KDOL RFP Webinar Questions and Answers

Section/Topics	Question/Comment	Answer/Response
Project Timeline	What is the anticipated duration of Phases A & B?	There is a notional timeline on top of page 7. We are looking at a duration of 6-12 months with concurrency between Phases A and B.
Project Timeline	Is it safe to assume the schedule for the phases will be shifted based on the award date?	We will look at this and repost this timeline by tomorrow, the 18th of October.
Project Timeline	Is there a target end-date of the project that must be hit? i.e. is the 12/2017 date shown on the project timeline a hard commitment for any funding and/or logistical reasons?	The expectation is that Phases A and B will be complete by Sept 30 2017. The remainder complete by Sept 2018.
Section I	Could you please elaborate on what is meant by 'building System of Records?	The "Building System of Records" is essentially building a repository that represents a system of records relevant to UI data (tax, benefits, appeals). That data has been cleansed from that which exists from resourced repositories.
Section I Purpose	The RFP mentions Data Matching requirements. Does KDOL have any specific data matching algorithm needs, or is it simply looking for an industry best practice approach to matching individuals?	Industry best practice.
Section I Purpose	The RFP notes that KDOL needs Data Enrichment. Please describe the types of enrichment needed, and the anticipated sources of data to use for this enrichment.	KDOL is looking for the <u>capability</u> to enrich the quality of data. The tools provided should give KDOL the ability to enrich data from various sources in batch and on the fly.
Section I Purpose	Discovery, Pattern Matching, and Predictive Analysis are mentioned in the RFP. Does KDOL have any specific algorithms or other data mining approaches that it wants incorporated?	KDOL is looking for the <u>capability</u> to mine data. The tools provided should give KDOL the ability to mine data from various sources in batch and on the fly.

Section/Topics	Question/Comment	Answer/Response
Section I Purpose	The RFP mentions that the data store may be either a Data Warehouse (DW), an Operational Data Store (ODS), or some other repository. Does KDOL have a preference toward one option or another?	KDOL expects the vendor to analyze KDOL's environment, data sources, data uses, and all other factors that impact the selection of the best data storage, to access technologies and to recommend a solution. The core data store will be used as basis for application modernization. A reporting data store will be used for reporting and should minimize impact to production.
Section I Purpose	What are the data enrichment services and subscriptions that KDOL is currently using, and what are the services it aims to additionally use as part of this effort? Please list for all entities.	KDOL does not have any data enrichment services. KDOL is looking for the capability to enrich data. The tools provided should give KDOL the ability to enrich data from various sources in batch and on the fly.
Section I Phase B #1	The RFP mentions Benefits and Overpayment/Collections data. Please provide details as to the data sources, structures, and sizes for these data. Please provide sample schema layouts, data models, along with sizing information.	In general, the Overpayment Record layouts will be included with the Mainframe Copybooks. The Overpayment data originates in the Benefits system and is loaded at time of determination. A debt will stay on the system until paid or removed for one of variety of business rules. There are Approx. 80,000 records in the system currently.

To Access this material, email rfp_responses@itsc.org to receive credentials to this material. |
| Section I Phase B #2 | The RFP notes the need for Benefits, New Hire, and Wage reports. Does KDOL have specific reporting packages and sample reports that it must produce? A list of sample reports and a description of the functionality required would be helpful | Please understand KDOL is looking for capabilities to produce reports not the production of reports by the vendor except the limited number specified in the RFP to prove the concept and transfer knowledge. |

Section/Topics	Question/Comment	Answer/Response
Section I Phase C #1	The RFP notes the need to include UI Tax Data. Please provide details as to the data sources, structures, and sizes for these data. Please provide sample schema layouts, data models, along with sizing information.	The UI Tax Record layouts will be included with the Mainframe Copybooks. To Access this material, email rfp_responses@itsc.org to receive credentials to this material.
Section II Background	The RFP notes that KDOL's "latest enhancements now update all of the data environments simultaneously". This eludes to the fact that KDOL has deployed and/or built a Master Data Management solution already. Is this true? If so, please describe the solution (e.g. What software does it utilize? Who built it? Who manages and maintains it? Etc.?)	KDOL does not have any MDM in place today. All data movements are hard corded in many places by many means. Hard coded .NET application updates data to multiple sources via direct data updates or data services or via a Screen Scrape API.
Section II Background	Regarding Master Data Management (MDM), the RFP notes that KDOL has "limited data quality/verification to ensure that all updates and data transfers are working correctly". This seems as though KDOL's current Master Data Management system has issues that must be resolved. Does KDOL want a full-fledged MDM system included in the proposed response?	KDOL needs the capability to validate quality and accuracy of our existing data environments and New environments. How the vendor proposes to accomplish that is left to the vendor.
Section II Background	The RFP lists the following under "UI System Capabilities": UI Tax/Contributions, UI benefit application and payment, Appeals, Asset Recovery/Collection, Integrity/Fraud. Are these all distinct systems? Please provide details on these systems/data.	These are business unit functionality areas built on top of the core UI Benefits, Tax and Overpayments existing systems. They are not systems in themselves.

Section/Topics	Question/Comment	Answer/Response
Section III. A	Would KDOL consider a solution that "plays the existing" data, as it lies, to support the objectives of this section, and easily integrates and updates the various existing data stores?	The current data structures are not architected for complete solution support for a go forward environment. Our ultimate intent is to replace all of the current systems. We currently believe that building additional legacy debt by adding to existing systems would only increase this ultimate conversion.
Section III - Data, Quality, Cleansing, and Profiling	While it has been alluded to in this RFP, but we want to explicitly clarify that a ground-up data governance framework development and implementation is not in the scope of this RFP. In this context, please also mention what framework exists today and exactly what additional elements/actions/programs are requested. Some very high level mentions are included in this RFP, but please share more detail.	A Data Governance frame work is not in the scope of the RFP. No framework exists today.
Section III - Data, Quality, Cleansing, and Profiling	Will Duplicate resolution and Merge/Unmerge operations be in scope? Is simply marking that one record is a duplicate of another needed?	For the core data there is minimal chance a duplicate currently exists. Data quality checks should surface these instances. KDOL will use this insight to fix core data. There will be NO duplicates in the new data store(s).
Section III - Data, Quality, Cleansing, and Profiling	Is the data in scope global, with global names and addresses? Script is assumed to be English – please clarify.	Not all people or businesses that are included in our systems are in the continental US. So yes, there is a possibility of Global addresses (for example military spouse). Yes, all will be English.

Section/Topics	Question/Comment	Answer/Response
Section III - Data Integration Layer	The RFP notes a number of data integration specifications. Please describe how KDOL envisions using each of the following: a) API, Web Services – What systems and interfaces does KDOL envision communicating via APIs, and what protocol are these interfaces (SOA, REST, JSON, other)? b) G2B/B2B Gateways – What gateways must communicate to this analytic data store? c) EFT/EDI/XML – What interfaces use these various protocols? d) HL7 – What systems will communicate via HL7? e) FTP – What files does KDOL imagine exchanging via FTP? f) CDC (Change Data Capture) – How does KDOL envision using CDC in the data interchange? g) Messaging Support (JMS, HTTP, IM) – What systems will communicate via messaging? h) Mobile Application Integration/Authorization – With what types of mobile applications does KDOL plan on interchanging data?	General data integration layer capabilities are to allow KDOL to modernize all integration over time. While some of these capabilities are used today, most are looking at industry best practices as KDOL will move different integrations over time. A. API could be to a financial services or Government system, or internal to different product. We prefer REST but may be required to use others by business partners. B. B2B/G2B may be a target for exchanging wage records, new hire or separation information. C. EFT may be utilized with financial data with banks, or payment clearinghouses. D. HL7. reporting from employers for healthy insurance compliance. E. FTP bulk transmissions to federal and state partners. F. CDC internal to synchronize data across environments. G. Messaging. currently not used but would be a target in combination with APIs for moving to real-time across a variety of interchanges. H. Mobile. currently not used but could allow for third party or new KDOL apps for claimant weekly interactions.
Section III - Data Integration Layer	Are there special security compliance standards to be adhered to (e.g. for data at transmission, at rest)?	IRS Pub 1075 will applicable to this contract; no FTI data will be part of this scope. The state of Kansas also includes State Security polices ITEC Policy 7230/7230A and its references. http://oits.ks.gov/kito/itec/itec-policies.

Section/Topics	Question/Comment	Answer/Response
Section III - Data Integration Layer	How will this group of people use the solution? Is it at the end of all phases?	KDOL's expectation is that the data integration layer will be part of the System solution. Overall, before each phase concludes and before acceptance testing, KDOL staff will be accessing the solution as its development matures.
Pg. 11, Paragraph 2 AND Pg. 13, Special Notes AND Appendix A	In point 4, the RFP notes that KDOL needs Data Integration up to 8 concurrent data sources; however, on page 13, point 2 notes that there are currently 6 major KDOL production data sources for data, and 4 for content, and cross references Appendix A. Appendix A then shows 8 boxes in an image, and a number of descriptions beneath the image and on the subsequent pages. It is unclear exactly how many and what data sources are in scope of this effort. Please clearly delineate the data sources to be included in our estimated scope and level of effort?	Assume the maximum of those described in the RFP. The following are in scope: 1. The Mainframe VSAM data stores. 2. Siebel Data stores on SQL Server 3. Web data stores to support claimants and employer web interactions on SQL server. a. Two (2) for employer web portal support b. One (1) for claimant web portal support and IVR support
Pg. 12, Phase A, Paragraph 6	The RFP notes that KDOL wants the data geocoded and displayed/analyzed on a map. What mapping software is KDOL currently using?	KDOL is not currently using a mapping software.

Section/Topics	Question/Comment	Answer/Response
Pg. 12, Phase A, Paragraph 6	The RFP mentions, "To reduce the risk of fraud Identity verification will be used…" Please provide examples of how Identity Verification will be used, if possible, as multiple tools/software components need to participate in such design/implementations.	KDOL will rely on the vendor to provide a viable solution. KDOL currently only uses what customers provide us. KDOL is looking for ways to use other sources to verify a business or person is who they say they are. Similar to financial environments. Paying a claim based upon identity theft is costly. KDOL is looking for vendors' recommendations on solutions in this area. However, for the purpose of Name Address and Contact data quality KDOL is looking for an external source to validate or provide additional insight to validate what a person is telling us or to raise a high risk flag to guide adjudicators/investigators to ask appropriate identity verification questions.
Pg. 12, Phase A, Paragraph 6	Is there any specific tool/API that KDOL needs the vendor to implement for IP geocoding?	No.
Pg. 12, Phase A, Paragraph 6, #2	Identity verification: Please describe how KDOL currently handles this.	Upon initial request for system access, KDOL assumes the applicant is who they say they are.
Pg. 13, #6	There are many references to batch data loads coming out of Mainframe. Are these systems not going to be able to provide real-time data through CDC, or participate in real-time data exchanges through web services?	The answer to this question depends on the solution proposed. KDOL intends to implement as much real time data synchronization as possible and will weigh solutions accordingly. The mainframe systems will be challenged to provide real-time CDC data without appropriate tools or solution in place.
Pg. 14, #12	It appears that the limited time for data movement is, at worst case, 6 AM to 7 AM, and best case, 3 AM to 7 AM. Please clarify if any data movement, ETL, or other data integration must fully execute in 1 to 4 hours, maximum.	Data movement, ETL, or other data integration must fully execute in a 1 to 4-hour window.

Section/Topics	Question/Comment	Answer/Response
Pg. 14, #12	What are the operational hours and what time are windows available for batch processing? The 3-6 AM window that is mentioned is not very clear from the perspective of what it is available for.	10:00 PM to 6:00 AM is the nightly target for batch. The production systems are all targeted to be available by 6 AM. However, some nights the processing is completed by 3 AM.
Pg. 14	It is unclear if nightly processing is completed before 3 AM, or if nightly processing takes place during the 3-6 AM time slot. If the former, is it being suggested that all batch data movement is to finish between 3 AM and 6 AM?	10:00 PM to 6:00 AM is the nightly target for batch. The production systems are all targeted to be available by 6 AM. However, some nights the processing is completed by 3 AM. KDOL would prefer to have the new solution with data and reporting environment available by 7 AM daily.
Pg. 14	The RFP mentions that some reports must be "pre-run and available as needed". Does KDOL imagine that these pre-run reports must execute within that same 1-to-4 hour window, discussed in #12 on the same page, or is it acceptable than any pre-run reports execute during normal operational hours?	KDOL is open to allow these reports to be run at any time as long as they do not degrade performance of other operational systems.
Pg. 18, Section IV, #1	The RFP specifically states in #1 that KDOL is looking for "data analysis, match engine, and data quality, cleansing and profiling". It continues to state, in #2, "a standalone, relational data store of all KDOL UI data". What is the primary objective of the RFP? Are these objectives listed in order of priority? Would KDOL be interested in leveraging existing software/technology investments to expand existing footprints into the new complete data warehouse, while also gaining the "data analysis, match engine, and data quality, cleansing and profiling"?	The primary objective of the RFP is stated in section I Purpose. The objectives are not necessarily in order of priority. The RFP clearly states which objectives are required and which are optional. KDOL is interested is leveraging existing software and technology where appropriate to fully achieve the stated objective of the RFP.

Section/Topics	Question/Comment	Answer/Response
Pg. 30, Paragraph 4 AND Pg. 11	The RFP notes the need to train a maximum of 10 KDOL staff members, while Page 11 notes the need to train 4 BI Developers. Please clarify the number of developers to train.	Vendor will train up to 4 people in the operation and administration of the BI tool, up to 4 people in the operation and administration data integration tool, and up to 10 people in the support of all tools in the solution set.
Pg. 30, Paragraph 5 AND Pg. 11	The RFP notes the need to train a maximum of 10 KDOL support personnel, while Page 11 notes the need to train 4 operational and administration users for BI and 4 for data integration/ETL. Does KDOL need us to train 4, 8, or 10 KDOL support team members?	Vendor will train up to 4 people in the operation and administration of the BI tool, up to 4 people in the operation and administration data integration tool, and up to 10 people in the support of all tools in the solution set.
Pg. 30, Paragraph 5 AND Pg. 11	The RFP notes the need for a maximum of six classes with up to 20 attendees per class, while Page 11 mentions that there will be up to 300 internal system users. Will KDOL train the remaining users themselves?	Yes
Pg. 30, Paragraph 8	The RFP notes that we will train supervisors and auditors no more than 5 business days after completion of User Acceptance Testing. However, there is no mention of supervisors and auditors with respect to training in other sections of the RFP. Please expound as to what specific training these two roles need.	Section I Training is a general section which encompasses the whole RFP. Change "supervisors and auditors" to KDOL staff".
Pg. 31, Section J, Paragraph 2	The RFP notes that the contractor will provide KDOL with support for a period of 6 months. Please describe the types of service levels that KDOL feels it will need during this 6-month support period.	Warranty of system as implemented/developed will be primary support. Basically, if what the vendor built was implemented then breaks, then KDOL expects the vendor to fix it.

Section/Topics	Question/Comment	Answer/Response
Pg. 32, Section J, Paragraph 3	The RFP notes that the Contractor will provide software updates to KDOL at no cost for four or more years after implementation. Given the implementation time and the subsequent 4 years minimum, is it safe to presume that this procurement must include at least a 5-year support cost?	Products should have a normal software update cycle that KDOL will use for normal product maintenance. Software that the vendor provides that are not part of a normal releasable product update will be expected to be provided to KDOL for minimum of 4 years from completion of the RFP.
Section III	You mention the use of SSIS for ETL but ask for a ETL tool. Are you interested in another ETL for the solution?	We are open to what the bidder feels is the best solution. It could be another ETL or a combination of ETLs. We expect the Data Integration solution to support the data movement for this effort but also as a data Integration solution backbone for all data movement between business partners.
Section III	Master Data Management appears to be asked for but that is not directly called out. Is the State open to a cloud MDM solution as part of the bid?	MDM capabilities are viable to support some of the requirements but is not required. Cloud is viable however the security and access control is significant consideration. The financial model for annual cost of hosting in the cloud would need to be provided as part of the proposal.
Section III	Are the requirements for EFT/EDI/XML and HL7 support a requirement? It does not appear to be a requirement for the identified source systems.	As the UI systems evolve nationwide it is expected that all of these standards are highly likely to be required based upon the variety of business partners KDOL and other sister agencies across the nation work with within the next few years. These are targeted more for business partner exchanges than the internal exchanges mostly described in the RFP.

Section/Topics	Question/Comment	Answer/Response
Section III	Please confirm that one-way (inbound) nightly batch integrations with the Source Systems listed in Appendix A is sufficient – confirm feedback of cleansed/matched data (bi-directional integration) to the source systems is not required.	The initial system as described in the RFP will be intended as a one-way feed to the target system. It is KDOL's intent that at some point for ongoing UI modernization that some of these feeds will be bi-directional. But for the duration of the RFP they will be one-way.
Section III	Is there specifically carved out a phase for user acceptance testing?	There are criteria in terms of acceptance as related to KDOL staff being trained and so forth and the other piece of it if it isn't clear. It should tie into Phase B with the other base contract award for benefits because there is a relationship to the two.
Section III.A	Will the tool generate executable business rules?	That is up to what the bidder proposes. This is not a mandate, but it can be proposed and it will be evaluated accordingly.
Section III.A	You mention a need for Data Mining, please describe the types of models you anticipate using?	Data mining and predictive analytics are expected to be used to discover patterns from the past and predict probability that they will occur in certain areas in future. KDOL has had no data mining capabilities in past and is looking forward to discovery based upon legacy insight.
Section III.A	Would KDOL prefer that the vendor use any existing investment tools/infrastructure that it already made? Or should the vendor propose all required hardware/Software with the assumption that we will not be able to reuse any existing investment? If reuse is desired, what is available and in what quantities	For the purposes of this RFP there is really very little available for reuse within KDOL. There is no Data Integration except SSIS. There are no modern BI solutions suite for portals, dashboards, reporting or data access. There is no single source for all of the data for building toward. KDOL does use Windows Servers, and MS Sql Server, and MS Active directory and would prefer to continue with that investment. There is no direct access to VSAM data solution.

Section/Topics	Question/Comment	Answer/Response
Section III.A	What Message Queuing product is currently being utilized?	KDOL does not currently use any message queuing solution. As KDOL moves more capabilities both internal and with business partners toward real-time then we expect a message queuing solution will become necessary.
Section III.A	Is any existing functionality/product to be carried over to the new application, like and identity verification product?	There is no current identity verification being used for customers. Internal identity and security is using Microsoft AD.
Section III.A	Is it expected KDOL users will solely use the tool to detect new fraud patterns without involving the vendor?	The Vendor is expected to set up several pattern detection samples for KDOL to use and to model additional pattern detection on. This will be some of the required reports. It will be a collaborative effort with subject matter experts and vendor. This will also be expected to be include in the developers' skills transfer and ad-hoc training.
Section III.A	If business rules will be created manually who (KDOL or vendor) will be responsible for creating business rules that can be executed by applications?	This is a collaborative process, ultimately, ownership will be in the hands of KDOL. More clarity will be provided later.
Section III.A	Is there an existing reporting solution used by KDOL?	KDOL has no reporting solution in place today. Mainframe (Cobol) reports are available from nightly batch processing and in some case exported to text file and used inside Excel.
Section III.A	What's the ball-park number of reports and metrics of dashboard will the solution need to provide?	There are specific number of reports and dashboards on Page 22. It is estimated that a typical dashboard for a topic will contain 6-10 modules. Your insight should be provided as part of your proposal for KDOL consideration.

Section/Topics	Question/Comment	Answer/Response
Section III.A	Is KDOL expecting to get timely new hire data from employers? Is there a separate data source than NDNH?	The New hire data flow should be analyzed and working with KDOL business specialist determine ways to provide feedback to encourage employers to report timely. Yes; KDOL expects timely new hire reporting from employers. Other states provide new hire information to KDOL via the NDNH clearinghouse.
Section III.A	KDOL notes that they own/use SQLServer and SSIS. Do they imagine using existing SQL licenses for any data warehouse needs, or must we present additional database licenses for the warehouse?	MS SQL Server is the database of choice for KDOL. As part of the proposal recommendations for database needs to the overall solution should be provided. KDOL will repurpose licenses as appropriate and pursue additional licensing as needed. If another database product or environment is required/needed, then the proposal should include all requirements for KDOL for consideration of the licensing and infrastructure support cost.
Section III.C	Does KDOL have confirmed fraud cases to assist potential machine learning?	Yes; there are known fraud patterns based upon existing data.
Section III.C	Is it okay to use cloud based geocoding of IP addresses and physical addresses?	Yes. Please specify if there is a cost for any cloud based services like geocoding if certain volume thresholds are crossed. Provider must be FedRAMP rev 4 compliant.
Section III.C	Can CESER/KDOL confirm that development of analytical algorithms and models is intended to be deferred until Phase E, per its description?	That is the current intent.

Section/Topics	Question/Comment	Answer/Response
Section IV Solution Objectives	Page 20: Can KDOL confirm that the scope of work includes modifying the Siebel Case Management System to support integration with Predictive Data Analytics? Or would KDOL modify the Siebel Case Management System as required to support management by staff of cases created as a result of the analytics models?	It is not intended that the scope of work will require any changes to Siebel Case Management. It is intended that the data from Siebel case management be available for predictive analytics. It is likely that the KDOL may use the result of Predictive Analytics as a work queue to surface cases that would be worked normally. Siebel Case Management is currently being adapted to allow insert of a case via a service(API). If the analytics can surface high risk potential fraud and can insert that data as a new case via the API service, this would be desirable.
Section IV Solution Objectives	Page 18: Would KDOL provide personnel that understand the existing systems to help the vendor with Source data models and identification?	All UI data.
Section IV Solution Objectives	Page 18: Can KDOL confirm if the scope of work includes identifying, cleansing and converting all Unemployment insurance data into a single Operation Data Store as a part of this project? Or just the data that is required for data analytics associated with the program integrity focus of the Project?	Yes; KDOL will have assigned staff, both technical and business subject experts, to assist with understanding of source data and existing capabilities.

Section/Topics	Question/Comment	Answer/Response
Section V Proposal Format	Did I hear that you are going to provide a format that all contractors will sign for the rfp?	The technical proposal format has already been posted. No NDA is required to access more KDOL current system data format information: To Access the material mentioned in Appendix H, email rfp_responses@itsc.org to receive credentials to this material. An NDA is required for each awarded Contractor staff to access KDOL production data per Federal and State regulations.
Section V.A Proposal Format	On page 22, V. Proposal Format and Timeline, paragraph 3 states, Bidders shall respond to every item listed in Section VII.A… which is Proposal Rating Criteria & Evaluation. Should that be a different section – like VI A-N?	Bidders should respond items listed in Section III, IV, Section VI A-N and appendices. A proposal structure was posted on 10/24/2016.
Section V.A Proposal Format	As far as how the proposal is to be organized, are we to utilize the headings A-N under Section VI (pgs. 24-40) as major section headers, or those items in the table under Section VII as major sections headers, or otherwise?	We will provide a schema of which will be required to follow on how to structure a response such that it helps the bidders and the evaluators in assessing and evaluating what was bid. A proposal structure was posted on 10/24/2016.
Section V.A Proposal Format	Is there a page limit for the response?	Yes, there is. The page limit will be republished with the timeline of events.
Section V.B Proposal Timeline	Is the deadline for submitting questions still today 5 pm?	The deadline is 10/24/16 5 pm Eastern Time.
Section V.B Proposal Timeline	Proposal deadline is not moving, but Q due date and answers are?	The new timeline of events has been posted.
Section VI.A Eligibility	Does bidding on this RFP preclude a vendor from bidding on a future Modernization RFP?	No. Based on work in coordination with KDOL, this is laying a foundation for the data migration piece of UI IT Modernization, but it does not preclude that bidding.

Section/Topics	Question/Comment	Answer/Response
Section VI.A Eligibility	Will the firm award this project be permitted to bid on the full modernization?	Yes.
Section VI.A Eligibility	Is this contract going to be with CESER or KDOL?	With CESER.
Section VI.A Eligibility	Is KDOL looking for a Kansas based organization for this procurement?	No; this is not the case. We are open to who the bidder(s) may be. Do note that there is an 80% on site presence requirement, but it is not limited to a Kansas based organization.
Section VI.A Eligibility	Is there a MBE or WBE requirement for this RFP?	No, there is not.
Section VI.A Eligibility	The RFP says the 80% on site requirement is for "key personnel" not all staff if team is larger. That seems in conflict with what you just said.	~~80% of all staff time on site. Not just key personnel.~~ **CORRECTION (11/2/2016):** There is an 80% onsite requirement for the key personnel. The Contractor staff must perform Knowledge Transfer onsite. Otherwise, excepting as previously indicated, all other Contractor staff onsite at least 50% of the time
Section VI.A Eligibility	Is the 80% requirement based on FTE hours?	~~80% key, onsite for Knowledge Transfer, 50% of all other staff.~~ **CORRECTION (11/2/2016):** There is an 80% onsite requirement for the key personnel. The Contractor staff must perform Knowledge Transfer onsite. Otherwise, excepting as previously indicated, all other Contractor staff onsite at least 50% of the time
Section VI.A Eligibility	What is the location of KDOL where staff will be working on site?	1309 SW Topeka Ave, Topeka KS, 66612-1816

Section/Topics	Question/Comment	Answer/Response
Section VI.A Eligibility	We understand that 80% of the work has to be performed on site. Our assumption is that the location will be the Topeka site. However, we know that you have satellite offices. Could the Department of Labor please identify/provide the place of performance (including site name and physical address of the facility) where the bidders' resources will be located?	~~80% key, onsite for Knowledge Transfer, 50% of all other staff.~~ Topeka, Kansas. 1309 SW Topeka Blvd, Topeka, KS 66612 **CORRECTION (11/2/2016):** There is an 80% onsite requirement for the key personnel. The Contractor staff must perform Knowledge Transfer onsite. Otherwise, excepting as previously indicated, all other Contractor staff onsite at least 50% of the time
Section VI.C References	Can you use the same references for scope of work and COTS Product Category?	Yes.
Section VI.D Financials	At what point would you want to review the audited financials? What is the timeline expectations to provide the Audited Financials?	Everything should be due with the proposal.
Section VI.F Key Personnel	Proposal format notes 3 Key Personnel. We presume that these are only the key/named personnel and that our team may be more than 3.	That is correct. It may not be less but it will certainly be equal or more.
Section VI.M Cost	Has a budget been estimated/established for the project?	There is a budget and there is an estimate, but at the moment it is confidential.
Section VI.M Cost	Should the bidder submit a cost schedule only for the Phase A and B?	No; the bidder needs to submit for all phases. It is a part of our assessment process in terms of overall costs and it will be one of the dimensions of overall management and ongoing as the project ensues on where we are heading in terms of subsequent options.
Section VI.M Cost	Is KDOL looking at this being a fixed Bid proposal?	Yes.
Section VI.M Cost	Fixed Fee. Can you clarify the contract type for this procurement?	Fixed Price.

Section/Topics	Question/Comment	Answer/Response
Section VII.A Scoring Criteria	Is there a weighting to the scoring criteria?	There is a weighting but it will not be provided to the Bidders.
Section VII.A Scoring Criteria	RFP references the weighting of Scoring Criteria but it's not included in the table. Is that weighting forthcoming?	There is a weighting but it will not be provided to the Bidders.
Section VII. C Evaluation Process	Are all Phases to be awarded to one bidder? Or is there the possibility that multiple bidders will be awarded?	There will only be one Primary Contractor. The primary contractor may use subcontractors but the subcontractors' specific delivery as related to the RFP requests must be clearly defined, as well as their expertise to deliver successfully.
Section VII.C Evaluation Process	Will this be a single award for all the phases? When would the options be exercised?	The award is a Base Contract award for Phases A and B. Subsequent to that are Phases C-E, those will be determined before the end of Phase B. Phase E can be awarded at any time but because of its high dependency with the benefits side, it will likely be awarded earlier than later in the entire engagement.
Section VII.C.7 Contract Review	The RFP references an attached Operational Service Agreement, and Data Security Agreement. I don't see those anywhere – can you provide ASAP? 7. Contract Review Bidders shall review the attached sample Terms and Conditions, Operational Service Agreement, and Data Security Agreement and list any exceptions or confirm that no exceptions are taken to each contract.	The technical proposal format has already been posted. No NDA is required to access more KDOL current system data format information: To Access the material mentioned in Appendix H, email rfp_responses@itsc.org to receive credentials to this material. An NDA is required for each awarded Contractor staff to access KDOL production data per Federal and State regulations.
Appendix	What about the tables on tables on Appendix B, C, D, E and I? Should we just put an "x" in the column that fits our product, ex: Available out of the Box, Available with customization or Not Available?	Yes; put an x as applicable. However, the second column talks about past experience specific to the project so and elaboration of the "x" is strongly encouraged.

Section/Topics	Question/Comment	Answer/Response
Appendix	Am I to assume that the first 22 pages are an overview of the RFP and all answers are to be done in the appendix areas of this RFP?	Yes. Regarding providing the Appendix and the fees answers. However, as indicated in the first paragraph of section 6, we do need to understand from the bidder how we are going to achieve all the contractual items that are enumerated.
Appendix A	Is it expected the Siebel Case Management System will be kept?	Siebel Case Management will be utilized for KDOL for the foreseeable future. If KDOL pursues a follow on UI modernization effort, then this product may be replaceable.
Appendix B	In Appendix B, Business Intelligence Solution, can you clarify meaning on the following line items? 1. Trend Indicators 2. Issue Indicators 3. Topic Report access portal (multiple topics) 4. Topic dashboards 5. Customer 360 Dashboard 6. Graphic Benchmark Tools 7. Development tool for Portal development Also, will the initial list of Questions and Answers be published on the website?	1. Capability to track specific, user defined metrics over time. 2. Capability for user to define specific issues to track and status 3. A Web page that allows users to access reports for specific topics. 4. A dashboard that organizes and presents summary or statistical information for specific topics. 5. A Web page that presents all information about a customer, business, or claimant. 6. Tool that allows to visualize items 1. and 2. above 7. A tool that is accessible via the web Yes
Appendix B	*Run mapping rules in design* ** **Need more information on what they are looking for here. Data Services has a debug feature whereby the user can view data as it progresses through a data flow and Information Steward can preview the results of cleansing packages.**	Capability to execute mapping rules in non-production mode to determine their correctness.
Appendix B	*Publish flows as workflows* **Does "flows" means "data flows"? Data flows can reside in the Job itself or within Work flows that reside in Jobs. Only jobs can be "executed".**	Yes; flows means data flows. Different products use these terms differently. Just explain capability

Section/Topics	Question/Comment	Answer/Response
Appendix B	*Ability for multiple endpoint formats to use same data integration service.* **** Could use an example of what they are looking to accomplish in order to help answer.**	Example a spreadsheet may contain all wage records for an employer. But a web page or an API may bring in same data. Each is using a different end point but will contain same data and integration will be same to move data to all final storage locations.
Appendix F	What about the table on Appendix F? Are we supposed to put in the description of the document we use for this purpose?	Yes; we will provide and update and an addendum to that.
Appendix F	In Appendix F, Does Due at Proposal time indicate RFP proposal or Iteration Proposal/Begin time?	One time with the Proposal.
Appendix F	Are we to assume only the questions listed as Due "Proposal" are due to be submitted with the RFP response?	Yes; just with the proposal and not to be resubmitted or updated as related to option 1, 2, etc.
Appendix H Non-Disclosure	Page 77: Is there an ITSC Non-Disclosure form that would need to be filled out, or would we use our standard Non-Disclosure form?	An amended NDA has been posted.
Appendix H Non-Disclosure	When will the non-disclosure form for Section H be provided to vendors?	An amended NDA has been posted.
General (Existing Systems)	The RFP mentions that KDOL is primarily a Microsoft environment. Does KDOL plan to procure Microsoft products, or will non-Microsoft products be given equal merit?	Preference will be given to solutions that leverage KDOL existing knowledge base.
General (Existing Systems)	What databases does KDOL currently have running on its Microsoft SQL Database Servers?	All databases that are not on the mainframe are on MS SQL.
General (Existing Systems)	Does KDOL have plans to eventually migrate its mainframe systems to another platform? We imagine that KDOL would prefer that the Data Management and Data Analytics system be flexible enough to require minimal change if/when it does migrate away from its mainframe.	Yes, your assumption is correct.
General	Questions 11 and 12 are due at the submittal of the proposal?	If the items 11 and 12 are on page 9 then yes, we expect the vendor to include this as part of the proposal.

Section/Topics	Question/Comment	Answer/Response
General	The RFP is initially focused on data quality, then shifts focus to a standalone date store. As the RFP continues, the optional contracts phases sections outline the business process and benefits of matching, cleansing, and analytics, but are secondary to having the standalone data store in place. Please clearly articulate the set of key business problems that needs to be solved by a successful implementation of these RFP requirements.	This information is in the RFP.
General	We have thoroughly reviewed the RFP for a standalone relational data store (data management), and the various reporting and predictive analytics and dashboard identifiers for Fraud (Data analytics). Has a determination been made on what solution set (existing or future) will support the business functions of follow-up and tracking of the various elements identified through the analytics (e.g. internal employee fraud, Claim Fraud, Employer Fraud, Appeals, case management, etc.)?	The RFP is intended to provide capability to find fraud. Tracking of the efforts will be done outside of the RFP and intended in near term to be use Siebel Case.
General	As KDOL moves forward with the RFP, should the proposal take into consideration the "de-commissioning" of existing processes that will be replaced by some of the functions outlined in this RFP, or will the State resources be responsible and assume accountability for de-commissioning the legacy processes to reduce duplicative processes and outputs?	KDOL will be responsible for de-commissioning legacy systems and processes.

Section/Topics	Question/Comment	Answer/Response
General	Does KDOL prefer a Cloud or on premise solution, or is either option acceptable? Is it up to the vendor to suggest the appropriate option?	On-premise is the preferred solution but cloud and hybrid will be considered; a detailed technical description is required per the requirements of the RFP. All costs shall be provided per the pricing formats. Any Cloud solution must be FedRAMP rev 4 compliant. The bidder must clearly describe how PII data will be protected. The Ownership Rights clause in the Terms and Conditions must be clearly addressed.
General	Does KDOL have any specific UI Tax reporting packages and sample reports that it must produce?	KDOL has no existing tax reporting package. Direct queries into Siebel or mainframe batch reports are used today.
General	Please describe the file layouts of the source data, including number of attributes and approximate number of records of each file for each of the 4 sources. a. Please indicate those data elements which KDOL expects to process that have a many-to-1 relationship (many addresses to 1 contact, many phone numbers to 1 contact, many identifiers to 1 contact, etc.). b. Please indicate if the data elements need be consolidated or merged.	KDOL has no existing tax reporting package. Direct queries into Siebel or mainframe batch reports are used today.
General	Please provide the number of records for various entities from different systems that are in scope, including info about all child records, such as activities, addresses, phones, etc.	These will be included with the files as part of the Information available after NDA is completed for each vendor. Volume information is not available but can be derived from Mainframe core systems.
General	Is the vendor to master inactive citizens/companies, as well? Are there guidelines available as to how to manage those with respect to matching and merging, and usage of various services during initial load and later?	Yes; inactive citizens and companies have a long history in Kansas and will be part of target solution data.

Section/Topics	Question/Comment	Answer/Response
General	What are the various types of relationships, in terms of complexity, quality, and number that are to be supported? Are roll-up functionalities and UI-based relationship management needed?	Employer parent child and corporate relationships are expected to be supported (rollup to ultimate parent is needed) Employer relationships to third party service providers are included. (i.e. Payroll). Family relations to claimants are not included in UI data structures. Citizen to multiple employers inside and outside of Kansas are normal for UI data relationships.
General	Is the vendor to support/generate Householding? If yes, please provide the definition that will be in scope for qualification as household. Are matching/merging functionalities needed for households? Are matching/merging functionalities needed for households?	Family house holding is not needed (assume you mean family or household structure). However, one of the fraud indicators is multiple claims from same address so quality address and duplicate address is important indicators.
General	It is mentioned that Role-Based Access Control is to be implemented. Please detail the levels of roles and complexity in data visibility that might be needed.	It is estimated there will be 10-15 roles each for Tax and for benefits and 5 for asset recovery.
General	Is Oracle WebLogic part of the current technology stack? Also, please indicate the hours through which the solution tools must be available for data processing and access.	"24 X 7 X 365. 99.5% availability less defined maintenance windows which shall be less than 6 hours monthly. Oracle WebLogic is not part of current technology stack.
General	What is the fraction of daily changes to data? Please provide Create, Update, and Delete volumes separately.	It is estimated that there is less than 10% changes daily. Very few deletes.
General	We may need source systems, such as Siebel and mainframes to modify/add data elements. How feasible will those be? (For example, modification of relationships and hierarchies, and normal non-relational data elements that might be the result of data cleansing, adding some universal identifiers, etc.)	Changes to source systems is going to very limited due to resource constraints and adding to legacy code base challenges.

Section/Topics	Question/Comment	Answer/Response
General	Will it be possible to do real-time change data capture in systems such as Siebel and mainframe, as they are currently implemented with the department?	Siebel yes it is possible. No it is not being currently used. Mainframe will require tools/products or development.
General	Will Siebel and mainframe system be able to accept real time updates through web services?	Siebel yes it is possible. Mainframe will require tools/products or development.
General	How many environments need to be maintained during the project? Who will provide administration support? (There may be areas of common skillset between KDOL and the implementer.)	Production, Test and Development. Multiple developments if that is vendors project approach. KDOL will provide operating system and patch support and storage administration. Vendor will provide product administrative support until official handoff is done to KDOL, when KDOL has migrated solution to production and it is stabilized.
General	Do historical changes to data need to be captured? Is rollback of records to a point in time in the past through minimal manual intervention a required functionality of the solution?	Historical changes will not be required. Rollback to a point in time is not required.
General	Is there a requirement that the solution is on premise, cloud, or a hybrid? There is mention in the RFP document about hardware and OS being provided by KDOL - it is a "Microsoft world". Does this mean an on premise solution is requested?	On-premise is the preferred solution but cloud and hybrid will be considered. If a non-Microsoft solution is proposed then vendor is expected to provide as part of the proposal the additional training, licensing and support cost/efforts until KDOL has developed experience to utilize.
General	Are delete operations hard or soft deletes?	Soft
General	What is the current stack of integration tools?	SSIS and FTP are only tools currently used.
General	Is data masking a requirement for the dev. and test efforts? In that case, how will KDOL handle this, or is the vendor required to provide the necessary support, such as tools and services?	KDOL would prefer to use data masking for PII. If vendor can propose this as part of solution that would be beneficial to KDOL. The Contractor shall not have access to IRS FTI TOP data; this data will not be part of the project

Section/Topics	Question/Comment	Answer/Response
General	How complex is survivorship envisioned for various attributes and child entities?	The Contractor will need to discern this as part of the effort. There is minimal chance that there is duplicate data in our existing system. Survivorship of Golden Record should not really be a problem since there are no known duplicates. KDOL will fix core data.
General	Please provide details about software used for access control (e.g. Microsoft AD, something else?).	Existing is Microsoft AD for MS environments. Top Secret for Mainframe.
General	For matching, we assume addresses will be used. Since the data model is not known, one possibility exists that citizens may have multiple addresses associated with them, with one being a primary address. Are we to use all address combinations for matching purposes? This may become quite complicated, needing a prior study regarding feasibility.	KDOL is looking for the capability to do matching. The tools provided should give KDOL the ability to do matching in batch and on the fly. We expect the vendor to demonstrate the level of capabilities of data matching using multiple addresses.
General	How should the proposal be organized? In other words, is there a specific outline that responders are to adhere to (i.e. section headers)?	Technical proposal format has been posted
General	We understand that the deadline to submit questions and clarifications was extended to 10/24, and that answers will be provided on 10/28. Given that this only allows 2 weeks between clarifications being provided and the proposal deadline, will KDOL grant an extension of the proposal deadline by two weeks? This will provide enough time to develop a thorough response and propose the best possible solution to meet KDOL's requirements.	There is an extension to 11/18 5:00 pm Eastern Time.

Section/Topics	Question/Comment	Answer/Response
General	Will NASWA be a beneficiary of the services provided pursuant to this RFP?	KDOL may share directly with other UI agencies. Per the funding source of this project, USDOL has the rights to share with other UI agencies in the nation. NASWA (ITSC and Integrity Center) may be a mechanism by which this sharing is accomplished.
General	Will NASWA be required to access to the software licensed pursuant to this RFP?	No
General	3. Which entity (or entities) will sign the resulting contract?	CESER (business unit of NASWA)
General	This NDA is written to apply to a specific individual. Are you guys okay with the attached modifications that would better address compliance by our firm as a whole? I assume you will provide access to the documentation upon finalization of this agreement?	No NDA is required to access more KDOL current system data format information:

To Access the material mentioned in Appendix H, email rfp_responses@itsc.org to receive credentials to this material.

An NDA is required for each awarded Contractor staff to access KDOL production data per Federal and State regulations. |
General	Will the firm awarded this project be permitted to bid on the full UI/IT modernization?	Yes.
General	Is the selected vendor responsible for securing/contracting for external data, like incarceration?	No. If an external data source is necessary the solution will clearly indicate the initial and annual or volume costs, however KDOL/ITSC will be responsible for procuring the data or data service agreement.
General	Regarding the Contract Option sections, the RFP reads: "Execution of the options depends on budget, pricing and contractor performance." Are any more specific metrics or success factors available?	The RFP, including acceptance process, delineates the metrics.

Section/Topics	Question/Comment	Answer/Response
General	Will the ODS complete replica of the legacy data stores?	No. The ODS is expected to contain the data necessary for go forward design and all data necessary to support UI operations will be included.
General	Is it expected the ODS will be used to build future operational applications (e.g. claimant service, employer service, etc.)?	Yes.
General	Is it expected that data in ODS will be edited and synced back to legacy data stores?	Yes.
General	What's the HL7? Is it the protocol used in healthcare? If yes, how does KDOL envision to use HL7 in UI environment?	Yes; HL7 is Health care standard. Employers are required to provide confirmation for health insurance compliance reporting.
General	Is the evaluation a two tier setup? Basic requirements followed by an evaluation of the proposal itself?	The Technical Proposal will be evaluated first, then the Cost Proposal
General	Given the number question deadline has been extended, could the submission deadline be extended by three weeks?	One-week extension granted. 11/18 5:00 pm Eastern Time
General	Is the current system a GUIDE system? If not, what type of system is it?	Not a GUIDE system; home grown system
General	Does the current data store have sufficient data or required reports?	No. As specified in the RFP KDOL is looking to enhance its data collection and reporting capabilities.
General	Can you provide additional information about the data cleansing requirements?	KDOL is looking for two things. First, and the most important, the capability to cleanse data. The tools provided should give KDOL the ability to cleanse data contained in various data stores in batch and on the fly. Second, the data cleansing specified in the RFP.

Section/Topics	Question/Comment	Answer/Response
General	What information would go against the operational database?	KDOL does not understand the phase "go against". Currently, all data moving between the various environments is decentralized, uncoordinated, and chaotic. The goal is to move all data into a centralized data store that can be used as a clearing house for all data movement. All data in all data stores will be migrated to the new data store from the existing data stores in the various environments. The order or priority of that migration is specified in the RFP. Using the new data integration layer all data needing moved into all existing data stores will be moved from the new data store. The new data store will become the single data store for all data. The individual environmental data stores will continue to be used for by those environments operationally during future modernization efforts (beyond the scope of this RFP).
General	I was not sure if we needed to sign the NDA prior to the response or include the NDA with the RFP response.	The technical proposal format has already been posted. No NDA is required to access more KDOL current system data format information: To Access the material mentioned in Appendix H, email rfp_responses@itsc.org to receive credentials to this material. An NDA is required for each awarded Contractor staff to access KDOL production data per Federal and State regulations.