

Question No.	RFP Page No.	RFP Section No.	RFP Paragraph No.	RFP Attachment	RFP Appendix	Question for RFP #V-17 Questions are presented in the form they were received.	Response for RFP #V-17
1						Could you please share the emails of people who showed interest in this RFP (either by asking a question or who respond to this RFP). We could then reach out to the potential bidders, partner with them and participate as a Sub-Contractor?	No.
2						Whether companies from Outside USA can apply for this? (like, from India or Canada)	Restrictions may apply to companies which have their principal place of business or have operations in certain jurisdictions and would be evaluated on an individual basis. In addition, the entity would still need to meet all other conditions of the RFP with regard to the authority to do work in New York and the United States. Please see Appendix A - Standard Clauses for New York State Contracts, also see RFP Section 1.11 for further restrictions.
3						Whether we need to come over there for meetings?	Yes, NYSDOL expects the awarded vendor will attend meetings in person as deemed necessary. Please see RFP Section 2.4.3.
4						Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	Yes; however, all NYS Data must be accessed and remain within the 48 contiguous United States, and the District of Columbia. Please see RFP Section 2.9.2 (E), also see Section 1.11 for further restrictions.
5						Can we submit the proposals via email?	Electronic submission will not be accepted. Please see RFP Section 3.3.
6						I am hoping you can email me a copy of any specifications and/or documents associated with this bid. If it can't be emailed, please let me know. Please do not send them if a fee is required.	Per the announcement in the NYS Contract Reporter, the RFP documents can be obtained from NYSDOL's Contract, Bid & Grant Opportunities webpage: <a href="https://labor.ny.gov/agencyinfo/contracts/contract-bid-grant-opportunities.shtm/">https://labor.ny.gov/agencyinfo/contracts/contract-bid-grant-opportunities.shtm/</a> .
7						I was wondering if NYSDOL was still contracting with IBM for UI system maintenance? Or is another vendor providing these services currently?	The State supports the current solution.
8						Which vendor provides the current solution and approximately how long have they been the incumbent?	The State supports the current solution.
9						Will this Solution need to interface / integrate with the current Customer Relationship Management solution? Please provide incumbent vendor information for CRM solution as well as approximate time frame for replacement.	There is currently no CRM in place.
10						Will this solution need to interface / integrate with any open portals? Please provide incumbent vendor information for portals as well as approximate time frame for replacement.	A comprehensive list can be found in Attachment E, Interface Catalog. Integration or replacement of interfaces must be included in the bidder's schedule.
11						Are you able to list the top 5 key technology initiatives currently for the Department?	The UI Modernization design, development, and implementation project is NYSDOL's top technology priority.
12	134	3	Tab E			Bidders are asked to submit financial statements. In order to protect our sensitive information, can we provide a link to a secure portal for viewing rather than providing hard copies with our proposal?	No.
13	General					What is the anticipated start date? The projected GoLive date?	Please see RFP Section 1.9 for the anticipated start date. For the projected GoLive date, please see RFP Section 1.2.
14	General					Is NYSDOL open to a vendor-hosted solution?	Yes, bidder is to propose a solution and services that meet all of the modernized UI Solution's requirements for this RFP. There is no stated preference for the hosted solution. (08/17/2017)
15					O	Attachment L-1 Site Visit Information is to be put with Volume I Tab L Training - is that correct?	Yes, it is correct.
16					O	Attachment O is listed as not being required to submit with the proposal yet the tab identifier is Volume I Tab O. Which is correct?	Submission of Attachment O is not required.
17	2	1	1.1.3			The RFP states "there are related system initiatives currently in-progress or under development." What are they?	The successful bidder will have access to this information. All known requirements have been described within the scope of this RFP. Also see RFP Section 2.10.1 (F), the underlined paragraph as well as Table 2 - Assets List regarding the possibility of upgrades and replacements.

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18	72	2	2.16			The RFP states Project Status Meetings are bi-weekly. Does this mean taking place every two weeks or twice a week?	Every 2 weeks.
19	99	2	2.28.2			How many state staff users will need to be trained? What number of state staff will participate in TTT?	There are currently approximately 1,300 UI agency staff that will require end user training. The number of state staff participating in TTT will depend upon the training approach proposed by the bidder.  The State expects the training needs will vary with each area [e.g. Benefits, Employer, Appeals, technical, etc.], and will depend on factors such as the Solution's components that the area will use, the expertise level of area staff, and the bidder's proposal.
20	48-49	2	2.10.1 G			Are the documents listed required with the proposal or upon award (i.e. System Design Description, Architectural Design, Application Design, System Interface Design Description, and Database Design Description)?	Required RFP response content and formats are detailed within Section 3 of the RFP.
21	General					There are a number of plans mentioned in the RFP (i.e. Security Plan, Software Test Plan, Systems and Integration Test Plan, Acceptance Test Plan, Implementation Plan, Data Conversion Plan, As-Delivered Acceptance Test Plan, Environments Work Plan, Master Project Work Plan, Knowledge Transfer Plan, Training Plan). Are these to be included with the proposal or only upon award?	Required RFP response content and formats are detailed within Section 3 of the RFP.
22	160	5	5.2.7			According to subsection D Technology Errors and Omissions Insurance and subsection E Cyber Liability Insurance, the same amount of insurance coverage is required of us as the contractor and any MBE, WBE, or SDVOB subcontractor we partner with. By nature, many of these subcontractors are small businesses that either a) cannot afford coverage at the required levels or b) may be ineligible to purchase due to the nature of the work. Are there different insurance requirements for those small MBE, WBE, or SDVOB businesses?	The insurance requirements are the same for all contractors and subcontractors.
23	18	1.12				This section states that the project needs to be staffed using NYSDOL and contractor staff both. Based on this please share the total number of NYSDOL staff and their skillsets to prepare staffing plan accordingly.	See RFP Section 3.4, Tab I - Staffing Plan. NYSDOL intends to provide the necessary skill sets outlined in the bidder response.
24	22	2.1.1	K			Please provide the following details: Maximum number of concurrent claimant users Maximum number of concurrent employer users Number of concurrent agency workers (adjudicators, appeal examiners, etc.)	The State considers concurrent user numbers to be inconsequential. Capacity requirements are outlined in Attachment B - Nonfunctional Requirements.
25	22	2.1.1	K			What is the expected growth of users over the next 3,5 and 10 years?	Refer to Attachment B - Nonfunctional Requirements, Capacity category, requirement #11.
26	23	2.1.1	J			Please confirm if NYSDOL has any preference for cloud based / on-premise hosting solution	Please see the answer to question #14.
27	23	2.1.1	K			Please provide UI system volumetric details for 2016 also and estimated projections (if any) for future years, for the following parameters: • Number of claimants (beneficiaries) • Number of active employers • Number of initial claims • Number of continued claims • Payments • Appeals • Wage Records  This data will help in knowing the UI data trends and sizing the proposed UI system accordingly.	In 2016 NYSDOL processed 968,012 initial claims, 8,596,372 continued claims and \$2,302,363,047 in payments for 563,209 beneficiaries. There were approximately 550,000 employers in the system and 43 million wage records. The agency conducted 7,427 Employer audits and 7,493 UI investigations. 33,892 UI delinquency investigations were closed. There were 30,299 Lower Authority Appeals decisions mailed and 3,539 Higher Authority Appeals decisions mailed.

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28	23	2.1.1	J			Please confirm if NYSDOL intends to host the proposed UI system in its existing centralized data center in Albany , NY with alternate disaster recovery center at Utica, NY or if it is seeking the hosting services from the contractor.	Please see the answer to question #14.
29	23	2.1.1	K			Please provide the number of Unemployment Insurance Staff expected to access the proposed UI IT system, along with expected peak user loads. This will help to understand the size of the proposed UI IT system.	Capacity requirements are outlined in Attachment B - Nonfunctional Requirements.
30	54	2.10.1	F			Any change in the existing products e.g. Open Text Exstream, existing Oracle Data Warehouse, Oracle PeopleSoft, IVR required for integration with the proposed UI system will be NYSDOL's responsibility, please confirm.	Assets changes requested by the bidder for integration purposes will be the bidder's responsibility. See RFP Section 2.10.1 (F), the underlined paragraph as well as Table 2 - Assists List regarding the possibility of upgrades and replacements.
31	58	2.10.3	Table 2C			Please provide the software versions for all the softwares listed in the Table 2C to assist contractor to assess fitment for proposed UI system e.g. Oracle, SQL Server DB, IBM DB2, IBM WebSphere Application Server, IBM Cognos, Oracle Policy Automation , IBM FileNet etc.	Currently deployed versions in production as of July 1, 2017: IBM Direct Talk: WebSphere Voice Response for AIX 6.1.0. IBM FileNet: 5.2.1. Oracle Policy Automation: OPA Cloud May 2017. IBM WebSphere Application Server: 7.0.0.39. Cognos: 11. IBM BPM Advanced Edition: 7.5.1.2. IBM Message Queue (MQ): 7.0.1.12. Oracle DB: 12C. IBM WebSphere Message-Broker: 7.0.0.1. IBM DB2: V10.1, V11.1 scheduled July 29, 2017. IBM Sterling: Sterling File Gateway 5.2.6, IBM Control Center 6.1, Sterling Secure Proxy 3.4.3. IBM VSAM: z/OS V2 DFSMS. Bidder must propose the most current version required to correctly and properly operate the proposed Solution.
32	58	2.10.3	Table 2C			Wherever possible contractor will prefer to leverage the softwares mentioned in Table 2C, in its proposed UI system, please confirm if the cost for the corresponding software licenses need to be included in our cost proposal.	Yes, software leveraged in Table 2C needs to be included in the cost proposal.
33	63	2.12	17			Please confirm if NYSDOL has any deployment tool that contractor can leverage for the implementation of proposed UI system.	No, currently NYSDOL does not have a deployment tool for the contractor to leverage.
34	81	2.18	Table 4			<p>1. Please share the list of various legacy data sources to better understand the existing applications. Although contractor understands that extraction of data from legacy systems is responsibility of NYSDOL. Appreciate if any documentation is available to understand existing systems / applications.</p> <p>2. Please provide details about the legacy data sources size, format and complexity of the files / tables involved. Appreciate if mentioned details are available for functional areas like Benefits / Employer Data / Appeals.</p> <p>3. Please share staging area format/size (database name / files etc.) ?</p> <p>4. How tightly coupled data of Benefits/Employer Data/Appeals is present? This is required to understand complexity of iterative approach.</p> <p>5. Please provide quality of legacy data. Is there any known legacy data issue?</p> <p>6. It is mentioned in point 17 of table 4 that "Ongoing migration if data synchronization between old and new is required". Please provide more details for this requirement.</p>	<p>1. VSAM, DB2, and Microsoft Access comprise the bulk of the legacy data sources, with the majority in VSAM.</p> <p>2. Significant study has been accomplished in the Employer Registration sub-domain: there are 24 DB2 tables with 536 data columns and 14,430,145 data rows, plus 3 VSAM files with 25 data columns and 8,327,095 data rows. Additional legacy data source information is unavailable at this time.</p> <p>3. NYSDOL will develop the staging area format and sizes through collaboration with the successful bidder.</p> <p>4. The domain data is coupled depending on business function. NYSDOL anticipates the contractor to propose the best approach based on their prior experience with UI implementations.</p> <p>5. The legacy data is functional and has served the State for decades. However, significant effort will be needed for data cleansing to move it to a modernized system.</p> <p>6. Please see the answer to question #37.</p>

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35	82	2.18.1	1			<p>It is mentioned in this paragraph that contractor must plan for data cleansing and migration from the legacy system's data sources and related UI initiatives, to the new system's database. Contractor has following questions:</p> <p>1. With reference of Page 81, Table 4, point 3 and 4, contractor assumption is that data cleansing and migration will be done by NYSDOL. Please confirm.</p> <p>2. Please provide details about the UI initiatives mentioned in this paragraph.</p>	<p>1. No. Data cleansing is a shared responsibility with both NYSDOL and the contractor. Migration responsibilities are detailed within RFP Section 2.18 and are summarized on Table 4 - RACI Matrix of the RFP. Where both are jointly responsible, the contractor will lead and NYSDOL will assist.</p> <p>2. This will be discovered by the vendor in collaboration with NYSDOL during the requirements phase of the project.</p>
36	82	2.18.2	2			<p>1. Please provide details of Image repository system. Also, describe the image file types. Is there any specific format in which all images will be migrated?</p> <p>2. Is image conversion applicable for all Benefits, Employer Data and Appeals? Please share approx.. total count and size of these images.</p>	<p>1. Benefits and Employer domain images are in IBM ImagePlus, which uses a proprietary MOD:CA format. There are plans to migrate from ImagePlus to IBM FileNet in late 2018 or 2019 and the images will be converted to FileNet supported formats. Certain outgoing correspondences and reports are stored in IBM OnDemand. Appeals domain does not currently use an image repository. The contractor will establish a preferred target format in collaboration with NYSDOL.</p> <p>2. Yes - Benefits, Employer, Appeals. The ImagePlus inventory has 46,543,846 images as of 6/28/17; the average size is 74kb. The oldest image is from 1992. Volume per year fluctuates based on business volume and varying retention periods. Peak year volume was approximately 70 million images (post-9/11). Permanent retention documents historically gives rise to about a 10% annual increase in image storage.</p>
37	82	2.18	17			"Ongoing migration if data synchronization between old and new is required", Please elaborate exact scenario for data synchronization.	Scenarios are dependent on vendor proposed solutions and how they are implemented. A possible scenario is when the bidder proposes a phased implementation. Data may change in both source and target systems. Another possible scenario is when a phased data migration is used. See RFP Section 2.18.
38	88	2.24.1	F 6)			Please provide ServiceNow ticket details like severity, response time, resolution time etc. being currently handled by L2, L3 & L4 staff being engaged in applications support.	There were 11 tickets opened in the date range 04/20/2017 to 07/28/2017 that were identified by the user as relating to the UI applications. ServiceNow Classification Priority and Impact: 1 critical, 1 high, 2 medium, 7 low.
39	137	3.4	TAB G – System Architecture & Environments A 3)			Please elaborate the specific information needed to be provided by contractor for "The bidder shall respond to Section 2.10 and detail the skills and appropriate user roles required for functional and nonfunctional requirements."	The expectation is that the bidder will list the skill sets and roles contained within their response for Tab I - Staffing Plan that are needed to meet the requirements of Section 2.10 of the RFP.
40	138	3.4	TAB G – System Architecture & Environments B.1)			The RFP states "Bidder's plan shall also address how NYSDOL will test its configuration and converted data in conjunction with the common core". Please elaborate the reference to "common core", is this the UI base system being referred that NYSDOL expects to be deployed in a separate environment called "Environment that contains the UI system to be leveraged for the Solution".	Yes, your understanding is correct.
41	General					Does NYSDOL has secured and confidential data required for conversion that contractor is not authorized to access?	Yes.
42	General					Is there any encrypted data for conversion? Please share details.	There is encrypted data for conversion. Specific details will be disclosed to the successful bidder.
43	General					Please share the number of years of data required for conversion? Kindly provide details about the data archiving policies that would govern the proposed solution.	The vendor will discover this information in collaboration with NYSDOL during the discovery phase of data migration.
44	Attachment			A-3		Please provide information regarding the different / multiple types of media files which need to be uploaded in the proposed UI system? What is the average size of media file which needs to be uploaded?	The system must accept information in widely-used file formats. Examples can be found in Attachment B - Nonfunctional Requirements. The current setup allows up to 5 meg per upload.
45	Attachment	Usability, Row no 337		B		Please confirm the other languages, the system must support, as required by NYSDOL.	Please see answer to question #126. (08/17/2017)

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46	Attachment	G.Security		D-1		Please confirm the intrusion detection tool being currently used by NYSDOL and expected to be integrated with proposed UI system.	The tool currently used is HP-WebInspect.
47						I wanted to confirm that answers to our questions will be posted on this site: <a href="https://labor.ny.gov/agencyinfo/contracts/uiss/uiss.shtm">https://labor.ny.gov/agencyinfo/contracts/uiss/uiss.shtm</a> . Will the answers be posted in the form of an Addendum?	Yes, the answers will be posted to that site. No, it will not be posted as an Addendum.
48	1	1.1.1 Purpose	1			The RFP states that NYSDOL will be the owner of the solution once deployed. Given the many advantages of a subscription or SaaS based solution (decreased costs, included maintenance, always up to date, etc.) would NYSDOL consider a SaaS based solution?	Please see the answer to question #14.
49	7	1.5 A.	4			Regarding the following requirement: "Successfully completed is defined as a system that has been implemented and operational for at least one (1) year with no critical application defects. Critical application defect is defined as a defect that has caused a system outage resulting in a work stoppage greater than 24 hours and affecting a core service or application." What mechanism or tool will NYSDOL utilize to ensure that the vendor meets this minimum requirement?	Client references will be contacted to verify that the bidder meets the minimum qualifications.
50	7	1.5 A.	4			Please confirm that the qualifying \$10M project in the past 5 years must be specifically for UI Benefits/Contribution Modernization.	Yes, the qualifying \$10M UI Modernization project in the past 5 years must have included UI contributions or benefits computer systems and business processes.
51	1 thru 9	N/A	N/A			Given the very rigid minimum vendor requirements NYSDOL will effectively be excluding potentially otherwise qualified bidders from competing for this award. If the pool of qualified bidders is too small this may not be in the best interest of the state. Should this be the case, will NYSDOL potentially loosen the minimum requirements constraints?	If the pool of qualified bidders is too small, NYSDOL will refer to the NYS Office of the State Comptroller's (OSC) guidelines regarding proposal responses and follow OSC's best practice procedures to determine the reason for a limited proposer pool.
52	7	1.5 A.				Must the qualifying \$10 Million Modernization project cited be currently on line and operational?	Yes.
53	1	General	N/A			Was any vendor involved in the preparation of this RFP?	Yes. We engaged consultants from vendors that are not potential bidders on this RFP.
54	1	General	N/A			What vendors did demonstrations or presentations or provided input for the Agency in advance of the preparation of this RFP?	Prior to preparation of this RFP, there have been many vendor demonstrations and presentations concerning information technology to the New York State Department of Labor. No vendors did demonstrations or presentations specifically for the New York State Department of Labor for the preparation of this RFP. The New York State Department of Labor's Unemployment Insurance Division engaged consultants for preparation of this RFP from vendors that are not potential bidders on this RFP.
55	Attachment	Cost of Schedule Deliverables - Row no. 15		N		Please confirm if Technical Testing refers to System Testing.	Yes, Technical Testing refers to software tests for the Nonfunctional requirements of the system.
56	Attachment	Cost of Schedule Deliverables		N		As mentioned in the Instructions Tab, row no. 9, can the contractor change the Cost Items under milestone 3.x and align it to the suggested phases in the proposed solution?	Yes, contractor can change the Cost of Schedule worksheet that is more congruent with their technical proposal.
57	Attachment	Cost of Schedule Deliverables		N		Row no. 16 - "Packaging of Builds into Releases" Contractor understand that this will be "Packaging of Builds into Release", please confirm.	Yes, contractor may understand the sentence as "Packaging of Builds into Release".
58	112	2.30.1	Figure 4 – Iterative Development and Release Cycles			Diagram does not show IUAT. Training, data migration, release and Go live for each release, after D1 and D2 development iterations. Please confirm if these need to be included in the diagram, if yes, please share the modified diagram	As stated on page 103, Figure 4 is only to help illustrate: 1) that a Release Cycle can have more than one Development Iteration, and 2) Release Cycles and Development Iterations may overlap and be in progress at the same time.  Expectations for each Development Iteration and Release Cycle can be found throughout RFP Section 2.30 - Invoicing.

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59	115	2.30.1	Table 7 – Contractor Invoicing Schedule			"Deliverables for Milestone 4 - All requirements specified in this RFP and its attachments are implemented in production. System is Live and Operating within the SLA's for NYSDOL"  Please clarify what time frame is considered for monitoring the NYSDOL SLA's after the Go Live is considered to complete this milestone.	A fourteen (14) consecutive calendar day time frame is considered sufficient.
60	115	2.30.1	Table 7 – Contractor Invoicing Schedule			"Milestone 7 Acceptable performance for 180 days post all GoLive as defined in the Section 2.22 Performance Period for Acceptance (PPA) of this RFP."  Please clarify that this milestone is 90 days after completing the PPA (milestone 6) and is primarily a payment milestone to release the remaining half of the retained payment.	Yes, Milestone 7 is 90 days after completing the PPA in Milestone 6 and is primarily a payment milestone.
61	115	2.30.1	Table 7 – Contractor Invoicing Schedule			"Milestone 7 Acceptable performance for 180 days post all GoLive as defined in the Section 2.22 Performance Period for Acceptance (PPA) of this RFP."  We understand that One year warranty will be starting after the completion of PPA (90) i.e. the milestone 6, please clarify.	No, the warranty period begins after completion of Milestone 7 as shown in RFP Section 2.30.1. Also see RFP Section 2.23 - Warranty for information on Warranty Requirements.
62	Attachment			N		Please clarify where to provide the license and maintenance costing for the Software Engineering tools used during the project life cycle. For example, Configuration tool, Requirements management, Release management, Testing etc.	Cost for Software Engineering tools are to be placed in Attachment N, Tabs 3 to 9, as applicable.
63	Attachment			N		O&M Year 1, Year2 and Year 3 - Part 1 and Part2 -Column D,E and F  Please elaborate on the "Original Cost"	Bidder is to indicate the initial cost to utilize the software or hardware, if applicable. This is usually the initial purchase price or an origination fee.
64	Attachment			N		10.Labor Rates-ChangeOrders  Please clarify if 10,000 Hours needs to be split among these roles (Column - Job Title i.e. Column K10 to K25) assuming the CR is of 10,000 Hours	Yes, 10,000 hours is to be split among the Job Titles.
65	Attachment	Row#9, Interface Requirements		E		The requirement states that "The system shall be able to support already existing system interfaces as well as provide new interfaces or enhancements to existing interfaces". Please confirm if NYSDOL expects the contractor to perform enhancement on existing interfaces of existing internal systems also.	Yes.
66	Attachment	Row#384, Management Reporting		A-3		Please confirm the number of authorized staff having access to reporting capabilities.	The vendor will gather this information in the requirements phase of the project.
67	Attachment	Row#269, Security		B		Please confirm if NYSDOL expects user interface of proposed UI system to be mobile ready i.e. user interface can be accessed through browsers on mobile devices.	Yes, proposed UI system must be mobile ready. Please see the Usability requirements in Attachment B - Nonfunctional Requirements.
68	Attachment	Row#290, Security		B		Please confirm NYSDOL's preferred mechanism for 2factor Authentication.	As of July 1, 2017 the solution utilized by NYSDOL for agency staff is the RSA Securid.
69	Attachment	Row#163, Interoperability		B		Please elaborate regarding "different application servers" as defined in the requirement.	Proprietary application servers that enforce a dependence on a specific vendor is to be avoided to the largest practical extent.
70	Attachment	Row#212, Recoverability		B		Please confirm the Recovery Time Objective and Recovery Point Objective for Disaster Recovery	The successful bidder must develop an IT Disaster Recovery Plan. The contractor will establish a Recovery Time Objective and Recovery Point Objective in collaboration with NYSDOL. Service level requirements are outlined in RFP Section 2.26 - Service Level Agreement (SLA) for Operations.

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71	General					<p>Please elaborate if NYSDOL expects contractor to manage document scanning and data collection.</p> <p>If so, request to provide additional details of existing document processing center setup to help vendors in understanding the document collection and management landscape in NYSDOL. Also please provide details of any existing software/tool being utilized by NYSDOL for this purpose.</p>	<p>No, the contractor is not expected to perform or manage the manual stacking and scanning of physical documents. Staffing for these after GoLive will be the State's responsibility.</p> <p>Please note that the solution must meet the requirements in Attachment A-3 - Common Services, "Inbound Documentation" category.</p>
72	General					<p>Please confirm if NYSDOL is currently using any tools/software for following that can be leveraged by contractor for proposed UI system:</p> <ul style="list-style-type: none"> <li>• Infrastructure management and monitoring</li> <li>• Data encryption</li> <li>• Server Virtualization / Managing the virtual server</li> <li>• Backup and Recovery</li> <li>• Executing scheduled jobs</li> <li>• Database Monitoring and Protection</li> </ul>	<p>Software that may be leveraged is in Table 2C - Target Technical Architecture Reuse Analysis. If the item is not listed in Table 2C, then the bidder must consider the tool/software unavailable to leverage.</p>
73	52	2.10.1	C.5.b.Figure 1			<p>In 'Figure 1 – Multi-tier/Multi-layer Logical Approach', there is a box having "Imaging/OCR". Is OCR in scope of Contractor? In case the answer is yes, please share more details on OCR scope.</p>	<p>The solution must meet the requirements in Attachment A-3 - Common Services. Particularly for "Inbound Documentation", "Manage Documentation", and "Workflow and Work Queue". OCR is in scope if needed by the solution to satisfy these requirements. (08/17/2017)</p>
74	55	2.10.1	F.Table 2			<p>In Data warehouse, How many selected legacy data sources are there? Contractor understands that on completion of data migration, data warehouse will be populated from new solution database. Also, data transfer jobs from new solution database to data warehouse will be required. To understand scope of 'data transfer jobs' please provide legacy data sources size/volume/complexity.</p> <p>How long will legacy system be operational in parallel to new proposed solution? Let's say Release 1 is rolled out into production then how long legacy (Release 1) system will operational in parallel? Is there any preference from NYSDOL?</p> <p>Contractor understands that in iterative data migration approach, data warehouse will be populated from both legacy data source (which is not migrated yet) and from new solution databases (already migrated data). This process will continue till entire planned iterations for data migration is completed. Please confirm.</p>	<p>Response for these questions is highly dependent on the bidder's conversion approach and proposed schedule. If an iterative data migration approach was used, the need for legacy data to populate the data warehouse depends on the timeframe needed to complete the entire planned data migration iterations.</p> <p>There is no requirement to maintain parallel systems. However, depending on the release approach chosen by the vendor, operational integrity and business continuity must be maintained.</p> <p>Yes, in an iterative data migration approach the process must continue until the entire planned iterations are completed. Bidders are expected to propose their preferred data migration approach based on their prior experience. Prior experience should be specific to the base solution intended to be leveraged.</p>
75	55	2.10.1	Table 2			<p>In Business Intelligence, contractor understands Cognos capability currently exists to generate ad-hoc reports. Please confirm that any ad-hoc report generation from data warehouse is out of contractor's scope.</p>	<p>Yes, Cognos adhoc report generation is not in contractor's scope.</p>
76	83	2.18.2	5			<p>In point B "Production of a data map", Contractor understands production data map means data mapping only. Please confirm.</p>	<p>Contractor is required to produce a data map with all source and target data mappings for conversion.</p>
77	72	2.16				<p>Contractor has to share working drafts of deliverables with NYSDOL in advance of formal submittal. If NYSDOL finds deficiencies in any deliverable, the contractor shall correct all such deficiencies and resubmit corrected deliverables for review (which begins a new review cycle).</p> <p>As per above statement, what's the approx. duration for review cycle since contractor will share working draft in advance, therefore it should not begin new cycle after final delivery as NYSDOL will share early feedback. Please confirm.</p>	<p>The review cycle duration will be at the NYSDOL Project Director's discretion.</p>

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78	13	1.12	Last paragraph			<p>The last paragraph states that "The CPMT must adhere to the ITS Enterprise Project Management Office standards and reporting requirements, as well as any requirements presented by the ITS Chief Technology Office, the ITS Human Services Cluster (Enterprise Architecture, Security, and Business Solutions)".</p> <p>Would it be possible for you to share the Project Management Office standards and requirements that may come from ITS Chief Technology Office, the ITS Human Services Cluster .</p>	<p>The State's Project Management Methodology can be found on this webpage: <a href="https://its.ny.gov/nys-project-management-guidebook-release-2">https://its.ny.gov/nys-project-management-guidebook-release-2</a></p> <p>Additional details will be disclosed to the successful bidder.</p>
79	Attachment	UC546		A-1		<p>What are the eligibility requirements for Self Employment Assistance Program (SEAP)?</p>	<p>The knowledge worker would evaluate the following criteria to determine the SEAP eligibility:</p> <ol style="list-style-type: none"> <li>1) The claimant must be eligible for regular UI benefits;</li> <li>2) There can be no issues on the claim that needs to be adjudicated;</li> <li>3) The claimant must be at least 18 years of age;</li> <li>4) The claimant must be identified by the State's profiling system as being likely to exhaust UI benefits (Profile score of 50 or above);</li> <li>5) The claimant must have completed SEAP application;</li> <li>6) The claimant must be eligible for at least 13 weeks of UI when the application for SEAP is received;</li> <li>7) The claimant did not participate in SEAP previously;</li> <li>8) The claimant must complete SEAP Orientation;</li> <li>9) The business idea has to be clear and concise;</li> <li>10) The proposed business must be located in New York State;</li> <li>11) The claimant must not have owned a similar business;</li> <li>12) The business the claimant wants to start cannot already be operating.</li> </ol>
80	Attachment	UC150		A-1		<p>Under what circumstances does NYSDOL does bonding ? What kind of bonding is done ?</p>	<p>The circumstances in which NYSDOL requires bonding related to FB 26 UC893, UC150, and UC151 is when an Indian tribe elects to become liable for payments in lieu of contributions. It shall, within ninety days of the approval date of its election, execute and file with the commissioner a surety bond approved by the commissioner as to amount and form. Such surety bond shall continue in effect during periods covering such election, but may be revised annually as to amount and form at the discretion of the commissioner.</p>
81	Attachment	UC140		A-1		<p>Need more details on the RAS program. Is it a separate application that is used to conduct audit ? Are we intending to interface with this application for Audits or we want to eliminate RAS and have an integrated Audit function in the new application ?</p>	<p>The RAS solution must be integrated. It must be able to operate with full functionality in a disconnected state when in the field to conduct audits and investigations.</p>
82	86	2.23				<p>"A new one-year warranty period and maintenance program will then commence for the entire system when full deployment occurs."</p> <p>For instance, in case vendor proposes three production deployments (three iterative release cycles), will there be a PPA after the last deployment per the PPA section in RFP OR will the 12 month warranty start at full deployment?</p>	<p>Yes, there will be a PPA after the last deployment. The PPA period will then be followed by a new one-year warranty and maintenance period on the entire system. Please see RFP Section 2.23 - Warranty.</p>
83	40	2.4.3				<p>We believe that a co-located team is one of the critical success factor for successful implementation, keeping this into consideration we assume that NYSDOL will provide the seating space and other related infrastructure such as m/c, network connectivity, internet access, printing facility and conference / v-con facilities to the vendor team in the NYSDOL premises. Please confirm.</p>	<p>The State will provide office space, meeting rooms, network and internet connectivity, access to systems, web-based conferencing tools, and document management / collaboration tools as needed, upon Contractor's request and NYSDOL's approval.</p>

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84	98-99	2.28.2				Can the state please provide the number of staff and the number of locations for each of the types of training: Training for Technical Staff and Train-the-Trainer Training? Can these training staff numbers be further broken down by functional groupings of UI Benefit Payments, Employer Contributions, and Appeals Case Management?	See response to question #19.
85	60-61	2.13.2	C			Can the state please provide the number of records and data sources for the NYSDOL legacy data extracts and the Image conversion for related documents?	Please see the answers to questions #34 and #36.
86	8	1.6	1		N/A	Given the complexity of this RFP, will the state allow a second round of questions to be submitted? This will help ensure that vendors receive the clarification necessary to provide thorough and accurate responses to the RFP requirements.	No.
87	Attachment	Requirements Gathering		D		<p>NYSDOL has mentioned IBM Rational RequisitePro as their existing requirements gathering tool.</p> <p>Based on information on IBM website, IBM has already indicated End of support for IBM Rational RequisitePro and recommends usage of IBM JAZZ platform based "IBM Rational DOORS Next Generation" product. For further information of end of support for RequisitePro request to refer to "<a href="http://www-01.ibm.com/support/docview.wss?uid=swg3c035052a38122i57">http://www-01.ibm.com/support/docview.wss?uid=swg3c035052a38122i57</a>"</p> <p>Please confirm if NYSDOL has initiated / plans to initiate migration from IBM Rational RequisitePro to IBM JAZZ platform for requirements gathering which can be further leveraged by selected contractor for requirements gathering during proposed UI system implementation.</p>	No, the State does not have a Requirements Management Tool for the successful bidder to leverage. Please see RFP Section 2.7.2 - Requirements Management.
88	127	3.4	Tab C	A-1, A-10		For the Use cases in which bidder's response code is 'A' (i.e.. Bidder has previously developed this functionality and it can be used "as-is" in New York without any new development or changes, or has the same requirement implemented in test/ production in another UI system) - Do we need to provide responses for those Use Cases in Attachment A-10 ?	The completion of Attachment A-10 is not required, regardless of the response code indicated by the bidder. Please see the Instructions tab in Attachments A-1 and A-2.
89	80	2.24.3	A			<p>"Contractor shall continue to provide services related to any bidder proposed hardware or software."</p> <p>Please confirm who will be responsible - Contractor or State Data Center - for the following activities .</p> <p>A. Server hardening B. Server Configuration C. Installing operating system D. Applying regular operating system patches E. Networking F. Firewall Configuration G. Server Backup</p>	There is no stated preference for the hosting solution. Please see the answer to question #14.
90	19	2.3.2	H			<p>"The hosting solution, regardless whether on NY State premises or in the cloud, must be fully compliant with Federal Tax Information (FTI) TOP (Treasury Offset Program) Benefits and Contributions data safeguards as mandated in ITS Publication 1075."</p> <p>Please confirm if State has any hosting preference for the proposed solution - On Premise or Cloud.</p>	Please see the answer to question #14. Also please note that the reference is to IRS Publication 1075, not ITS Publication 1075; see the answer to question #184.
91	33	2.4.4				"Travel Disclosure " - Please provide us some examples which will lead to travel of key personnel to other locations of New York State.	For example, to execute remote testing, troubleshoot a system issue experienced at an off-site location, or meet with project stakeholders at an off-site location.

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92	32	2.4.3	A			Please confirm if the working location for all vendor staff (key personnel, developer, tester, etc. ) will be at Albany, NY and office space and generic facilities like phone, printer, network connection etc. will be provided by State.	Please see RFP Section 2.4.3 and answer to question #83.
93	72	2.17				State has asked for 8 environments. It may be possible to merge and share some of these environments. Please let us know if merging and sharing of environment will be acceptable to State.	Bidder must plan for all the environments listed in RFP Section 2.17 - Environments in their proposal. If during the project the successful bidder recommends to merge some environments, the decision would be at the sole discretion of the NYSDOL Project Director.
94	73	2.17				Production Readiness Environment - Please specify the purpose of this environment.	An environment where all the code is ready to migrate to production at anytime.
95	70	2.15.3				"As-Delivered Acceptance Testing shall begin on a date mutually agreed on by the contractor and the NYSDOL Project Director/Contract Monitor and shall not be time limited." Please explain what do you mean by "shall not be time limited" and what is the duration that vendor should plan for this activity.	For example, in the event that the As-delivered Acceptance Testing is found unsuccessful, this may delay the associated GoLive as tests will need to be repeated. The determination whether the As-delivered Acceptance Testing is successful and GoLive can proceed is at the sole discretion of the NYSDOL Project Director.
96	79	2.24	A			O&M Services starts after successful completion of PPA. Who will provide O&M services during PPA ?	The contractor.
97	102	2.30.1				Legacy Bridges : This project will need bridges to transfer data to and from the legacy system and will require some changes in the legacy system to process data provided by the new system. Please confirm who will be responsible -State or vendor - for processing and testing data from the new system to the legacy system	The contractor is responsible for leading the bridge development to the legacy system. The contractor is also responsible to include the testing of affected legacy systems in IUAT / UAT, and the process outlined in RFP Section 2.13 - Testing.
98	79	2.24				Is testing of the AS-IS in scope ? If yes, what are the work elements that are to be considered for testing ? (For e.g.. Will it be just maintenance of the application (or) will there be enhancements which have to be tested ). Please mention the size of the existing regression test suite and what percent of it is automated till now	If 'As Is' refers to the legacy applications to be converted, then no, contractor is not required to perform tests on the legacy applications.
99	40	2.9.2	4			As per our understanding, NYSDOL is open to have an offsite work location. Please let us know if the proposed offsite location will be outside the United States of America (offshore), where only encrypted/masked data would be used for development and testing activities. In such cases, what would be the ratio of offsite onsite resources/workers	There is no predetermined ratio for offsite/onsite contractors. All NYS Data must be accessed and remain within the 48 contiguous United States, and the District of Columbia. Any offsite work requires approval from the State. Please see RFP Sections 2.9.2 (E), as well as 2.4.3.
100	61	2.13.2	1			"Image conversion for related documents" - What are the different types of images	Please see the answers to question #36.
101	General					Is Archival or Deletion/Purging of data considered in scope ? Please share the details	Archival functionality for the new Solution is in scope. Please see the Archival requirements in Attachment B - Nonfunctional Requirements.
102	General					Can you please provide us input parameters for performance testing ? (For e.g.. Peak load, response time per click, total number of users accessing the application etc.)	Capacity and Performance requirements are outlined in Attachment B - Nonfunctional Requirements.
103	General					Can you please provide us the release frequency ? (For e.g.. Monthly/Quarterly etc.)	NYSDOL is unable to provide a response because the question is not specific enough regarding which releases are being referenced. Please see RFP Sections 2.30.1 - Contractor Invoicing Schedule and 2.24.5 - Software Enhancement and Maintenance.
104	1			E		Can you please provide the complexities of the interfaces ?	Attachment E: Interface Catalog: Interface Requirements Tab gives an overview of the complexities involved. The vendor will gather this information in the requirements phase of the project.
105	100	2.28.4				What is the platform/ LMS being used for implementation of the training solution. Will all the Train-the-trainer, WebEx or Virtual Training material as well as Online Self-paced learning material be made available by the contractor through the NYSDOL platform?	The bidder is to propose the training platform that will meet all of the training requirements specified in the RFP. (08/17/2017)
106	100	2.28.4				What are the preferred authoring tools which NYSDOL would provide contractor for content development and authoring.	The preferred authoring tool for online learning is Lectora v.17, which is currently in use. In addition, all training guides and presentations provided by the contractor must be compatible with Microsoft Office. (08/17/2017)

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107	98 - 99	2.28.2	Para B, C and D			What is the exact number of users who are required to attend ILT/ Train the Trainer or WebEx/ Virtual ILT Training, when the contractor would conduct Acceptance Test Training, Training for Technical Staff, and Train the Trainer.	See response to question #19. For specialized roles that the bidder may need, NYSDOL intends to provide the necessary skill sets outlined in the bidder response to Section 3.4, Tab I - Staffing Plan. For technical staff as an estimate, bidder can expect to train up to the total number of State technical personnel they intend to use based on their proposed staffing plan. Please also see Section 2.28 - Solution Training.
108	99	2.28.2	Para E			What are the different languages in which User Guides are required to be published for the Public User Training?	Please see answer to question #126. (08/17/2017)
109	99	2.28.2	Para E			Please confirm if the training deliverables for Public User Training should include all of these deliverables - E-Learning or Online Training modules with Simulations or Step by Step Wizards, On-screen help through Online Contextualized Help, Short Video Tutorials, and Training Guides in all supported languages	Yes, please see RFP Section 2.28.2.E. (08/17/2017)
110	5	1.3.2	L			In order for NYSDOL to "Deliver a Solution that is not dependent on any single contractor in any way that would inhibit free product sharing and collaboration for any subsystem or component;" must all application and development frameworks source code be provided to NYSDOL, so NYSDOL or any NYSDOL designated vendor may make enhancements to the source code?	Please see RFP Sections 2.2 - Funding and Statutory Requirements, and 5.2.4 - Ownership, Title, and License to Project Deliverables, for information on source code ownership. The bidder may identify exclusions.
111	61	2.13.2	D.7			Please provide information on HCL's iGOVERN data doctor?	Please contact HCL for information on iGOVERN Data Doctor. Bidder is not required to specifically use iGOVERN® Data Doctor as a data conversion and migration tool, and can propose another tool with equal or greater functionality. See RFP section 2.13.2.D.
112	100	2.29				Can the State clarify the responsibilities (i.e. RACI) for the Organizational Change Management activities?	Responsibilities for Organizational Change Management will be determined in collaboration with NYSDOL and is dependent on the bidder's proposal. NYSDOL intends to provide the necessary skill sets outlined in the bidder response to Section 3.4, Tab I - Staffing Plan.
113	14	2.1.1	B.1			"The Solution must be able to function with the State's Office 365 environment."  Does the State have a vision for which 365 services (i.e. calendar, email) they anticipate integration with the new application environment?	Integration with Microsoft Office 365 Outlook, Calendar, Word, and Excel would be considered a minimum. Additional Microsoft Office 365 components for integration will be discovered by the vendor in collaboration with NYSDOL during the requirements phase of the project.
114	69	2.15.3	E.1			Does NYSDOL have all images currently stored within FileNet? If not, is it the responsibility of the contractor to convert/migrate the images to FileNet. If so, please provide the number of documents/types to be converted and any additional complexities (i.e. redlines and annotations).	No, FileNet is not currently used. Please see the answer to question #36. There are no redlines or annotations with the current images. Whether contractor is responsible for conversion to FileNet will depend on the contractor's proposal, in collaboration with NYSDOL.
115	59	2.13.1	H			"The contractor must include a failover test with the final acceptance testing and prior to GoLive. This will substantiate the ability to continue operations while the processing capability is transferred to the disaster recovery system. This test shall also determine whether the system is able to allocate extra resources such as additional servers during critical failures."  What are NYSDOL Recovery Time Objective and Recovery Point Objective requirements?	Contractor will establish a Recovery Time Objective and Recovery Point Objective in collaboration with NYSDOL.
116	18	2.3.2	H			Does NYSDOL have a preference with respect to hosting the Solution in the Cloud or on-premise?	Please see the answer to question #14.
117	47	2.10.1	F - Table 2 - Row 8			The RFP states "NYBE first release (R1) will include the Unemployment Insurance application for employers. "When will the NYBE initiative be available for integration with the new system? Can respondents assume that resources will be available from the State to support the integration?"	NYBE integration of interfaces must be included in the bidder's schedule. NYSDOL intends to provide the necessary skill sets outlined in the bidder response to Section 3.4, Tab I - Staffing Plan.

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118	96	2.27.3	A			In order to support the requirement that "NYSDOL reserves the right to transfer the Solution's operation and maintenance to a successor contractor after contract termination." must the contractor provide all source code for the application and development framework and must the contractor be prepared to provide complete knowledge transfer services of all components of the application and development framework to NYSDOL or designee	Please see RFP Section 2.2 - Funding and Statutory Requirements, and 5.2.4 - Ownership, Title, and License to Project Deliverables, for information on source code ownership. for information on source code ownership.  Yes, contractor must provide transition activities such as training the successor contractor until such time NYSDOL determines the new successor contractor's staff can operate the Solution. Please see RFP Sections 2.9.3 - Transferability and 2.27.3 - Technical Knowledge Transfer to a Successive Contractor.
119	7	1.5				Can NYSDOL clarify that: "In the past five (5) years" is from the RFP release date (June 1, 2017)?	Yes, from the RFP release date.
120	88	2.24.4	S			"the Help Desk shall provide translation services for the top 6 non-English speaker's languages. Currently the top non-English speaker's languages are Chinese, Haitian Creole, Italian, Korean, Russian, and Spanish" - Does this mean user portals, IVR scripts and forms will have to be translated into these languages? If so, what else would need translation? And, is the vendor required to do the translations?	Please see answer to question #126. User portals, IVR scripts, and forms are not expected to be part of the Help Desk. Yes, the vendor is required to provide the interpretation services related to RFP Section 2.24.4. (08/17/2017)
121	43	2.10.1	C4d1			Host based encryption of data in flight and at rest all the way through to the backend disk based backup system that includes off-site replication - For data at rest, is NYSDOL requesting for a hardware based encryption device or will a software based encryption methodology suffice?	Either hardware based encryption or software based encryption can meet the requirement.
122				A		FB 07: UC 001 Report a Separation  The use case referenced discusses functionality relating to reporting a separation. Is this use case specific to only allowing an employer to report mass layoffs separations or does it also apply to other types of separations such as an employer reporting a labor dispute for a group of workers or an employer reporting a worker was discharged prior to a claim being filed?	UC 001 Report a Separation is not limited to only mass layoffs. It can be used to report other separation issues prior to a claim being filed.
123				B		Usability Item 10 - The system must allow an authorized user to override automatic transactions. << Please provide specific instances of where this features applies with respect to business functionality.>>	We believe the question refers to Nonfunctional Requirement, Usability #37: Some examples of specific instances can be found in Attachment A and Attachment A-2.
124				D-1		Integration Item 21 - The solution must provide multi-lingual IVR capabilities including but not limited to Claim and Employer support, inquiries, outreach, and collections.<<Would it be correct to assume that the new system would only be responsible to provide web based interfaces for the IVR to gather data requested by the community through IVR.>>	The implemented Solution must be able to interface with NYSDOL's IVR system. Please see RFP Table 2 - Assets List and Attachment B - Nonfunctional Requirements. Bidders are not expected to include IVR in their proposal.
125				B		Usability Item 74 - The system must support secure messaging in English and Spanish, and other languages as required by NYS legislation Usability Item 75 - The system must support web chat in English only. <<Is the Agency going to provide the software required to support these features or is the expectation that the vendor should provide this software.>>	Usability Item 74: for two-way secure communication, the bidder may leverage the asset listed in RFP Table 2B – Non Mandatory Assets List, or, propose an alternative with the Solution. Usability Item 75: The bidder must provide the software.  Please note that if a bidder chooses to use an asset from Table 2B, it will not relieve the bidder from missed SLA performance or other functional and nonfunctional requirements, even when the root cause is a failure with the listed asset.

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126				B		<p>Usability Item 76 : The system must support English, Spanish, and other languages as required by NYSDOL and New York State law for both claimants and employers. This includes functions such as:</p> <p>a) UI initial claims filing (including all instructions and information pertaining to filing a claim).</p> <p>b) Benefits Rights Information (BRI).</p> <p>c) UI continued weekly / biweekly claims filing, with all instructions and information pertaining to benefits certification.</p> <p>d) Fact finding and adjudication/determinations.</p> <p>e) Appeals correspondence.</p> <p>f) Referrals and linkages to reemployment services.</p> <p>&lt;&lt;Please specify for production implementation what languages the system should support. IS the state going to provide translation services for the language conversion.&gt;&gt;</p>	<p>The system must support English and non-english languages required by NYS Executive Order 26. Currently those languages are Spanish, traditional Chinese, Haitian Creole, Italian, Korean, Russian, and Spanish.</p> <p>For initial production implementation the system must provide web based, self-service functions, including all related forms and correspondence, in English and Spanish for claimants and employers for functions such as:</p> <p>a) UI initial claims filing (including all instructions and information pertaining to filing a claim).</p> <p>b) Benefits Rights Information (BRI).</p> <p>c) UI continued weekly / biweekly claims filing, with all instructions and information pertaining to benefits certification.</p> <p>d) Fact finding and adjudication/determinations.</p> <p>e) Appeals correspondence.</p> <p>f) Referrals and linkages to reemployment services.</p> <p>g) Other identified important informational pages and documents related to the functions identified in a) through f).</p> <p>Also, the system must support the production of all vital records for the other non-english languages required by NYS Executive Order 26. This includes production of vital documents, in paper or electronic form, outlined in NYSDOL's Language Access Plan. For more information regarding NYSDOL's Language Access Plan, please see <a href="https://www.labor.ny.gov/immigrants/language-access.shtm">https://www.labor.ny.gov/immigrants/language-access.shtm</a>. The system must be capable of expanding to support additional languages in the future.</p> <p>NYSDOL will provide existing materials that have been translated. The successful bidder will be responsible for translation services for new materials requiring translation from this effort in collaboration with and approval of NYSDOL. (08/17/2017)</p>
127	100	2.28.4				Are there any multi-language requirements for training materials?	No, there are no multi-language requirements for training materials limited to NYS staff. Please see RFP Section 2.28.2.E.2 and the answer to question #126 for requirements relating to external users. (08/17/2017)
128	95	2.27.2				Is NYSDOL planning to use the existing LMS or EKS solution for housing online help content?	Online help is a requirement, see Attachment A-3, "Online Help" category. The bidder will indicate in their proposal how online help content will be addressed. (08/17/2017)
129	6	1.3.3	1			<p>The RFP states "NYSDOL is seeking a Solution that provides a total replacement, using modern IT technology, for the core automated UI business systems – consisting of, but not limited to, UI benefit payments, employer contributions, and appeals."</p> <p>What else is considered in scope for the RFP?</p>	Due to the changing nature of both the business and technical environments that support UI, there will be system initiatives developed that need to be interfaced with the solution. See 1.1.3 Business Area Description, 2.5.B and 2.10.1.F the underlined paragraph as well as Table 2 - Assets List for additional information. Specifics of the applications will be shared with the successful bidder. (08/17/2017)
130				A-2		Use case 002, Requirement #19 states "The system shall allow for the claimant to participate in identity proofing". Please define identity proofing	Identity proofing services verify people's identities based on life history or transaction information aggregated from public and proprietary data sources.
131				A-2		Use Case 002, Requirement # 51 states "The system shall allow claimant/UI staff to provide information for employment services" What employment service information will be gathered by the UI system?	Profile information such as, but not limited to, number of years with last employer, geographic location, duration of prior UI claim, and industry NAICS code of the last employer.
132				A-2		Use case 202, Requirement # 41 states "the system shall allow UI staff to adjust the base period begin/end dates for all base periods except regular and alternative." What other base periods are there?	We believe the question refers to Use case 203, requirement #41: In addition to the basic and alternate base periods, NYSDOL has extended, TRA, and DUA base periods.
133				A-2		Use case 500, Requirement 06 states : "The system shall generate correspondence" The requirement is ambiguous without a list of the correspondence that will be generated. Will the agency provide a complete list of correspondence that the system shall generate?	The vendor will gather this information in the requirements phase of the project. See Attachment A-8 for information currently available.

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134				A-2		Use case 500, Requirement # 12 states " the system shall validate payment method for all payment types" What payment methods must be supported by the system?	The payment methods available for claimants to choose are debit card and direct deposit.
135				A-2		Use case 033, Requirement # 107 states: "The system shall allow Division Staff to attach transcribed recording files to the appeal case file" Is the system required to transcribe the recordings?	No.
136				A-2		Use case 033, Requirement # 138 states "the system shall associate hearing recordings to the appropriate appeal case(s) using Appeal Hearing Audio" What is appeal hearing audio? (good band name)	Appeal Hearing Audio is an interface. See Attachment E - Interface Catalog, interface #216.
137				A-2		Use Case 034, Requirement 176 states: The system shall be able to send appeal decisions in all of the mandatory languages. Please provide a list of the mandatory languages	Please see answer to question #126. (08/17/2017)
138				A-2		Use Case 604, Requirement 296 states: The system shall provide a link to the transcription vendor's website/application so Division Staff can order a transcript of the appeal hearing. Is the proposal to include a transcription vendor or does the state already use a transcription vendor?	No, the proposal is not to include a transcription vendor. The State has a transcription vendor.
139				A-2		Use Case 123, Requirement 105 states: The system shall allow UI Staff to manage adjudication tools which includes but not limited to: issue catalog (Includes issue type and issue sub type), summary/guide sheet, determination catalog (include but not limited to determination type, configurable phrases and standard determination), fact finding questionnaire, reduction type, Calculators etc. Are the tools maintained separately by the department or are they expected to be integrated in the system?	Yes, the tools are expected to be integrated in the system. Please see Description of Use Case 123.
140				A-2		Use Case 043, Requirement 01 states: The system shall store all images received from the processing center and index them by Deposit Serial Number (DSN), Federal Employer Identification Number (FEIN) and Employer Identification Number. Are the attributes in the requirement contained in the meta data or is the system to use OCR to pull the information from the images	The attributes are contained in the metadata.
141				A-2		Use Case 887, Requirement 242 States: The system shall send correspondence to KW, DTF and agent Correspondence will include all information saved in to the database. Please clarify as a correspondence that contains all information saved in the database is obviously as error in wording.	Correspondence will include all information that was saved in the database during this specific process of adding the Bulk Filer.

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142	34-35	2.5 B	4			<p>The contractor's Solution shall meet and fully satisfy all detailed functional requirements specified in the RFP attachments. The contractor's Solution shall encompass, address, and fully implement all of the components specified in the RFP attachments. As an example, Attachment A – Use Cases and Functional Requirements organizes the State's detailed functional requirements into a set of Use Cases.</p> <p>On the same page NY says NYSDOL is amenable to suggested improvements, elaborations, and innovations within the framework of its use case requirements and is receptive to augmentation, alternative approaches, Unemployment Insurance System Solution RFP #V-17 35   Page and/or other best practice approaches, as long as they are well-justified, acceptable to NYSDOL, proven as successful, and achievable within the fiscal constraints of the proposed/agreed upon contract services price. The contractor may define requirements up front and refine during later stages, or use an approach in which the higher level requirements are decomposed and finalized during iterative development.</p> <p>Please clarify as these statements seem to contradict each other.</p>	The first states that the functional requirements must be met. The second statement communicates that NYSDOL is open to the approach used to achieve the functional requirements.
143	18	2.3.2 Security Requirements	G. IRS Publication 1075, "Tax Information Security Guidelines For Federal, State and Local Agencies"		N/A	Does the State anticipate storing FTI data as a part of the solution? If so, will the State accept responses that propose an encryption solution to meet the IRS 1075 requirements in protecting FTI data? The encryption solution would encrypt all data in transit and at rest and which the keys could be managed solely by the State and not by the Cloud Services Provider.	<p>1. Yes, the Solution will store FTI data.</p> <p>2. The State can accept an encryption solution that meets the requirements outlined in RFP Section 2.3.2 - Security Requirements.</p>
144	31	H. Training Requirements	1) State Mandated Training		N/A	We believe that this only applies to contractor personnel that are performing the solution implementation services and not the Cloud Services Provider (CSP) personnel that are hosting the solution. For example, the CSP adheres to FedRAMP requirements without tenant specific training. The CSP's process requires employees to sign and acknowledge receipt of the Employee Handbook, the Code of Conduct, and the Employee Proprietary Information and Rights Agreement. Employees also take code of conduct and legal compliance training. Initial and annual Security Awareness Training includes security best practices, threat recognition, compliance and policy requirements, and reporting obligations. Follow-up security awareness training is presented to all personnel. We request that this requirement to be modified to reflect that this is not required for CSP employees hosting the solution.	Pursuant to RFP 2.4.2.H.1, State Mandated Training applies to contractor personnel involved in, but not limited to, the Solution's design, development, and implementation activities. Pursuant to RFP 2.4.2, Contractor personnel includes subcontractors. Depending upon their relationship to the project and the contractor, the personnel of Cloud Services Providers may be included in this requirement. However, whether State Mandated Training is required for a specific subcontractor will be at the NYSDOL Project Director's discretion in consultation with NYSDOL Counsel.
145	53	2.11 Development Requirements	Paragraph C.		N/A	Will the State accept a SaaS solution that is not fully Section 508 compliant if any limitations are spelled out in a VPAT? Does the entire solution need to meet all Section 508 requirements? Are you willing to work with a vendor to create a more accessible solution?	The State, at the NYSDOL Project Director's discretion, may accept a Solution that is not fully Section 508 compliant if limitations are stated in a VPAT [Voluntary Product Accessibility Template]. If the State requires further effort, the vendor will be required to do a GPAT [Government Product Accessibility Template]. No, the entire Solution does not have to meet all Section 508 requirements. Yes, the State is willing to work with a vendor for a more accessible Solution.

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146	169	5.2.24 General Confidentiality, Non-Disclosure, Information Security, Ownership, and Security	D. Confidentiality Agreement		N/A	We believe that this only applies to contractor personnel that are performing the solution implementation services and not the Cloud Services Provider (CSP) personnel that are hosting the solution? CSP personnel are required to sign an NDA, that covers all customer data, not specifically the data belonging to a single tenant of the system. Additionally, we assume that the NDA language that is incorporated as part of the overall cloud/SaaS subscription agreement will meet this requirement. We request that this requirement to be modified to reflect that this is not required for CSP employees hosting the solution.	Please refer to RFP 5.2.24. Pursuant to 5.2.24.D, "The contractor further agrees to sign a Confidentiality Agreement provided or approved by the State and setting forth the obligations of the contractor to preserve the confidentiality of such Confidential Information prior to having access to any such information, which shall include the requirement that all employees, directors, officers and subcontractors of the contractor who are engaged in the performance of the agreement, or who otherwise have access to Confidential Information, will sign the Non-Disclosure Agreement provided or approved by the State setting forth their obligations to preserve the confidentiality of such Confidential Information prior to having access to any such information." Depending upon their relationship to the project and the contractor, Cloud Services Providers may be included in this requirement and may be required to sign the Non-Disclosure Agreement provided or approved by the State at the NYSDOL Project Director's Discretion.
147	92	Table 6 – SLA Service Requirements	Application Availability		N/A	Cloud Services Provider (CSP) uses commercially reasonable efforts to make its on-demand services available to its customers 24/7, except for planned downtime, for which the CSP gives customers prior notice, and force majeure events. While availability SLAs can be negotiated in a contract, the calculation is measured quarterly and not monthly.  Can the State please adjust the requirements in Table 6. SLA Service Requirements and specify that the SLA requirements can be negotiated based on the Service provider chosen?	No, the State considers quarterly SLA reporting as inadequate.
148	92	Table 6 – SLA Service Requirements	Network Availability		N/A	Cloud Services Provider (CSP) uses commercially reasonable efforts to make its on-demand services available to its customers 24/7, except for planned downtime, for which the CSP gives customers prior notice, and force majeure events. While availability SLAs can be negotiated in a contract, the calculation is measured quarterly and not monthly.  Can the State please adjust the requirements in Table 6. SLA Service Requirements and specify that the SLA requirements can be negotiated based on the Service provider chosen?	Please see the answer to question #147.
149	92	Table 6 – SLA Service Requirements	Scheduled Downtime / Maintenance		N/A	The Cloud Service Provider (CSP) offers SaaS/PaaS in a multi-tenant cloud environment and provides multiple major release upgrades annually that do not affect customers' configured solutions on CSP's platform and which customers can typically opt-in to upgraded functionality. CSP has one maintenance and upgrade schedule that supports thousands of customers. CSP uses commercially reasonable efforts to make its on-demand services available to its customers 24/7, except for planned downtime, for which Salesforce gives customers prior notice, and force majeure events. The CSP does not know the State's normal business hours and do not have an ability to change our maintenance schedule or a tailored maintenance schedule for each customer. Maintenance occurs during non business hours and with limited downtime.Can the State please adjust the requirements in Table 6. SLA Service Requirements and specify that the SLA requirements can be negotiated based on the Service provider chosen?	No, Table 6 - SLA Service Requirements remain as requirements for the RFP. It should be noted that peak times for the Solution is outside normal business hours. As noted in RFP Section 2.26, the contractor will not be penalized for failure to meet service level agreements if NYSDOL agrees that the delay was due to adverse conditions that were beyond the control of the contractor.
150	92	Table 6 – SLA Service Requirements	System Response Time		N/A	This can be difficult to measure and relies on other components outside of the Cloud Service Provider's control. The CSP provides a transparent display of its performance through a public website that the State will be able to access at any time during the subscription service. Therefore, can the State please remove this requirement?	No, Table 6 - SLA Service Requirements remain as requirements for the RFP. For System Response Time and other SLA's, the contractor will not be penalized if NYSDOL agrees that the delay was due to adverse conditions that were beyond the control of the contractor.

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151	92	Table 6 – SLA Service Requirements	Incident Resolution Times		N/A	Cloud Services Provider (CSP) offers a multi-tenant cloud-based service and the State would be one of thousands of customers using the CSP's service. CSP cannot commit to customer-defined resolution times. CSP will use commercially reasonable efforts to promptly respond to each case, and will use commercially reasonable efforts to promptly resolve each case. Actual resolution time will depend on the nature of the case and the resolution. A resolution may consist of a fix, workaround or other solution in CSP's reasonable determination. Can the State please remove the Incident Resolution Times requirement in Table 6. SLA Requirements?	No, Table 6 - SLA Service Requirements remain as requirements for the RFP. The State cannot remove requirements for incident resolution times.
152	19	2.3.2 Security Requirements	All Paragraphs Regarding System Access		N/A	As a multi-tenant service, compartmentalization is virtual, not physical. Annual site visits can be arranged at the State's expense, but in consideration of our other customers, random access cannot be permitted. We have third party auditors that inspect and review our security. We undergo annual audits for compliance with additional frameworks such as SSAE 16 SOC 1, SOC 2, SOC 3, ISO 27001, and PCI-DSS Level 1. The results of these audits can be provided to the State as desired under NDA.  The State retains ownership of their data and artifacts at all times. Data and artifacts can be exported with scheduling capabilities, or on demand. In the event of an export, all data visibility and record access rules are enforced, and the requestor only obtains the data allowed under the State's security policy. Is this acceptable to meeting the State's requirements?	The implemented Solution must meet the requirements outlined in RFP Section 2.3.2 - Security Requirements as well as any applicable nonfunctional requirements. Site visits to multi-tenant sites can be prearranged.
153	155	5.2 General Information for Successful Bidder	5.2.4.4 SOURCE CODE ESCROW FOR LICENSED PRODUCT		N/A	For PaaS/SaaS solutions, a Cloud Services Provider (CSP) would be responsible for maintaining access in terms of performance and availability to the State's data. The State's data would be owned by the State. The State would have access to its data and metadata, but not all of the PaaS/SaaS solution source code. The State would have full rights to extract their data at any time during the subscription service. However, PaaS/SaaS CSP does not typically offer system source code because it is inapplicable to software delivered as a service subscription through a multitenant architecture. While it is possible to provide the source code in an escrow account for a configured solution, the source code would only be able to operate in the CSP's PaaS/SaaS environment. Therefore, can the State remove the source code requirements?	No, the State cannot remove the source code requirement. The bidder may identify exclusions. Please see RFP Section 2.2 - Funding and Statutory Requirements for information on source code ownership. Also, please see question #110.
154	General	N/A	N/A		N/A	Will the State accept Platform-as-a-Service (PaaS) and Software-as-a-Service (SaaS) solutions that have received an Agency FedRAMP ATO?	The implemented (i.e. production) Solution, and any production data, must meet the requirements outlined in RFP Section 2.3.2 - Security Requirements, including compliance with the standards set under FedRamp - Moderate Baseline for cloud services, and the Security Section in Attachment B - Nonfunctional Requirements.
155	9	1.9	Table			Will the NYSDOL consider extending the submission deadline by 4 weeks given the level of detail (49 attachments 11 appendices) expected in the responses to allow bidders sufficient time to develop a comprehensive proposal?	There is a change to the schedule outlined in RFP Section 1.9 - RFP Timeline. (08/17/2017)
156	5	1.3.2	E			The RFP states the contractor should "deliver a solution in an incremental and iterative manner such that the business users can test the components that satisfy the requirements as early as possible." Is it the expectation that: (a) the solution be delivered incrementally for both testing and implementation; or (b) the solution be delivered incrementally for testing (only) and then implemented collectively?	It is expected that the bidder's proposed schedule will have multiple development iteration cycles. Implementations can be done in separate phased releases or as a single comprehensive delivery. Contractor is expected to propose go-live implementations as instructed in Tab H. (08/17/2017)
157	8	1.6	1			The RFP states "questions will be returned to the bidders in electronic format." Does this mean that we will receive answers to our own questions only or will we have the opportunity to review answers to all questions asked by all vendors? If the later, where will be the electronic Q&A posted?	All questions and answers, from all vendors, will be published to the general public on the website: <a href="https://labor.ny.gov/agencyinfo/contracts/uiss/uiss.shtm">https://labor.ny.gov/agencyinfo/contracts/uiss/uiss.shtm</a> .

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158	11	1.12	Project Structure/Governance			<p>Could you please further elaborate on the specific roles that the following State-led teams are expected to play in this project (vis-a-vis the role of the Contractor Project team):</p> <p>(a) Lead Software Developer and the three (3) teams under him/her  (b) Lead Data Architect and the three (3) teams under him/her  (c) Lead Business Analyst and the three (3) teams under him/her</p> <p>Will these teams have an active and full time role in this project? If so, what is the strength (in numbers) of each of these team?</p>	It is up to the bidder to outline both contractor and NYSDOL staff per role that will be required. Yes, it is expected these teams will have full time roles. NYSDOL intends to provide the necessary skill sets outlined in the bidder response to Section 3.4, Tab 1 - Staffing Plan.
159	4	1.3.2	C			The RFP seeks 'Innovative partnering and resource sharing' to deliver the solution in a cost effective manner. Would that include the contractor utilizing some of the ITS resources? If yes, then is it possible for the State to share the number of available ITS resources and their skill-sets in open source environment with associated costs?	Yes. Please see the answer to question #23.
160	14 - 17	2.1	1			<p>(1) Is it correct to assume that NYSDOL would prefer if the proposed solution to leverages the re-usable components of its existing technology infrastructure, specifically - WebSphere, Oracle, IVR, Image Plus, BI, development toolset?  (2) The NYSDOL has indicated that FileNet is used to store data and images in the old system. Are any of the images stored in the database?  (3) Is the state expecting to integrate the SSO Netegrity SiteMinder with the new application?</p>	<p>1. No, NYSDOL does not have a stated preference for the components listed specifically in question (1) - except for IVR. IVR is a mandatory asset that the Solution must seamlessly leverage, and is listed in RFP Section 2.10.1 (F), Table 2 - Assets List.  2. There are no images stored in the legacy databases, such as VSAM and DB2, to be converted. Please see the answers to questions #36 and #114.  3. Yes.</p>
161	14	2.1.1	E			What is the % distribution of Application Data on VSAM vs Oracle vs SQL Server?	Refer to Attachment B - Nonfunctional Requirements, Capacity category, requirement #11.
162	16	2.1.2	2			Is Spring Batch used only for Document Generator?	Currently no other instances where Spring Batch is used have been documented, other than Document Generator.
163	50	2.10.3	1			In reviewing the section Target Architecture, will it be a requirement that the proposed solution leverage the existing SOA-based set up?	No, it is not a requirement to use the existing SOA framework. However, the Solution must operate without interference with the assets listed in RFP Section 2.10.1 (F), the underlined paragraph as well as Table 2 - Assets List.
164	53	2.11	C			The RFP outlines Development Requirements for the contractor to adhere to guidelines as they relate to any standard for technology used in the system and provides a list of examples. Is Javascript/Jquery considered an acceptable standard of ITS for developing the proposed Unemployment Insurance Solution?	Yes, the State will consider JavaScript/jQuery.
165	54	2.12				What are the Automated Build and Regression Testing tools utilized by the NYSDOL?	A variety of tools are used for regression testing including SoapUI Professional and HP-UFT. Specific details on automated build tools used will be disclosed to the successful bidder.
166	59	2.13.2	A			The RFP states that the contractor shall facilitate IUAT by NYSDOL during the Development Iterations. Is the contractor responsible to execute the Build and deployment in IUAT and UAT?	Yes, contractor is responsible to execute builds and deployments in IUAT and UAT.
167	60	2.13.1	4			The RFP states that the contractor acknowledges and agrees that reiterative data conversion processes and associated images may be required to support testing with appropriately aged data, and agrees to make available appropriately-aged converted data for testing and Acceptance. Please elaborate on all the components that comprise "associated images" Is the conversion process specifically a responsibility of the contractor or will it be a joint activity with the NYSDOL? In addition, how many years worth of data must be converted?	<p>In the context of paragraph 2.13.2:</p> <p>1. Iterative testing will require appropriately aged and valid test data, with linked images, to meet NYSDOL's approval. Also, please see the answer to question #36.  2. Please see RFP Table 4 - RACI Matrix for conversion responsibilities.  3. Please see the answer to question #43 on the years to be converted.</p>
168	74	2.18.2	1			Please identify the NYSDOL applications whose data must be migrated to the new system.	Please see the answer to question #34. The vendor will gather this information in the requirements phase of the project. Application business areas are described in RFP Section 1.1.3 - Business Area Description.

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169	77	2.20.2	2			Should the estimated 10,000 hours budgeted for Change Orders be included in the proposed implementation cost or should it be a separate line item?	The Base Year Three Rates times 10,000 hours is entered in Attachment N, Tab 1 - Total Solution Costs Summary. This is for evaluation purposes only and not to be included in the implementation cost.
170	21 - 25	2.4.1	A-1			Qualifications requirement A - 1 for the Bidders Project Manager, Lead Systems Architect, Lead Data Architect, Lead Software Developer states 'Experience in this role on two or more projects which each had budget of at least \$10M in IT application development services and spanned at least a three year time line'. Will NYSDOL consider changing this requirement to one (1) project instead of two (2) projects of \$10M?	No, the qualification requirements cannot be changed at this time.
171	General					What is the classification and distribution of identified defects/issues in the current NYSDOL system and how many of these are related to data issues?	Please see the answer to question #38. For the 11 tickets indicated in the answer to #38, none were attributed to a data issue.
172	General					Will it be necessary for the contractor to use SOA-based web service only, or will it be acceptable to use non-SOA based web services like HTTP-based REST?	Yes, it is acceptable to use HTTP-based REST.
173	127			A-1		In the vendor response it is expected that each Use Case be designated as A, B, C, D, E or F to show the level/category to which the Proposed Solution meets the requirements. For example, Use Case 030 Request to Reopen Benefits for Lower Authority Appeal has a total of 34 requirements. Of these, say 23 requirements meet the proposed solution "As Is" [Category A], 5 meet the requirements as "Needs Enhancement" [Category B], and 6 requirements meet New Functionality to be Developed [Category D]. Should the Use Case be designated as A since the majority of the requirements meet the "As Is" Proposed Solution for NYSDOL? If not, how would NYSDOL like vendors to complete/score the attachments?	In this situation Bidders must enter the lowest level response. An A-10 may be used to explain how the requirements are met by the proposed Solution.
174	Attachment			A FB23 Page 3 UC-048		Requirements for weighted employer selection criteria. Does NYSDOL's current system have this weighting functionality and if so, would the selected vendor have access to the algorithm logic to understand the 'weighting methods' expressed in the requirements? If not, can NYSDOL provide examples of the weighting of criteria as envisioned?	No, the vendor will gather this information in the requirements phase of the project.
175	Attachment			A FB23 Pages 5 and 6 UC-049		The requirements for creating assignments for auditors sound like NYSDOL expects the selection process to generate a larger pool (as in annual) of assignments from which the supervisors will make individual assignments. Is that accurate? And if so, is a solution that does not utilize a general pool but rather performs each selection against the full employer universe for the criteria driven assignments acceptable?	Yes, that is accurate. Yes, that is acceptable.
176	Attachment			A FB23 pages 12- 13 UC-142		How are worker names stored in the current system's wage detail records (Full names, full last / first initial, partial last / partial first, etc., Middle Initial)?	The current Field Audit program stores employee name as a single 50 character text field.
177	Attachment			A FB23 pages 12- 13 UC-142		Does the current system collect and store wage detail records with both dollars and cents?	The current audit program stores dollars only.
178	Attachment			A FB23 pages 53- 54 UC-846		Is the system required to interface with another source of 1099 data to allow the auditor to perform the trace, or will they enter the 1099 and payment details into the auditing system?	No, the auditors will enter the 1099 and payment details into the auditing system.

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179	Attachment			A FB23 pages 65 - 67 UC-865		Please provide details on the Claim Information an auditor would collect and document during a Tax Audit of an employer that would need to be passed on to be attached to the Claim.	Information collected for a claims investigation includes: 1. The last 4 digits of the claimant's Social Security Number. 2. The claimant's first and last name. 3. The claimant's occupation. 4. The period of employment (date employment began and ended). 5. The quarter/years and amounts of non-covered earnings, covered cash wages, other covered remuneration, and total covered remuneration for the base period in which the claimant was employed. 6. The correct employer information if the employer is found to be different from that named on the investigation.
180	Attachment			A FB23 Employer Audit		General Question for all detail field audit requirements. Will a COTS product that is proven to assist auditors in completing UI Tax audit functions per TPS requirements, and will be implemented in eight or more state unemployment agencies by the end of 2017, be acceptable for meeting NYSDOL's requirements?	The question pertains to Function Block 23. NYSDOL is open to solutions which achieve the functional and nonfunctional requirements.
181	Attachment			B Capacity requirements		How many Field Auditors, Field Audit Supervisors, and Audit Administrators must be supported in the performance of Tax Field Audits (conducting, reviewing, and administering the function)?  How many Tax Audit assignments must the system support per year?	The Department has roughly 175 staff in these roles that are either currently active or in the process of being on-boarded. The staff will vary based on program need and funding availability.  The Department issued 39,253 work pieces to auditors in 2016. The 39,253 represented audit, investigations, collection cases, and delinquencies. The mix of activities and the overall number will vary year to year.
182	Attachment			B Usability requirements 8 and 9		Do the multi-lingual requirements apply to the Field Audit functions, particularly the RAS, since these functions are not external facing?	No, please see Attachment B - Nonfunctional Requirements, Usability category Requirement #51. (08/17/2017)
183	7	1.5 A	1			NYSDOL should eliminate the \$10,000,000 portion of this requirement and evaluate the implementation, quality and results of the UI project independent of the cost.	Your statement has been noted. There are no changes to the minimum qualifications outlined in Section 1.5.
184						In the security requirements, letter H, there is a reference to "ITS Publication 1075". Should this read "IRS Publication 1075"?	Yes.