

Q&A for the UI Modernization RFP

Date Recv'd	Date Posted	Question	Answer
3/22/2017	3/23/2017	I was wondering if ADOL partnered with an incumbent vendor for maintenance and operation of the Unemployment Insurance Benefit System? Or is the system maintained in-house? I saw mention of Xerox in the RFP, but wanted to clarify if they were the incumbent contractor?	ADOL does not partner with any incumbent vendor for maintenance and operation of the Unemployment Insurance Benefit System. ADOL is supported in-house. Xerox is the vendor that supports ICON that all states use to share wage data and other information
3/29/2017	3/30/2017	<ol style="list-style-type: none"> 1. Will you entertain a Vendor pre-meeting to discover several aspects of the existing technical architecture & operation? 2. Requesting an time-extension to provide a comprehensive RFP response. Requesting 30 days. 	<ol style="list-style-type: none"> 1. ADOL has completed the "investigation" period to educate ourselves on the options available to modernizing our systems and your company was among those examined. 2. ADOL does not plan to extend the time. This RFP due date is May 1st which is 32 days from the date of your question so I would think that is plenty of time to provide a comprehensive RFP response.
3/31/2017	4/3/2017	As a privately held corporation, we have never had a reason to have our financial statements audited. While we are willing to commission an audit, doing so within the response period, especially in the midst of tax season may not be possible for our accounting firm. We request that the requirement for "audited financial statements" in XVII-1 be amended to "compiled financial statements," with the audit requirement perhaps being added as a pre-condition for contract signing, if necessary.	ADOL is amending the requirement for submitting audited financial statements (See Part XVII-1), to compiled financial statements. The audit requirement perhaps may be added as a pre-condition before signing contracts.
4/6/17	4/10/17	<p>Can you be date specific in terms of when questions are due and answers are expected?</p> <p>Is the 15 day timeframe based on calendar days (deadline of April 16 for questions) or working days (deadline of April 10 for questions)?</p>	The last day to submit a question regarding this RFP is at midnight on April 15 th .

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4/7/17	4/11/17	<p>I-5. Contract Duration: - The RFP specifies an initial contract based on a period of two years. In order to reduce risk, provide users with a proven solution, and better align with standard industry practice, will ADOL accept proposals based on an alternative implementation schedule and time period?</p> <p>XII-2 UI Experience: - Will ADOL allow vendors to propose a team that has direct experience on successful UI modernization projects for other U.S. States as an alternative to the bureau chief and deputy commissioner requirements?</p>	<p>I-5. Contract Duration: - ADOL is not opposed to exploring other options and will accept proposals with alternative implementation schedules and time periods if necessary, according to the constraints of Alabama law.</p> <p>XII-2 UI Experience: - Past experience and successful UI modernization projects will be taken into consideration and scored to ADOL's preference in the RFP.</p>
4/10/17	4/14/17	<p>1. Can ADOL provide for a breakdown in the number and type of users?</p> <p>2. Part XVII-1 Financial Statements: Due to the confidentiality of our content, can we provide a link to a secure portal for viewing rather than providing hard copies?</p> <p>3. What is the anticipated start date? The projected Go Live date?</p> <p>4. Part III: Data Conversion: Please describe the current mainframe platform. Are there any other data sources besides the mainframe? What are the approximate number of records to be converted into the new system?</p> <p>5. Part VII: Supportability: Can the ADOL provide the number of staff that will be trained? Will there be multiple training locations or a central location for training? What is the expected training duration?</p>	<p>1. Approximately 500=Benefits, 200=Tax, 100=Appeals, 100=UI Reporting / These totals are estimates and subject to change according to unemployment rate and other variables. (See Part VI 2-3)</p> <p>2. Yes, but access to the portal will have to remain available until ADOL awards the contract</p> <p>3. With-in 30 days of the contract agreement being signed. The vendor needs to provide a plan that projects an anticipated implementation date</p> <p>4. Data from other sources gets added into the UI claimant VSAM databases. Approximately Two-Million</p> <p>5. Approximately 500 – 800 users. Training locations could be in multiple areas (BHAM, MONT facilities, Central Office) several times covering multiple topics. Training durations need to be recommended and detailed in the proposal. The vendor may option to “train the trainer” however, training must be effective and feedback from trained employees will dictate training durations, methods and times. These items can to negotiated at contract time</p>

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(Cont'd)	(Cont'd)	<p>6. Can the ADOL provide the statewide interfaces that will need to be processed in the new system?</p> <p>7. Part IV-1 Infrastructure Adaptability: The project must interface with other investments that ADOL has made with respect to Software and Hardware products.</p> <p>8. What companies did ADOL examine to educate yourselves on the options available to modernizing your systems?</p> <p>9. Is the state open to proposing a vendor-hosted system?</p>	<p>6. We have some in-house and third-party processes such as, but not limited to, an IVR and a document imaging system however, the main criteria is the platform must accept information from .NET based systems and be able to accept flat files. (See III-6 E & Part IV 1-4)</p> <p>7. I'm not clear on the question, but .NET is the main framework for ADOL and most industry standards will work with what ADOL has in place, however, the conversion/modernization process will need to interact and interface with ADOL software and hardware so that the necessary processes continue to run</p> <p>8. This has been an on-going effort for a very long time and over the years ADOL has collected a plethora of information from various sources. (See Part IV- 2-4)</p> <p>9. We are open to all options that are submitted. IRS restrictions for TOP data, according to Publication 1075 will need to be adhered to</p>
4/7/17	4/14/17	<p>1. If the primary purpose is to integrate current UI systems into the new modernized system, the State is requested to provide a technology landscape/broad overview of existing systems and technologies currently in use.</p> <p>2. Contract duration is listed as 2 years. Does this mean that the production implementation of the system should GO-LIVE within two years? If yes, is this with or without a warranty phase? Please clarify.</p> <p>3. Is the contract duration of two years based on externally mandated deadlines such as legislative requirements to expend monies available for the project ...OR, has ADOL mandated this based its own assessment of the effort estimate involved/studies conducted on similar programs in terms of scope & complexity.</p>	<p>1. Refer to section III-6 "Additional UI Requirements" to view the systems that need to be integrated and in addition other in-house, third party processes can be detailed at the time of negotiations. (See III-6 E & Part IV 1-4)</p> <p>2. ADOL's goal is to produce a product that will handle our agency's needs so we can serve the citizens of Alabama, so our goal to modernize and go-live is within two years, but not at the expense of a thoroughly tested product.</p> <p>3. ADOL's goal is to produce a product that will handle our agency's needs so we can serve the citizens of Alabama, so our goal to modernize and go-live is within two years, but not at the expense of a thoroughly tested product. However, the proposer needs to detail their time and cost in the proposal if the two years cannot be met.</p>

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(Cont'd)	(Cont'd)	<p>4. "The Proposer is responsible for all tasks related to loading legacy data into the Project to include normalizing data into relational databases." - Please clarify if the vendor will also be responsible for cleansing of legacy data? Our experience indicates that cleansing legacy data involves decision making by the business owners of data and legacy programmers - which are then implemented using cleansing rules. Please confirm & clarify ADOL role and extent of involvement (dedicated to this activity).</p> <p>5. There is a RFP requirement that the Data Architect has experience completing data conversion from GUIDE based mainframe into Relational DBMS. If the GUIDE system is specific to Alabama, is it then mandatory for the person in this role to have worked previously on this particular system, even if he has mainframe experience on a previous data migration module in a UI modernization project?</p> <p>6. Is the selected vendor expected to make legacy programming changes that will be required/necessary to make, as the project moves forward ...OR will these changes be made by the State programmers?</p> <p>7. Will there be other programming changes to legacy applications while the project is in progress? If yes, please explain the nature & scope of these changes.</p> <p>8. Is the state planning a legacy code freeze timeframe to be implemented since the UI modernization timeline is two years ?</p> <p>9. "Microsoft .NET-based /SQL will score higher in the "technical fit" scoring category.....Alternative Projects are certainly entertained, and will be fully evaluated, in consideration of the total cost of ownership of a modernized GUIDE system based on that technology."</p>	<p>4. The Vendor is required to normalize the data, ADOL will support and assist the vendor in any cleansing required including defining the cleansing rules, if necessary to ensure the best results.</p> <p>5. The GUIDE system was used in many states. It is not unique to Alabama. All valid proposals submitted will be taken into consideration</p> <p>6. Changes to the legacy system will be made by State programmers, however the vendor will need to account for these changes in the final product.</p> <p>7. ADOL would like to keep changes to a minimum, however, due to Federally mandated laws, etc.. we are obligated to incorporate what is dictated</p> <p>8. A hard freeze will not be possible. Please see question 7's response</p> <p>9. Not sure of the question</p>
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(Cont'd)	(Cont'd)	10. Request clarification if a maintenance phase is considered in TCO calculations. If yes, please specify the number of years? Additionally, please clarify if the State is planning on the State IT staff to support the modernized application?	10. Within your proposal, make this a line item to show the cost of maintenance per year after the product is implemented if we optioned for a maintenance phase, with renewal options and show the cost if we did NOT option for a maintenance phase.
4/10/17	4/14/17	<ol style="list-style-type: none"> 1. Section II-2: Is it the intent for the proposer to submit a <u>Project Management Plan</u> with the proposal or only upon award? 2. Section III-1: Is it the intent for the proposer to submit a <u>Data Conversion and Migration Plan</u> with the proposal or only upon award? 3. Section III-2: Is it the intent for the proposer to submit <u>System and Component Integration Testing Plans</u> with the proposal or only upon award? 4. Section III-3: Is it the intent for the proposer to submit a <u>Security Report</u> with the proposal or only upon award? 5. Section III-4: Is it the intent for the proposer to submit an <u>Implementation Plan</u> with the proposal or only upon award? 6. Section V-1: Is it the intent for the proposer to submit a <u>Disaster Recovery Plan</u> with the proposal or only upon award? 	<ol style="list-style-type: none"> 1. Upon Award 2. With the proposal 3. With the proposal 4. Upon Award 5. With the proposal 6. With the proposal
4/14/17	4/17/17	1. Part VII: Supportability: What types of classroom training are to be performed for ADOL staff? Direct Staff training or Train-the-Trainer training?	1. Training locations could be in multiple areas (BHAM, MONT facilities, Central Office) several times covering multiple topics. Training methods and durations need to be recommended and detailed in the proposal. The vendor may option to "train the trainer" however, training must be effective and feedback from trained employees will dictate training durations, methods and times. These items can to negotiated at contract time

**The designated Question & Answer period for
RFP #ADOL-RFP-70130004 UI Modernization Project has EXPIRED**