

STATE OF CONNECTICUT

RFI - #11ITZ0035

Department of Labor

Request for Information

For

Unemployment Insurance and Fraud Detection Reporting
Tool

Issue Date:

April 25, 2011

Question Deadline Date:

May 9, 2011, @ 5:00 P.M. EST

Response Deadline:

May 23, 2011, @ 2:00 P.M. EST

Issued by:

Department of Information Technology on Behalf of Department of Labor
101 East River Drive
East Hartford, CT 06108

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1 REQUIREMENTS AND DEADLINES FOR QUESTIONS AND RESPONSES

This Request for Information (RFI) outlines the information being solicited from vendors and includes guidelines for content and format of responses. From this RFI's issuance date of April 25, 2011 vendors choosing to respond will have **two weeks** to respond with questions and **four weeks** to submit their completed written responses. Responses must be submitted no later than 2:00 pm EST on May 23, 2011.

All questions must be in written form, submitted using electronic mail and addressed to

Daryle.Dudzinski@ct.gov

Written questions must be submitted no later than 5:00 pm EST on May 9, 2011

Late responses may or may not be considered, and the Department of Labor will determine this. The postal address for RFI responses is:

Daryle Dudzinski
State of Connecticut
Department of Labor
200 Folly Brook Blvd.
Wethersfield, CT 06109

Parties desiring to respond to this RFI must do so in writing, providing one original and four complete copies of the submitted response. Please include an electronic copy with the original and each of the written copies. Responses will be reviewed by the agency and, depending on the results of that review, additional information or product/service demonstrations may be requested. No contract will result directly from this RFI. Following the review of submitted information, the Department of Information Technology (DOIT) will determine the best course of action. This RFI process is intended to help DOIT research a variety of available services so that DOIT can determine the best strategy for the State.

2 RESPONSES TO RFI

2.1 Scope of RFI

Responses to this RFI will be used by the State to gather company, service and availability information from vendors with the capability of providing an integrated, comprehensive reporting tool to determine a variety of Unemployment Insurance payment and fraud detection information. No contract will result directly from the RFI process. The responses to this RFI will be used to determine whether an RFP should be issued.

2.2 Quality of Responses

Well-organized and concise responses are encouraged in order to facilitate the State's assessment. Responses must follow the same order as this RFI Document and utilize the same section numbering system.

2.3 Product and Service Availability

The State expects that the system and services described in response to this request for information are generally available as of the date that responses are due. Responders must explain any exceptions.

3 BACKGROUND

The Department of Information Technology (DOIT) is statutorily responsible for purchasing, leasing and contracting for all telecommunication facilities, equipment and services for the support of state agencies, and assisting state agencies in implementing such facilities. The DOIT will take the lead role in both this Request for Information (RFI) and, if required, any resulting competitive procurement, working with both the vendor(s) and the Department of Labor to ensure a viable solution is identified, obtained and implemented in the required timeframe.

The Department of Labor (DOL) is moving into an era driven by the need to improve business process and provide increasingly sophisticated capabilities to the public and agency partners. DOL has recognized the need to increase business agility through continued efforts to integrate information, processes and data.

Recent emphasis on measuring cost, risk management, and benefits and services, has unveiled the fact that IT has a very large influence on the financial bottom line. The DOL views technology as a valuable tool and acknowledges the inherent benefit in managing, measuring and communicating IT solutions to its business problems.

The agency has established a general direction for its technology strategy. Our goal is to bind all systems together in such a way that any application can access any service or any piece of information without delay and provide business users with the ability to view, manage, and process information during business hours. It will take some time before this goal is achieved but the first step in DOL's journey will begin as we integrate our processes and modernize IT.

DOL seeks to accomplish its business and IT strategic goals by leveraging existing partnerships and/or contractual agreements with the Department of Information Technology (DOIT), other state agencies and business partners. Successful collaboration efforts will enable the agency to increase its delivery of services to Connecticut's workforce and reduce its costs in managing technology products and services.

4 INFORMATION REQUIRED

Each of the following paragraphs in this section should be acknowledged and answered. Thorough answers that address all points are expected. Responses should clearly address both transitional and ongoing issues.

4.1 Unemployment Insurance Fraud Detection & Overpayments

Responses to this RFI must include the following information relative to investigating, tracking and determining patterns necessary to assist in the detection of UI fraud.

1. Describe the UI Fraud Detection System in detail.
2. Describe the Overpayments System in detail.
3. Identify whether the system is web based and able to be accessed remotely.
4. Describe how the data is stored (DB2, XML, SQL, Oracle, etc)
5. Describe how the data is archived. (Tape, off line, near line) off-site retention.
6. Describe the system's capability to allow real time data queries, including the ability to create ad hoc queries, with existing databases.
7. Identify and describe the various reports and queries available including: Fraud Detection, Overpayments, and user activity. Include whether these reports could be exported to a word processing or spreadsheet program and printed.
8. Describe how the system manages the claimant account information including users' ability to add, change, and delete information from a claimants account.
9. Describe how the data contained within the application can be easily cross-referenced and searchable by multiple categories. (i.e., date, time, SSN, benefit, address, status, etc.)
10. Identify the hours available for customer and technical support as well as problem resolution.
11. Specify whether the vendor would be able to accommodate any future expansion of the system to include information sharing with other State and Federal entities specified by the Department of Labor.
12. Describe all on-going hands on training in use tools and technology to end-users.
13. Describe all equipment, hardware and software that would be required to be installed at a DOL facility including servers, storage and associated software. Identify how often the DOL would receive free equipment/software updates and upgrades.
14. Describe what tools are available to detect employer tax avoidance and manipulation schemes including but not limited to fictitious employers, SUTA Dumping, worker misclassification, under reporting and underground reporting issues and the verification of SSN's.
15. Provide any other information which may assist DOL and DOIT in understanding your system.

4.2 Integration and Installation

The respondent should describe how a transition / integration to their technology and tools would be accomplished. Provide a transition / integration plan, from the existing technology and tools to the new or enhanced technology described in this RFI. It would be the intent of the DOL to minimize or eliminate disruption of service so it is requested that the respondent identify system downtime, limitations, or interruptions to be encountered during the installation and implementation process. Include a sample schedule of time required for new installation, database integration, training, cut over

and testing of the system. Be sure to include how the data would be migrated to include coordination with the current technical staff.

4.3 References: Existing Customers

The respondent should provide at least three references similar in size to the State of Connecticut which are currently utilizing the described service. For each reference, provide:

- ▶ The reference organization's name
- ▶ Contact person name
- ▶ Address
- ▶ Telephone number
- ▶ Electronic mail address
- ▶ A brief description of the equipment and services used by the reference.

5 DISCLAIMERS

The Department is asking for responses to this RFI for informational purposes only and will not be obligated in any way to use any of the information received. Vendors responding to this RFI will not be compensated in any way. Also, responding to this RFI will not enhance any vendor's chances of receiving future work from the State. Similarly, not responding to this RFI will not be a detriment to any vendor when competing for future work.

All RFI responses submitted by vendors will become the property of the State of Connecticut.

6. FREEDOM OF INFORMATION ACT

Due regard will be given for the protection of proprietary information contained in all proposals received; however, vendors should be aware that all materials associated with the procurement are subject to the terms of the Freedom of Information Act (FOIA) and all rules, regulations and interpretations resulting therefrom. It will not be sufficient for vendors to merely state in general terms that the proposal is proprietary in nature and, therefore, not subject to release to third parties. Any proposal that makes such a general or overarching claim may be subject to disqualification. Those particular sentences, paragraphs, pages or sections which a vendor believes to be exempt from disclosure under the Act must be specifically identified as such.