**Texas Workforce Commission (TWC)**

**Request for Information (RFI)**

**Unemployment Insurance (UI) & Regulatory Integrity Division (RID) Modernization**

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# Background

## 1.1 Purpose and Goals

The Texas Workforce Commission’s (TWC) mission is to promote and support a workforce system that creates value and offers employers, individuals, and communities the opportunity to achieve, as well as sustain economic prosperity. TWC accomplishes this mission and contributes to the economic prosperity of the state through our Workforce Solutions network with TWC working in concert with our Local Workforce Development Board (LWDB) partners to assist job seekers and employers.

TWC administers the Unemployment Insurance (UI) benefits program in Texas. UI is a partnership between the federal and state governments. The UI program, funded with employer taxes, provides temporary partial income replacement to workers who have lost their jobs through no fault of their own. In Texas, UI benefits range from a minimum of ten (10) weeks to a maximum of twenty-six (26) weeks.

The UI program oversees:

* Timely and proper payment of unemployment benefits to qualified claimants
* Claims taking, Adjudication, Appeals Tribunal (AT), Commission Appeals (CA), and Customer Service
* Collection of wage information and unemployment taxes from employers
* Compliance with employer reporting
* Prevention, detection, investigation, prosecution, and collection of improper UI payments

The UI program infrastructure is critical to providing efficiency to the benefits claim process for citizens, employers, and UI employees. The aging legacy systems and declining federal funds for the administration of the UI program presents a challenge to the State of Texas to do more with less and creates the opportunity to maximize services and technology to address operational efficiencies. By acquiring an integrated solution with modern infrastructure, TWC desires to achieve the following goals:

* Goal 1: Increase customer pathways to services – Our technology is flexible enough to allow customer access to information and services when, where, and how the customer needs it.
* Goal 2: Integrate and align our systems and services – Our systems work together to eliminate duplication, provide flexibility and agility for change management, streamline delivery of services, and eliminate the need to support multiple applications and platforms.
* Goal 3: Equip TWC staff and partners with appropriate technology – Our staff and partners have the right tools to provide or oversee delivery of excellent customer service, pay benefits accurately, and prevent improper payments.

The mission of the Regulatory Integrity Division (RID) is to support TWC operations in its administration and enforcement of all regulatory statutes within its jurisdiction. This includes UI claims risk assessment; assisting other divisions in resolving UI regulatory issues; instituting legal actions as necessary; preventing, detecting, and eliminating UI program fraud, waste, and abuse.

This Request for Information (RFI) requests responses for information pertaining to UI services and solutions from vendors with proven UI experience. Using information obtained from this RFI and other UI sources, TWC will prepare a more formal Request for Offers (RFO) to be released in the future soliciting UI vendors to assist the State in implementing a UI modernization and integration solution. UI integration vendors are encouraged to become familiar with the content presented below and demonstrate their interest in the upcoming RFO by responding to this general planning information request.

Respondents to this RFI may be invited to give presentations on the services and solutions related to information in this RFI.

**This RFI is designed to:**

* Identify technology to improve TWC’s UI system;
* Gather preliminary estimates for the project in terms of scope, approach, effort, and costs;
* Invite respondents, at the sole discretion and judgment of TWC UI, to demonstrate their solutions/services to the project team; and
* Enable TWC UI project team participants to see, first-hand, systems or prototypes for an integrated system that includes the UI Tax, Appeals, Commission Appeals, RID, and Benefits programs.

## 1.2 Solution Key Objectives

As part of its modernization efforts, TWC seeks a UI solution that can improve operations in the following manner:

* Improve speed, efficiency and customer service
* Reduce transaction times and errors while maintaining quality
* Automate repetitive functions
* Offer increased service channels (e.g. mobile) for claimants and employers
* Reduce training time and complexity by creating more intuitive applications
* Continue to increase the detection and deterrence of fraud by implementing intelligent tools for fraud discovery
* Improve time to market of new business capabilities by maturing development processes and modernizing development tools and environments
* Improve quality and reduce defects by streamlining development processes and implementing a centralized testing environment
* Adopt a proactive service model by consolidating help desks and improve the responsiveness to defects and service requests

## 1.3 Operational and System Background

TWC has four (4) Tele-Centers in El Paso, Fort Worth, McAllen, and San Antonio responsible for delivering benefit payments, adjudication, claim filing, and other services. In addition, state office staff located in Austin provide program support, administer special programs, and provide help desk support to resolve problems.

The Tax Department is divided into six (6) Field Regions that audit and investigate employers for compliance and one (1) State Office section that establishes new employer accounts, assigns Tax rates, and performs account maintenance.

Appellate Services is comprised of three (3) divisions: Appeals, Commission Appeals (higher authority), and Special Hearings. Appellate Services allows claimants and employers to appeal adverse decisions on their benefits claims or the charges of benefits to an employer's account in a fair and impartial manner as mandated by the state legislature. In addition, the Appeals program conducts hearings for childcare recipients denied childcare funding by the local Workforce Development Boards, and workforce-related state level appeals. Appeals has Hearing Officers located in Austin, San Antonio, North Texas, and in remote locations (telework) throughout Texas.

TWC’s core Information Technology (IT) applications have grown over the years and have become increasingly difficult to maintain. The applications used to administer UI Tax, Appeals, Commission Appeals, RID, and Benefits are spread over several systems and platforms of varying ages. Most of the core TWC UI system resides in a mainframe environment. Development, maintenance, support, and control have become more challenging as each new system adds a new level of complexity. In addition, TWC’s IT resources have limited capacity to implement new capabilities and/or significant changes to meet federal, regulatory, legislative, and program changes.

TWC is increasingly becoming a data driven organization. While the majority of the data processing transactions occur in the mainframe environment, the data entry points (where TWC interacts with their internal and external customers) have increasingly relied on new technologies. In addition, TWC has implemented several self-service applications for use by external customers. Due to obsolete technology and limited IT resources, the UI data is fragmented, inconsistent, and hard to obtain.

TWC needs its UI core businesses – Tax, Appeals, Commission Appeals, RID, and Benefits – along with several secondary systems to be able to:

* Share data, real-time, across functions
* Interface intelligently to enhance customer service, ease of use, and pay accuracy
* Enhance efficiency in order to reduce paperwork, provide real time data verifications and eliminate duplicate data entry
* Integrate the service delivery applications and risk assessment tools

TWC seeks to have an integrated tax, benefit, adjudication, investigation, prosecution, collection, and appeals system including case management, either through the application of new technology or leveraging existing technologies, which still needs to be determined. It is imperative that TWC select and implement a sustainable, web-based technology solution that provides a platform-based approach to increase efficiency and self-service and that also fully supports the data-driven nature of TWC with accessible, consistent, and available data and tools, including analytic tools.

## *1.4 Technical Environments*

The current technical environments for the legacy systems are summarized below.

**Current UI Environment**

**Mainframe**

Two (2) IBM 2817 Central Electronics Complexes (CECs) running in a Sysplex:

Model 402 (58 million service units (MSUs)) with multiple logical partitions (LPARs)

Model 503 (204 MSU) with multiple LPARs

z/OS v2.1

Customer Information Control System (CICS) v5.1

Natural v8.2.3

Adaptable DAta BAse System (ADABAS) v8.2.6

Common Business Oriented Language (COBOL) v4.2

DB2 v11

**Web Applications**

Clustered environment (3 servers) utilizing Red Hat Enterprise Linux (v6.8),   
JBoss Enterprise Application Platform (v6.4.14)

Each server consists of six (6) central processing units (CPUs)   
(Intel® Xeon® CPU E5-4617 0 @ 2.90GHz x86\_64) and 24 GB RAM

**Appeals**

PowerBuilder Classic 12.52 Build 5583

COBOL v4.2

DB2 v11

Java Batch

Virtual Storage Access Method (VSAM)

**Additional Infrastructure**

FileNet 2.036 Fix Pack 7

Content Platform Engine 5.2.1 Fix Pack 5

Content Navigator 2.0.3 Fix Pack 7

**Interfaces**

Multiple interfaces exist between UI and WorkInTexas (WIT), the current labor exchange solution for Texas.

UI systems have online and batch interfaces with several Federal and State agencies as well as other TWC systems.

## 1.5 Current Statistics

The following tables contain UI & RID operational statistics for 2014 – 2016. These volumes fluctuate depending on unemployment claim rates, recessions, disasters, new business registrations and other UI demands. To estimate peak levels for when such events will happen, respondents should factor in a 100% increase above current annual levels.

**UI Summary**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Year** | **Claims Filed** | **Payment Requests** | **Weeks Compensated** | **Tele-Center Calls** | **# of Determinations Issued** | **# of AT Level Appeals** | **# of CA Level Appeals** |
| 2016 | 941,277 | 9,562,448 | 7,847,514 | 2,427,508 | 1,960,529 | 110,950 | 15,823 |
| 2015 | 979,726 | 8,807,504 | 7,433,680 | 2,389,917 | 1,913,690 | 108,776 | 16,183 |
| 2014 | 894,527 | 7,843,669 | 6,503,535 | 2,693,390 | 1,810,764 | 112,982 | 17,182 |

**UI Accounts**

|  |  |  |
| --- | --- | --- |
|  | **Total Active Employer Accounts** | **Total Inactive Employer Accounts** |
| As of March 31, 2017 | 532,763 | 408,698 |

**UI Correspondence**

|  |  |  |
| --- | --- | --- |
| **Year** | **Total Emails Sent** | **Total Letters Sent** |
| 2016 | 2,400,000 | 11,329,128 |

**UI Initial and Additional Claims Filed**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Year** | **New Intrastate** | **Workshare** | **Additional** | **Transitional** | **Interstate Agent** | **Interstate Liable** | **State Totals** |
| 2016 | 661,678 | 10,843 | 157,231 | 47,309 | 27,722 | 36,494 | 941,277 |
| 2015 | 703,092 | 10,967 | 155,426 | 42,372 | 30,185 | 37,684 | 979,726 |
| 2014 | 629,866 | 5,813 | 143,173 | 49,924 | 32,494 | 33,257 | 894,527 |

Note: In 2016, 52% of claims were filed through the Web interface, 48% on the phone.

**UI Payment Requests**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Year** | **Intrastate** | **Workshare** | **Interstate Liable** | **State Totals** |
| 2016 | 8,601,924 | 111,539 | 466,323 | 9,179,786 |
| 2015 | 8,091,324 | 87,489 | 454,998 | 8,633,811 |
| 2014 | 7,231,337 | 47,894 | 383,777 | 7,663,008 |

Note: In 2016, 64% of payment requests were received through the Web interface, 35% through the   
Interactive Voice Response (IVR) system, and 1% on paper.

**UI Payments**

| **Year** | **Weeks Compensated** | **State UI Payments** | **First Payments** | **Final Payments** | **Average Weekly Payment** | **Average Actual Duration (Weeks)** |
| --- | --- | --- | --- | --- | --- | --- |
| 2016 | 7,847,514 | $3,056,483,117 | 470,065 | 227,137 | $389.48 | 16.69 |
| 2015 | 7,433,680 | $2,758,702,683 | 482,925 | 200,362 | $371.11 | 15.39 |
| 2014 | 6,503,535 | $2,211,879,391 | 408,789 | 194,815 | $340.10 | 15.91 |

**UI Call Center**

|  |  |  |
| --- | --- | --- |
| **Year** | **Claims Call (Average Time in mm:ss)** | **Inquiry Call  (Average Time in mm:ss)** |
| 2016 | 14:08 | 8:57 |

**Appeals and Commission Appeals**

| **Year** | **AT Appeals Filed** | **CA Appeals Filed** | **AT Hearings Held** | **CA Hearings Held** | **AT Decisions** | **CA Decisions** |
| --- | --- | --- | --- | --- | --- | --- |
| 2016 | 110,950 | 15,823 | 119,192 | 535 | 107,975 | 15,816 |
| 2015 | 108,776 | 16,183 | 116,598 | 559 | 103,897 | 16,551 |
| 2014 | 112,982 | 17,182 | 127,488 | 689 | 112,385 | 17,753 |

**Benefit Payment Control (BPC) Investigations**

**Correspondence**

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **Claimant Contact Request Letters (CCR)** | **Employer Earnings Verification (EV) Forms/Letters** | |
| **Sent** | **Returned** |
| 2016 | 42,039 | 319,390 | 148,057 |
| 2015 | 49,494 | 304,312 | 148,172 |
| 2014 | 73,221 | 121,840 | 84,547 |

Note: These Correspondence volumes are included in the UI Correspondence table above.

**Cross-Match Hits**

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **New Hire** | **Wage Benefit** | **Incarceration** |
| 2016 | 94,947 | 599,671 | 8,898 |
| 2015 | 89,206 | 598,710 | 6,212 |
| 2014 | 96,712 | 106,448 | 3,249 |

**Investigations Completed (ETA 227 Report)**

|  |  |
| --- | --- |
| **Year** | **Cases  (Fraud & Non-Fraud)** |
| 2016 | 134,576 |
| 2015 | 128,039 |
| 2014 | 147,370 |

**BPC Collections**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Year** | **Collectable Accounts** | **Overpayment Installment Agreement Notices Issued** | **Statement of Overpaid Unemployment Benefit Account Notices Issued** | **Treasury Offset Notices Issued** |
| 2016 | 538,903 | 62,003 | 209,975 | 100,175 |
| 2015 | 558,704 | 67,566 | 242,360 | N/A |
| 2014 | 559,133 | 79,847 | 263,281 | N/A |

**System Users**

|  |  |  |  |
| --- | --- | --- | --- |
| **System** | **Average Concurrent Users** | **Hourly Peak Users** | **Maximum Concurrent Users** |
| Mainframe | 1,000 | 1,300 | 1,300 |
| Web Application – Unemployment Benefit Services (UBS) | 677 | 17,095 | 1,035 |
| Web Application – Unemployment Tax Services (UTS) | 439 | 5,301 | 750 |

# Project Scope

TWC seeks to replace legacy automated applications with integrated applications capable of processing the UI business volumes and transactions presented above. These business processes and automated applications must adhere to stringent Federal and State UI processing requirements including accessibility requirements.

The UI legacy system was modified and patched to accommodate changing business rules, including the addition of many server based web applications to support claimant and employer self-service. An imaging system and Electronic Correspondence was implemented to reduce paperwork, improve customer service and make benefit operations more efficient.

## 2.1 Scope Includes

The Scope includes all functionality from the existing systems and/or processes described below:

**Benefits functionality**

* Process Claims
* Regular (including other state claims)
* Federal / Military
* Special (Trade Readjustment Allowances (TRA), Reemployment Trade Adjustment Assistance (RTAA), Disaster Unemployment Assistance (DUA), Combined Wage Claim (CWC), Unemployment Compensation for Ex-Military Personnel (UCX), Unemployment Compensation for Federal Employees (UCFE), Mass Claims, Labor Dispute, and Shared Work)
* Non–Monetary Decisions
* Monetary Processes
* Add/Delete Wages
* Chargeback
* Process Payments
* Case Management
* Virtual Assignment distribution and tracking
* Reporting features including UI Federal reports, management reports, case management reporting tools, and ad hoc reporting
* Maintenance and Support

**Tax functionality**

* Accounts
* Refunds
* Adjustments
* Abatements
* Allocations
* Surplus Credit (Texas-specific)
* Wage Records
* Collections
* Automated Collection Action Process (ACAP)
* Field Tax
* Audits
* Assignments
* Productivity Statistics
* Zip Code Distribution
* Out of state unit
* Audits
* Assignments
* Productivity Statistics
* Terminal Digit Distribution
* Status
* New accounts
* Manage accounts
* Liability
* State Unemployment Tax Act (SUTA) Dumping
* Determine Rates
* Annual
* Annual domestic
* Daily (Texas-specific)
* Quarterly
* Obligation Assessment
* Employment Training Investment Assessment (ETIA)
* Deficit Tax Rate
* Surplus Credit Rate Transfer (Texas-specific)
* Surplus Credit Rate Reduction (Texas-specific)
* Voluntary Contributions

**Appeals** **Tribunal (AT) (Lower Authority) functionality**

* Receive documentation
* Create and route work items
* Case processing
* Intake
* Scheduling
* Notice of Hearing Creation and Distribution
* Hearing Proceedings
* Create decisions
* Reporting

**Commission Appeals (CA) (Higher Authority) functionality**

* Receive documentation
* Create and route work items
* Case processing
* Intake
* Scheduling
* Acknowledgement Letter for Consideration of Commission Appeal
* Notice of Hearing Creation and Distribution
* Create summaries and review documents for file (for cases not getting a hearing)
* Create decision documents
* Reporting

**RID functionality**

* BPC Investigations
* Receive and process documents
* Assign and manage cases for investigation
* Conduct investigations
* Create and issue determinations
* Create, develop, refer and monitor Prosecution cases
* Reporting
* Collections (Benefits)
* Notify debtor
* Respond to inquiries
* Attempt to collect unpaid debt using all allowed resources
  + Maintain records for all uncollected debt
* Process payments received
* Establish payment plan
* Refer to other agencies for unpaid debt
* Collect debt for other states/refer debt to other states
* Bankruptcies
* Reporting
* Collections (Tax)
* Notify debtor
* File tax lien/vendor hold
* Freeze review
* Assessment review and service (Officer liability only, when final)
  + Calculate debt
  + File tax lien/vendor hold
  + Freeze review
  + Process payments received
* Proper allocations of payments received
* Bankruptcies
* Reporting

## 2.2 Scope Excludes

The Scope does not include:

* Tax Audit Client Software
* SUTA Dumping Detection Software (SDDS)
* Appeals
  + Payday claims (higher authority)
  + Child care (lower authority)
  + Grievances (lower authority)
* Special Hearings
* RID
* Payday claim collections
* Replacement or modification of TWC’s current Workforce systems.
* Replacement or modification of TWC’s current Vocational Rehabilitation (VR) systems.
* Replacement or modification of TWC’s current Adult Education and Literacy (AEL) system.
* Modifying other legacy systems.

# Detailed Specifications Questionnaire

## 3.1 Executive Summary

3.1.1 Please provide an executive summary for your UI solution. Include your qualifications and experience providing integrated solutions for UI Tax, Appeals, Commission Appeals, RID, and Benefits operations; why customers choose your company and solution; and what makes your UI solution unique.

3.1.2 Please provide any productivity improvement benchmarks customers have achieved with your UI solution, including the name of the customers. What were the sources of the improvements (reduced call time, increased self-service, streamlined business processes, etc.)? How has your UI solution helped states improve performance under Department of Labor (DOL) standards?

3.1.3 Who are your current customers for this solution, when did they go live, and which configuration/modules do they run?

3.1.4 How do you keep your UI solution current with Federal and State regulations?

## 3.2 UI Tax, Appeals, Commission Appeals, RID, and Benefits functions

3.2.1 What is your approach to delivering an integrated solution to provide UI Tax, Appeals, Commission Appeals, RID, and Benefits functions in the state of Texas that complies with State and Federal regulations and laws? How can your UI solution be configured/customized to handle variability in state UI operations, language on screen, broadcast messages, context sensitive help, scripts, etc.? Please explain and describe what customer configuration options exist.

3.2.2 Describe any special features or components in your UI solution that address the following capabilities:

- Verifying claimant identity

- Preventing identity theft

- Confirming correct last employer

- Configuring UI debt collection to account for no statute of limitation

- Performing skip tracing

- Identifying neighboring state claimants for work registration verification

- Processing replacement payments and forced payment (e.g., a court ordered payment)

- Calculating and accepting voluntary contributions to lower employer tax rate

- Processing determinations at different levels such as investigations, appeals, and commission appeals

- Different levels for fraud investigations and determinations to include a review process to confirm fraud

- Configuring work search requirements based on zip code, county, and board area

- Verifying work registration with other states

3.2.3 How does your UI solution address user interface requirements, including the layout of computer screens for employer, claimant, and staff data entry and retrieval, IVR scripts, and the forms that will be used by claimants, employers, staff, and other partners?

3.2.4 How is your UI solution accessed by users? If by Internet browser, specify the browsers and version supported? Describe any mobile capabilities. What self-service capabilities are available or built into your UI solution?

3.2.5 How is workflow incorporated into your UI solution? Include a discussion of features such as automated workflow, manual control of workflow, handling of queues, dashboards, and monitoring of workflow efficiency.

3.2.6 Please describe your approach to automating manual or paper processes.

3.2.7 How does your UI solution handle correspondence - incoming and outgoing? Examples of requirements in this area include provisions for electronic as well as paper correspondence, data capture, logging correspondence, tracking action on correspondence, and categorizing, indexing, and filing of correspondence. What documentation templates and pre-programmed language exists that can be modified by TWC?

3.2.8 How does your UI solution address record archiving and unarchiving? Please address how your UI solution will include rules for retention of information, accessibility of the information, and requirements for media, retrieval time, and tools required for retrieval.

3.2.9 How does your UI solution implement business rules? Please address how the business rules are implemented and how the rules are updated. What level of technology skills/knowledge is required to change the rules? For example, Texas law requires TWC to hold benefits for the first payable week as the “waiting week.”

3.2.10 Describe your approach to handling on-going customization requests from customers. For example, if Texas passes a new law that affects UI Benefits Payments, how does TWC submit that request, how would you estimate the costs for implementing the change, and how would you prioritize the requests?

3.2.11 Please describe the document scanning and imaging capabilities that are available or integration with TWC existing capabilities. Enterprise-level? Local-level scanning?

3.2.12 Describe the types of fraud detection scenarios built into your UI solution for employers and claimants? How can these scenarios be configured/customized?

3.2.13 Describe your UI solution’s audit capabilities. How does your proposed solution perform audit tracking?  Is there one (1) audit log for all changes or specific logs for designated activities?

3.2.14 Describe how your UI solution manages and tracks cases, investigations, hearings, and civil and criminal actions.

3.2.15 How does your UI solution track and processes collections?

3.2.16 Have you successfully interfaced your UI solution with any commercial off the shelf (COTS) labor exchange solutions? If so, which labor exchange solutions, who was the customer and when did it occur?

3.2.17 Describe any audio conferencing, recording, and storage systems with which your UI solution interfaces or if your UI solution has these capabilities included?

3.2.18 What service levels are included in your service level agreement (SLA)? What service levels will be measured? How will actual performance be measured?

## 3.3 Reporting

3.3.1 What standard reporting capabilities exist within your UI solution?

3.3.2 What types of ad hoc reports can be created? Describe your UI solution’s reporting features including designing, customizing, testing, saving, sharing, scheduling, and distributing reports. What skills and level of knowledge are required to use the reporting features? What is your UI solution’s reporting learning curve from basic competency to mastery?

## 3.4 Training and Support

3.4.1 Please describe in detail the types of training you provide, both onsite (in person) and remote. What does it cost and how is the cost determined?

3.4.2 Describe your UI solution’s on-line help features at the system, function, screen, error, and field levels.

3.4.3 Describe the technical and operational documentation your organization typically provides clients during and after implementation.

3.4.4 Describe the different level(s) of technical and business-level post-implementation support you provide, e.g., on-site support or on-call support.

3.4.5 Can you provide any statistics that illustrate your UI solution’s new user learning curve from basic competency to mastery of your UI solution?

## 3.5 Interfaces, Data Exchanges and Data Migration

3.5.1 How does your UI solution interface and exchange data with outside systems such as Social Security Administration (SSA), Systematic Alien Verification for Entitlements (SAVE), UI Interstate Connection (ICON), Department of Labor, case management, analytics/reporting systems, and other vendors or agencies (e.g., TeleTech and IRS)? How does your UI solution protect the shared or exchanged data from inadvertent or unauthorized disclosure? How does your UI solution insure the integrity of shared or exchanged data?

3.5.2 Please describe the existing document images conversion process to your UI solution from a COTS such as FileNet.

3.5.3 Are there any constraints on importing or exporting data to or from your UI solution? If so, please describe these constraints.

3.5.4 Please describe how your UI solution allows a user to modify business rules to validate imported data.

3.5.5 How does your UI solution support data exchange? Does your UI solution use any of the following: Application Programming Interface (API), Data Extraction, File Transfer Protocol (FTP) Server, Open Database Connectivity (ODBC), or similar Database Management System (DBMS) connections?

3.5.6 In what format(s) may data be exchanged?

3.5.7 Please describe your experience migrating states off a mainframe to your UI solution and the time associated.

3.5.8 What best practices do you recommend for data migration from a legacy system? If some data is not migrated to your UI solution, how do customers access the non-migrated data when needed?

3.5.9 Describe your process for data migration, conversion, de-duping and cleansing. What tools do you use?

## 3.6 Technical

3.6.1 Provide a detailed description of your UI solutions technical architecture. For example, describe which operating systems which are supported, the database management system, development language, hardware specifications, Web servers, and other technical specifications.

3.6.2 How many concurrent users can the typical solution configuration support? Public access versus state and local staff access? Please provide any pass/failure rates. Please describe your approach to load testing your UI solution and share any available results. Describe how your UI solution scales for future expansion.

3.6.3 If you are proposing a hosted or leased solution, please describe:

- The hosted solution environment. What scheduled uptime do you guarantee? What is the system response time? What is your approach to disaster recovery?

- How you would support transition/migration from your UI solution when the contract ends.

3.6.4 Does your UI solution operate in real time or batch mode? Is that consistent for the enterprise or does it vary by business area?

3.6.5 Please identify any required and optional software needed to work with your UI solution that must be acquired by the customer. For example, Microsoft Word is required to edit the letter correspondence templates in our solution or automated test tools.

3.6.6 Describe your system configuration to include development, test, and production environments.

## 3.7 Security

3.7.1 How is security incorporated into your UI solution?

3.7.2 Is your UI solution Federal Risk and Authorization Management Program (FedRAMP) authorized? Does your UI solution comply with IRS Publication 1075?

3.7.3 How does your UI solution protect confidential information, including Personally Identifiable Information (PII) from unauthorized disclosure, unauthorized access, and misuse?

3.7.4 Please describe your UI solution’s approach to role-based security.

3.7.5 With which encryption standards does your UI solution comply? Is the encryption method Federal Information Processing Standard (FIPS) 140-2 validated?

3.7.6 Please describe your security vulnerability assessment processes and tools.

## 3.8 Implementation and Testing

3.8.1 Describe your implementation approach. How much time is typically required to implement your UI solution? What are the main contributing factors to the implementation timeline? How do you reduce risks associated with implementation failure?

3.8.2 Describe your project management and software development methodologies. What are the typical project phases and timelines, key deliverables of each phase, key risks, and the steps/deliverables you recommend to minimize the overall project risk?

3.8.3 Describe your typical implementation team, their roles and responsibilities, and summary of experience. Identify which activities are performed on-site and remotely.

3.8.4 What information (e.g., documentation, business process diagrams, etc.) do you require from your clients? What is your approach regarding collaboration? How much collaboration occurs with your clients throughout the planning, customization, implementation, and testing of your UI solution? What are the typical client resource requirements? How are new releases coordinated with customers and how often?

3.8.5 Please describe your approach to testing.

## 3.9 Purchase and Maintenance Costs

TWC seeks an estimated range of costs for allocation of budget purposes.

3.9.1 What is the estimated range of costs for the initial UI solution purchase including implementation services and all software licensing costs? What is included? What is the costing model?

3.9.2 What is the estimated range of costs for the annual UI solution maintenance including all software licensing costs? What is included? What is the costing model?

3.9.3 Please describe the support options, maintenance and warranty period for your UI solution. What is covered and not covered?

## 3.10 Accessibility

3.10.1 TWC has adopted Web Content Accessibility Guidelines (WCAG) 2.0 Conformance Level AA, as the standard for accessibility. Do you have a Voluntary Product Accessibility Template (VPAT) or other accessibility disclosure statement for your UI solution describing how your UI solution meets federal and TWC accessibility requirements? If so, please attach it to your response. If your UI solution is not accessible, please describe how and when your UI solution will meet federal and TWC accessibility requirements (http://www.twc.state.tx.us/twc-accessibility-policy).

# Responding to this RFI

Interested organizations may respond in whole, or they may confine their comments and response to specific areas of expertise. Please map responses to Section 3, Detailed Specifications Questionnaire. The potential size and scope of this project may require strategic teams be formed to respond to the diversity of the services proposed.

## 4.1 Authorized Procurement Contact

The individual listed here may be telephoned, faxed, or emailed for clarification of the RFI and submission process:

|  |  |
| --- | --- |
| Purchaser | Melinda Longoria |
| Email | [melinda.longoria@twc.state.tx.us](mailto:melinda.longoria@twc.state.tx.us) |
| Phone | 512-936-3661 |
| Fax | 512-475-3502 |

## 4.2 Questions Regarding the RFI

Organizations requiring clarification of the intent or content of this RFI, the RFI process or the project in general, may request clarification by submitting questions, clearly labeled as “**UI & RID Modernization RFI – Question,”** to the procurement contact listed in Section 4.1. No verbal or other form of inquiry will be received.

Respondents are requested to submit their questions no later than July 14, 2017 at 5:00 p.m. Central Time. TWC will post all Questions & Answers by July 28, 2017 at 5:00 p.m. Central Time.

## 4.3 Delivery of Responses

Respondents are invited to provide responses to the Questionnaire provided in Section 3. Respondents are requested to submit one (1) electronic response delivered to [melinda.longoria@twc.state.tx.us](mailto:melanie.busby@twc.state.tx.us) and two (2) printed copies of your completed response via sealed envelope to:

Texas Workforce Commission  
Attn: Melinda Longoria

Mailing Address:  
Procurement Services, Room 316T  
101 E. 15th Street  
Austin, TX 78778‑0001

Physical Address:

1117 Trinity Street, Room 316T

Austin, TX 78701

Write down, on the front, lower left-hand corner of the envelope:   
"**RFI No. 320-2017UI&RID**".

## 4.4 Submission Due Date

Respondents are requested to make their submissions no later than August 21, 2017 at 5:00 p.m. Central Time.

## 4.5 Limitation of the RFI

The submission of a response does not constitute any commitment on behalf of the respondent. Also, the respondent’s right to compete during any subsequent RFO process is not contingent on the submittal of a response to this RFI.

## 4.6 Respondent’s Costs

Neither the State of Texas, TWC, UI nor any other state agency is liable for any expenses incurred by any respondent related to preparing a response to this RFI and shall be held harmless and free from any and all liability, claims, or expenses whatsoever incurred by, on behalf of any person or organization responding to this RFI.

## 4.7 Disposition of Responses

All material submitted in response to the RFI will become the property of the State of Texas.

## 4.8 Format of Response

### 4.8.1 Overview of Response Format

The response must be concise and contain only relevant information, and must be structured in the following sections:

1. Cover Letter

2. Corporate Overview

3. Response to Questions

4. Additional Materials, Information or Comments

### 4.8.2 Cover Letter

The response should have a cover letter signed by an authorized member of the respondent’s firm whom the State may contact for any resulting oral discussions or questions.

### 4.8.3 Corporate Overview

Please provide at a high-level a summary of your business and provide a brief outline and overview of the core services offered.

### 4.8.4 Response to Questions

Please respond to each question in Section 3, Detailed Specifications Questionnaire, by first listing the question and immediately following it with your response.

### 4.8.5 Additional Materials, Information, or Comments

Respondents may include additional materials, information, or comments to clarify answers or augment their response to this RFI.

# Attachments

Attachment 1 – Glossary of Acronyms and Terms

## Attachment 1 – Glossary of Acronyms and Terms

| **Acronym** | **Description** |
| --- | --- |
| ACAP | Automated Collection Action Process |
| ADABAS | Adaptable DAta BAse System |
| AEL | Adult Education and Literacy |
| API | Application Programming Interface |
| AT | Appeals Tribunal (lower authority) |
| BPC | Benefit Payment Control |
| CA | Commission Appeals (higher authority) |
| CCR | Claimant Contact Request |
| CEC | Central Electronics Complexes |
| CICS | Customer Information Control System |
| COBOL | Common Business Oriented Language |
| COTS | Commercial Off The Shelf |
| CPU | Central Processing Unit |
| CWC | Combined Wage Claim |
| DBMS | Database Management System |
| DOL | Department of Labor (Also seen as USDOL) |
| DUA | Disaster Unemployment Assistance |
| ETIA | Employment Training Investment Assessment |
| EV | Earnings Verification |
| FedRAMP | Federal Risk and Authorization Management Program |
| FIPS | Federal Information Processing Standard |
| FTP | File Transfer Protocol |
| ICON | Interstate Connection |
| IT | Information Technology |
| IVR | Interactive Voice Response |
| LPAR | Logical Partitions |
| LWDB | Local Workforce Development Board |
| MSU | Million Service Unit |
| ODBC | Open Database Connectivity |
| PII | Personally Identifiable Information |
| RFI | Request for Information |
| RFO | Request for Offer |
| RID | Regulatory Integrity Division (RID). RID’s mission is to support Texas Workforce Commission operations in its administration and enforcement of all regulatory statutes within its jurisdiction. This includes UI claims risk assessment; assisting other divisions in resolving UI regulatory issues; instituting legal actions as necessary; preventing, detecting, and eliminating UI program fraud, waste and abuse. |
| RTAA | Reemployment Trade Adjustment Assistance |
| SAVE | Systematic Alien Verification for Entitlements program |
| SDDS | SUTA Dumping Detection Software |
| SLA | Service Level Agreement |
| SSA | Social Security Administration |
| SUTA | State Unemployment Tax Act |
| TRA | Trade Readjustment Allowances |
| TWC | Texas Workforce Commission |
| UBS | Unemployment Benefits Services |
| UCFE | Unemployment Compensation for Federal Employees |
| UCX | Unemployment Compensation for Ex-Military Personnel |
| UI | Unemployment Insurance |
| USDOL | United States Department of Labor |
| UTS | Unemployment Tax Services |
| VPAT | Voluntary Product Accessibility Template |
| VR | Vocational Rehabilitation |
| VSAM | Virtual Storage Access Method |
| WCAG | Web Content Accessibility Guidelines |
| WIT | [WorkInTexas.com](http://www.workintexas.com) (the current labor exchange solution for Texas) |