be converted? The number of years of claimant data, the volume, etc.?	
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?	
71	Can you please confirm that the Risk and Issues Plan is required after contract signing rather than as part of this proposal? 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?	
72	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?	
73	Please confirm if there is any specific implementation timeline (Hard dates) for Go Live.	
74	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?	
75	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.	
76	Please confirm that DLI will provide the physical hardware with office space to setup the document processing centres at multiple locations based on the information supplied by the vendor for document capture functionality in Appendix W, DLI Offeror Proposed Software and Hardware	
77		
78	Please confirm who will be responsible for printing and mailing of the correspondence.	

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79	<p>Please confirm if DLI seeks to have search capabilities across non-textual data repositories also such as document management systems.</p>	
80	<p>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?</p>	
81	<p>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.</p>	
82	<p>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?</p>	
83	<p>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.</p>	
84	<p>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</p>	
85	<p>Please provide the size of existing Benefits systems data that needs to be migrated in the proposed Benefits system.</p>	
86	<p>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.</p>	
87	<p>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?</p>	

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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?	
89	Please provide the Recovery Time Objective (RTO) policy details of DLI.	
90	Under point E.c - Mplanning is asked for Data Migration. It is not clear, please elaborate.	
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.	
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?	
93	Please confirm if Penetration Testing part of security testing scope?	
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	
95	Can vendor define their own Payment milestones as part of the RFP response.	
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.	
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.	
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?	
99	"Participate in a brief optional survey". How the survey page is coming, is it from an interface or within application?	

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100	"The System shall interface with Unemployment Compensation Modernization System (UCMS)". Which system is being referred as UCMS ?	
101	"The System shall create or update the Employer Record". Is Benefit system maintaining employer records separately and not interfacing with Tax system.	
102	Please provide the number of correspondence - incoming and outgoing in the system	
103	Does DLI has a tax system running. If yes, please provide the technology and currency of the system.	
104	Please share - Number of Appeals at higher level and lower level, Number of Claimants, Employers and wage data record	
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.	
106	Is the vendor supposed to fill the details in both the sheets namely "Server Cost Template" and "Proposed Server"	
107	Any hardware which is not covered as part of "Proposed server" should be covered under "Proposed Hardware" sheet. Please confirm our understanding	
108	Software names are not editable, also no provision to add for defining vendor suggested software	
109	Can vendor add any other role in case that is critical for the project.	
110	Row for Solution Configuration is not editable row no. 25. It is mentioned as none	
111	Understand Inventory of Tools and Softwares will remain same for the project and online. Please confirm for from bill of material, which will covered under Proposed Server, Hardware and Software sheets.	
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.	

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113	<p>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.</p> <p>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?</p>	
114	<p>"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."</p> <p>Will the choice of displaying such information in a Gantt chart be acceptable & competitive?</p>	
115	<p>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?</p>	
116	<p>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?</p>	
117	<p>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?</p>	
118		

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?	
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?	
121	SQL Server has been mentioned as "System Remains in Use". Is that a constraint that any solution MUST utilise this software for RDBMS purposes? Is the State open to other similar software that might add more value or benefits to the overall solution?	
122	Business Objects has been mentioned as "System Remains in Use". Is that a constraint that any solution MUST utilise this software for reporting purposes? Is the State open to other similar software that might add more value or benefits to the overall solution?	
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.	
124	Please clarify how many electronic copies of the RFP are required. For example, are CD's total with all three sections on each CD or six CD's total with one of the three sections on each?	
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?	
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?	

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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?"	
128	What estimated funds has the Commonwealth budgeted for this RFP?	
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?	

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