AWI Solicitation Acknowledgement Form

AGENCY FOR WORKFORCE INNOVATION
Invitation to Negotiate
Solicitation Acknowledgement Form

Page 1 of 137 pages **AGENCY RELEASE DATE:** May 14, 2010	**SUBMIT RESPONSE TO:** Agency for Workforce Innovation Office of Procurement and Contract Administration 107 East Madison Street, B-047 Tallahassee, Florida 32399-4128 Telephone Number: 850-245-7455
SOLICITATION TITLE: Unemployment Compensation Claims and Benefits Information System Design, Development, and Implementation	**SOLICITATION NO:**10-ITN-001-SS

RESPONSES WILL BE OPENED: July 16, 2010, 3:00 p.m., EST and may not be withdrawn within 365 days after such date and time.

RESPONDENT NAME: International Business Machines Corporation (IBM)		
RESPONDENT MAILING ADDRESS: New Orchard Road		
CITY - STATE - ZIP: Armonk, New York 10504		_____ * AUTHORIZED SIGNATURE (MANUAL)
PHONE NUMBER:	954-559-2121	
TOLL FREE NUMBER:	N/A	Robert M. Posner, Client Solution Executive * AUTHORIZED SIGNATURE (TYPED), TITLE
FAX NUMBER:	720-396-0665	
EMAIL ADDRESS:	rposner@us.ibm.com	
FEID NO.:	13-0871985	* This individual must have the authority to bind the Respondent.
TYPE OF BUSINESS ENTITY (Corporation, LLC, partnership, etc.):		Corporation

I certify that this Response is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this response and certify that I am authorized to sign this response for the Respondent and that the Respondent is in compliance with all requirements of the Invitation to Negotiate, including but not limited to, certification requirements. In submitting a response to an agency for the State of Florida, the Respondent offers and agrees that if the response is accepted, the Respondent will convey, sell, assign or transfer to the State of Florida all rights, title and interest in and to all causes of action it may now or hereafter acquire under the Anti-trust laws of the United States and the State of Florida for price fixing relating to the particular commodities or services purchased or acquired by the State of Florida. At the Stadiscretion, such assignment shall be made and become effective at the time the purchasing agency tenders final payment to the Respondent.

RESPONDENT CONTACTS: Please provide the name, title, address, telephone number and e-mail address of the official contact and an alternate, if available. These individuals shall be available to be contacted by telephone or attend meetings as may be appropriate regarding the solicitation schedule.

PRIMARY CONTACT:		**SECONDARY CONTACT:**	
NAME, TITLE:	Robert M. Posner, Client Solution Executive	**NAME, TITLE:**	James C. Smith, Certified Client Executive
ADDRESS:	5301 Blue Lagoon Dr, Ste 390, Miami FL 33126	**ADDRESS:**	1650 Summit Lake Dr, Tallahassee FL 32317
PHONE NUMBER:	954-559-2121	**PHONE NUMBER:**	850-591-2024
FAX NUMBER:	720-396-0665	**FAX NUMBER:**	N/A
EMAIL ADDRESS:	rposner@us.ibm.com	**EMAIL ADDRESS:**	jsmith3@us.ibm.com

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IBM Global Business Services

Volume II – Cost Response

July 16, 2010

Agency for Workforce Innovation

FL AWI Unemployment Compensation ITN

In Response to Invitation to Negotiate No: 10-ITN-001-SS

Submitted to: Agency for Workforce Innovation
Office of Procurement and Contract Administration
107 East Madison Street, B-047
Tallahassee, FL 32399-4128

Submitted by: IBM Global Business Services
1650 Summit Lake Drive
Tallahassee, FL 32317

RESTRICTION ON DISCLOSURE AND USE OF DATA

This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used or disclosed—in whole or in part—for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of—or in connection with—the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's rights to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained on pages marked: "Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal."

The data in the pages of this proposal where so annotated contain trade secrets and commercial or financial information that are either specifically, exempted from disclosure by statute or privileged or confidential within the meaning of the exemption set forth in Sections 552(b)(3) and (4), respectively, of the Freedom of Information Act, 5 U.S.C. 552, the disclosure of which could invoke criminal sanctions of 18 U.S.C. 1905.

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Executive Summary

IBM is pleased to provide AWI with the cost proposal for the FL AWI Unemployment Compensation Claims and Benefits Information System Design, Development, and Implementation ITN. We believe that our delivery experience with similar clients and projects allows IBM to provide a significant value proposition to AWI. IBM is highly confident of our ability to meet the obligations of this project on-time and on-budget. Therefore, we are ready to provide AWI a $2,500,000 credit towards the offered price in the event that IBM is not able to complete on-time and on-budget. We stand ready to discuss this and all other aspects of our offer and look forward to this opportunity through the negotiations process.

1 Attachment S Cost Response

1.1 Part 1 – Proposed Costs

	Fiscal Year:	FY2011	FY2012	FY2013	FY2014	FY2015	Total
		2/28/2011 - 6/30/2011	7/1/2011 - 6/30/2012	7/1/2012 - 6/30/2013	7/1/2013 - 6/30/2014	7/1/2014 - 2/27/2015	
Phase 1	**Validate Requirements**						
	Services	$8,906,428	$1,729,809				$10,636,237
	Software	$8,016,924					$8,016,924
	Hardware	$2,949,294					$2,949,294
		$19,872,646	**$1,729,809**	**$0**	**$0**	**$0**	**$21,602,455**
Phase 2	**Solution Design**						
	Services		$6,296,442	$2,983,529			$9,279,971
	Software						$0
	Hardware						$0
	TOTAL	**$0**	**$6,296,442**	**$2,983,529**	**$0**	**$0**	**$9,279,971**
Phase 3	**Build**						
	Services		$2,760,479	$2,633,012			$5,393,491
	Software						$0
	Hardware						$0
	TOTAL	**$0**	**$2,760,479**	**$2,633,012**	**$0**	**$0**	**$5,393,491**
Phase 4	**Testing**						
	Services	$1,169,580	$5,248,081	$5,316,376			$11,734,037
	Software						$0
	Hardware						$0
	TOTAL	**$1,169,580**	**$5,248,081**	**$5,316,376**	**$0**	**$0**	**$11,734,037**
Phase 5	**Training**						
	Services			$1,252,655			$1,252,655
	Software						$0
	Hardware						$0
	TOTAL	**$0**	**$0**	**$1,252,655**	**$0**	**$0**	**$1,252,655**
Phase 6	**Implementation**						
	Services		$1,636,903	$3,809,751			$5,446,654
	Software						$0
	Hardware						$0
	TOTAL	**$0**	**$1,636,903**	**$3,809,751**	**$0**	**$0**	**$5,446,654**
Phase 7	**Operations & Maintenance****						
	Services	$849,141	$2,547,424	$2,547,424			$5,943,990
	Software	$1,353,256	$1,609,953	$1,662,093			$4,625,302
	Hardware	$10,423	$15,892	$10,423			$36,738
	TOTAL	**$2,212,820**	**$4,173,269**	**$4,219,940**	**$0**	**$0**	**$10,606,030**
	YEARLY TOTAL	**$23,255,046**	**$21,844,983**	**$20,215,263**	**$0**	**$0**	**$65,315,293**
						Grand Total of Response	**$65,315,293**

****Note: In Part 1, the Operations & Maintenance costs should only include costs up to the full implementation date. All additional O&M costs should be included in Part 2.**

Submitted By:

Respondent Business Name: _____ Date: _____

Authorized Signature: _____

Printed Name and Title: _____

By affixing my signature to the Cost Response Sheet-Part 1. I hereby state that I have read and agree to the ITN terms, conditions and specifications. Travel & Misc. Exp. must be included in services.

1.2 Part 2 (1 Year Included Warranty/Maintenance & 4-Year Optional Renewal Maintenance

Year:	Maintenance Year 1 - Base Contract	Year 1 - Renewal Option	Year 2 Renewal Option	Year 3 - Renewal Option	Year 4 - Renewal Option	Total
Operations & Maintenance						
Services	$2,547,424	$3,711,727	$3,711,727	$3,711,727	$3,711,727	$17,394,332
Software	$1,717,690	$1,777,018	$1,840,379	$1,908,100	$1,980,537	$9,223,724
Hardware	$187,476	$277,618	$270,912	$270,912	$272,147	$1,279,065
YEARLY TOTAL	**$4,452,590**	**$5,766,363**	**$5,823,018**	**$5,890,739**	**$5,964,411**	**$27,897,121**
			Grand Total of Response			**$27,897,121**

****Note: "Maintenance Year 1 - Base Contract" is the first 12 months following full implementation, "Year 1 - Renewal Option", is the next 12 months, and so on.**

Submitted By:

Respondent Business Name: _____ Date: _____

Authorized Signature: _____

Printed Name and Title: _____

By affixing my signature to the Cost Response Sheet-Part 2. I hereby state that I have read and agree to the ITN terms, conditions and specifications. Travel & Misc. Exp. must be included in services.

1.3 Part 4 – Rate Card

Respondent Role Title	IT Consulting State Term Contract		Proposed Rate
	Job Title	Scope Variant	
Package Consultant Onsite	Application Architect	Advanced	$ 130.00
Package Consultant Offsite	Application Architect	Advanced	$ 130.00
Assistant Package Consultant	Application Architect	Intermediate	$ 95.00
Sr Developer DBA Onsite	Database Administrator	Intermediate	$ 115.00
Sr Developer DBA Offsite	Database Administrator	Advanced	$ 130.00
Assistant Sr Developer DBA	Database Administrator	Intermediate	$ 95.00
Developer Onsite	Applications Development Analyst	Intermediate	$ 115.00
Developer Offsite	Applications Development Analyst	Entry	$ 115.00
Assistant Developer	Applications Development Analyst	Intermediate	$ 95.00
Project Executive	E-Business Executive	No variance	$ 423.00
Program Manager	Program Manager	Executive	$ 423.00
Project Manager	Project Manager	Executive	$ 291.00
Assistant Project Manager	Project Manager	Sr. Manager	$ 90.00
PMO Lead	Project Manager	Manager	$ 160.00
Project Analyst	Project Management Specialist	No variance	$ 122.00
Functional Team Lead	Business Analyst	Expert	$ 291.00
Senior Functional Analyst	Business Analyst	Advanced	$ 216.00
Functional Analyst	Business Analyst	Intermediate	$ 160.00
Junior Functional Analyst	Business Analyst	Intermediate	$ 122.00
Development Lead	Applications Architect	Expert	$ 291.00
DB2 Architect	Applications Architect	Advanced	$ 291.00
Unix Admin	Systems Architect	Advanced	$ 216.00
Siebel Infrastructure Admin	Applications Architect	Expert	$ 216.00
Configuration Lead	ERP Team Lead	No variance	$ 291.00
Assistant Configuration Lead	ERP Team Lead	No variance	$ 90.00
Senior Configurator	ERP Configurer	No variance	$ 160.00
Configurator	ERP Configurer	No variance	$ 74.00
Junior Configurator	ERP Configurer	No variance	$ 69.00
Integration Lead	Applications Architect	Expert	$ 291.00
Senior Interface Developer	Applications Architect	Advanced	$ 90.00
Interface Developer	Enterprise Application Integration Engineer	No variance	$ 74.00
Junior Interface Developer	Enterprise Application Integration Engineer	No variance	$ 65.00
Data Conversion Lead	Applications Architect	Advanced	$ 216.00
Senior. Data Conversion Developer	Applications Development Analyst	Advanced	$ 160.00
Data Conversion Developer	Applications Development Analyst	Intermediate	$ 80.00
Reporting Lead	Mgmt. Applications Development	Manager	$ 216.00
Senior Reporting Developer	Mgmt. Applications Development	Team Leader	$ 74.00
Reporting Developer	Applications Development Analyst	Intermediate	$ 65.00
Testing and QA Lead	Mgmt. Quality Assurance	Manager	$ 216.00
Senior Testing Analyst	Mgmt. Quality Assurance	Team Leader	$ 160.00
Testing Analyst	Mgmt. Quality Assurance	Team Leader	$ 70.00
Senior Tester	Quality Assurance Analyst	Advanced	$ 122.00
Tester	Quality Assurance Analyst	Advanced	$ 63.00
Training Lead	Manager, Technical Training	Sr. Manager	$ 216.00
Senior Training Developer	Manager, Technical Training	Manager	$ 160.00
Training Developer	Manager, Technical Training	Manager	$ 70.00
Trainer	Technical Trainer	Advanced	$ 122.00

Submitted By:

Respondent Business Name: _____ Date: _____

Authorized Signature: _____

Printed Name and Title: _____

By affixing my signature to the Cost Response Sheet-Part 4. I hereby state that I have read and agree to the ITN terms, conditions and specifications. Travel & Misc. Exp. must be included in services.

2 Services Payment Schedule

Release	Deliverable	Billing Date	Billing Amount	Travel Amount	Total
R1/R2 Planning	Development and Testing Guidelines	Mar-11	584,724	45,384	630,107
	Project Management Plan, including:	Apr-11			
R1 Solution Validation	Requirements Validation Sessions Schedule	Apr-11			
	Functional System Design	Apr-11			
	Technical System Design	Apr-11			
	Updated Agency To-Be Processes	Apr-11			
R1 Code and Unit Test	Master Test Plan	Apr-11	883,038	68,538	951,576
R1 Test	Test Completion Report	May-11			
	Requirements Traceability Matrix	May-11			
	User Acceptance Testing Artifacts	May-11			
	Training Materials	May-11	1,085,340	84,239	1,169,580
R1 Deploy	Training Completion Report	Jun-11	1,519,005	117,898	1,636,903
R2 Requirements Validation	Consolidated Requirements Validation Sessions Completion Report	Jul-11	1,525,560	118,407	1,643,968
	Updated Agency To-Be Processes	Aug-11			
	Requirements Definition Document	Aug-11	1,619,005	125,660	1,744,665
R2 Design	Functional System Design	Sep-11	1,691,095	131,255	1,822,350
	Development and Testing Guidelines	Oct-11	1,991,095	154,540	2,145,635
	Technical System Design	Nov-11	2,160,749	167,708	2,328,457
R2 Code and Unit Test	Master Test Plan	Jan-12	2,561,655	198,824	2,760,479
	Master Training Plan	Feb-12	1,570,539	121,898	1,692,437
R2 Test	Requirements Traceability Matrix	Mar-12	1,741,372	135,158	1,876,529
	Training Materials	Apr-12	1,558,176	120,939	1,679,115
	Test Completion Report	May-12			
	User Acceptance Testing Artifacts	May-12			
R3 Planning	Project Management Plan, including:	May-12			
	Requirements Validation Sessions Schedule	May-12	1,794,355	139,270	1,933,625
R3 Requirements Validation	Consolidated Requirements Validation Sessions Completion Report	Jun-12			
	Updated Agency To-Be Processes	Jun-12			
	Requirements Definition Document	Jun-12	2,858,257	144,230	2,002,487
R3 Design	Development and Testing Guidelines	Jul-12	2,419,936	110,209	1,530,146
	Functional System Design	Aug-12	1,605,219	124,590	1,729,809
	Technical System Design	Sep-12	1,548,702	104,680	1,453,383
R3 Code and Unit Test	Master Test Plan	Oct-12	1,465,187	113,721	1,578,908
	Master Training Plan	Dec-12	2,442,441	189,572	2,632,012
R3 Test	Requirements Traceability Matrix	Jan-13	1,295,374	100,541	1,395,915
	Training Materials	Feb-13	1,126,949	87,469	1,214,418
	User Acceptance Testing Artifacts	Mar-13			
	Test Completion Report	Mar-13	1,046,880	81,254	1,128,134
R3 Deploy	Training Completion Report	Apr-13	1,162,432	90,223	1,252,655
	Final Billing	May-13	1,215,416	94,335	1,309,751
			40,472,501	2,970,544	43,443,045

Attachment 1: Assumptions

AWI can be confident that IBM is a trusted, skilled and highly capable UC modernization partner. Our joint success with the UCCBIS project is based on transparency and clearly defined, shared expectations. We have included assumptions in this section based on our successful experience delivering similar projects. We provide these assumptions at a fairly detailed level to provide clarity around our proposal facilitate effective collaboration among our teams and eliminate future misunderstandings. We would be pleased to discuss any of these assumptions with you so they are appropriately aligned with your expectations.

The tasks, outputs (including deliverables) and pricing for this project are based upon the ITN as well as the assumptions and approach described in this section. If selected for this work, IBM will work closely with AWI to prepare a Statement of Work and final pricing based on information exchanged during the negotiations. As described in the ITN, negotiations will include the scope of work, special conditions, and costs.

Our pricing and corresponding level of effort was developed through a multi-faceted approach that leverages IBM's proprietary parametric estimating model. Our team of SMEs analyzed the ITN supporting documentation as the basis for our implementation approach and project schedule. We identified key cost drivers as input for our estimating model. These key cost drivers include:

- The number of business processes, business rules and current level of decomposition
- The number of Siebel screens and views and their complexity
- The number of work flows and their complexity
- The number of Reports, Interfaces, Conversions and Forms to be developed by phase and their complexity

The cost drivers and assumptions that comprise the basis of our price are described in the sections that follow. AWI and IBM will work together to identify any changes, determine the impact of changes and utilize the project change control process to mutually agree on the requested change to project scope, schedule or price.

General

1. Microsoft Suite products (Word, Excel, PowerPoint and Project) and Visio are the standard for project documentation unless otherwise noted. Deliverable materials are provided in both electronic and one hard copy unless otherwise noted.
2. Services are performed at AWI and IBM facilities within the United States.
3. AWI will provide IBM and its personnel with suitable office space, and other accommodations and facilities that IBM may reasonably require to perform the Services, in particular supplies, furniture, computer facilities, telephone/fax communications, high speed internet connectivity and other facilities for IBM personnel while working on the AWI UCCBIS project. The IBM project team will be located in an area adjacent to AWI's subject matter experts and technical personnel, and all necessary security badges and clearance will be provided for access to this area. A lockable cabinet will be provided to IBM personnel in accordance with AWI security procedures. AWI will be responsible for ensuring that it has appropriate backup, security and virus-checking procedures in place for any computer facilities AWI provides or which may be affected by the Services.
4. AWI and IBM Project Management participate in the project Executive Steering Committee for the purpose of overseeing the project and providing executive level direction and decision-making.
5. AWI will provide subject matter expertise as described in the proposal and will be available to work with the IBM Team during normal business hours, Monday through Friday. Resources knowledgeable about AWI's legacy systems are available for timely access.
6. AWI will assign team members who are empowered to make decisions about the configuration of the COTS software and how it will be used. AWI project team members will provide timely decision-making and issue resolution processes and a day-by-day basis.
7. A project Steering/Executive Committee will be operational at the start of the project, will have the ability to resolve project issues and will meet at least monthly. For those issues escalated to AWI Senior Management, decision-making is timely.
8. In order to streamline project activities and related task execution, existing pertinent documentation is made available to IBM as a basis for this project, consisting of business requirements, process flow diagrams, and AWI system legacy documentation.

9. IBM does not participate in any of AWI's labor relations negotiations.
10. AWI provides information, data, decisions and approvals, including approval of deliverables that require approval within ten (10) working days of IBM's request. If not received within the timeframe or if the timeframe has not been extended by mutual agreement, IBM will document the impact on the project and recommend action to proceed, using Project Change Request Procedures.

Pricing

11. Milestones and associated payments will be finalized during negotiations and final statement of work.
12. Travel is included in this proposal and will be detailed and billed monthly during project performance.
13. The proposed rates included with Attachment S Part 4 are valid through December 2011. IBM will provide an updated rate card on an annual basis for the next calendar year over the course of the project.
14. The proposed rates are exclusive of any travel and living expenses, other reasonable expenses incurred in connection with providing the Services, and any applicable taxes.
15. Final resource Job Title and Scope Variant mappings to IBM Role Titles will be agreed upon through discussion with the State during negotiations.
16. IBM will act as a procurement agent on behalf of the State of Florida to purchase non-IBM software. IBM will invoice the State of Florida for the non-IBM software procured on its behalf at IBM's actual cost incurred. The software vendor will be solely responsible for the software license agreement with the State of Florida.

Training

17. IBM will develop and deliver training to support 1,600 internal users, including 70 super users, 50 customer service/help desk users and 20 technical support users.
18. Proposed training hours by release is based on our experience delivering similar subject mater to clients implementing UC modernization programs: Release 1 (2 hours); Release 2 (54 hours); Release 3 (35 hours).
19. Training delivery is based upon full use of two training rooms provided by AWI at each of the three identified training sites.
20. Training delivery periods are based on completing training just prior to each release go-live.
21. For release one, the anticipated delivery period is three weeks based on the shorter duration of the first release.
22. For releases two and three the delivery period is scheduled at six weeks so as not to exceed the best practice of conducting training no more than six weeks in advance of the user requiring the skills.
23. A detailed description of the training delivery requirements and training curriculum is part of the End-User Training Plan deliverable and based on an analysis of the End-User Needs assessment.
24. No content localization for the Releases or translation of training content is in scope. The training will be conducted in English.
25. AWI will provide a Training Lead for the duration of the project. This will foster knowledge transfer and position AWI for self-sufficiency after IBM completes the project. The AWI training Lead will work closely with the IBM training lead.
26. AWI functional process team members will act as subject matter experts to provide additional information on each course and simulation; and will review/approve all courses and simulations and training pilots.
27. AWI will ensure that all the UC trainees will have basic Windows skills and/or the required Windows training prior to the start of Release 2 End User Training.
28. AWI will provide space and support for on-line training materials in an appropriate on-line location that is accessible to the IBM team and AWI end-users.
29. Classroom Agency training facilities will consist of a student desks/chairs, projector, web-enabled PCs or laptops, a classroom hub/router, and connectivity to the Internet/Intranet.

Technical Infrastructure

30. Our team applies software patches/fixes regularly and as required for the installed versions of the AWI UCCBIS software components.
31. IBM will install the hardware and software but AWI will provide the data center capability (network, power, routers, racks etc.).
32. AWI will provide desktops that are needed for the UCCBIS application.
33. We have assumed that AWI will provide sufficient network bandwidth and load balancers, such as Cisco or F5.
34. All system software (Operating system, network software), applications software(database, CRM Case Mgmt etc.) upgrades during the implementation of this program will be performed by a mutual agreement between IBM and AWI, in order to minimize disruption to development and testing activities.
35. Case Management CRM Application (Oracle Siebel) is considered "best meets the standards" for AWI functionality and requirements. Therefore IBM applications proposed are an allowable exception to Section 508 Guidelines for Accessibility.
36. We will integrate our solution with AWI's current security infrastructure provided that AWI is using either LDAP or ADSI. The specific adapters our solution supports are:
    a. **LDAP:** Oracle Internet Directory, IBM Tivoli Directory Server, Novell NDS eDirectory, Sun Java System Directory Server and Microsoft Active Directory.
    b. **ADSI:** Microsoft Active Directory.

If AWI is not using these products, IBM will assist AWI to identify a solution that meets AWI's needs and any software necessary to support the solution and integrate it with our solution, is not in scope for this proposal.

OPA (Oracle Policy Automation) Portal

37. IBM will deploy Oracle Policy Automation Interactive (OPA) Portal in Release 1 for Initial and Continuing Claims.
38. IBM Team will use its OPA claims portal asset as the basis for the release 1 solution. We will conduct a fit gap analysis during the 1st month of the project with a maximum of 3 Validations and Confirmation Sessions to finalize the portal requirements. Given the short timeframe for Release 1, only minor changes will be accommodated with the 1st release.
39. The Release 1 Portal will produce the same data as current AWI Portal (FLUID). IBM will export data received via the OPA portal in a flat file or XML format that AWI can use to drive their current process.
40. There will be no integration with AWI legacy systems as a result of OPA Portal Deployment in Release 1.

Business Processes and Requirements Validation

41. The business process scope for this project is limited to the 63 Process Use Cases as specified in the ITN.
42. IBM estimates that each of these 63 process areas will need a maximum of 5 sub process areas & subsequently 5 OLPs (Operational Level Processes) to drive the level of detail, in order to be ready to design and build the requirements. APQC Process model with Levels 1 through 5 is the reference for this assumption. IBM also estimates that AWI will sign off on the Level 5 process models as Define stage deliverables and any changes to those after sign off will constitute a basis for a Project Change Request.
43. During the Requirements Validation Phase, IBM will work with AWI stakeholders to validate and refine the 1040 functional requirements, 444 non-functional requirements and 1,058 business rules through a series of collaborative workshops. The lower-level, specific requirements will be documented with a Requirements Definition deliverable that will include a requirements traceability matrix.
44. Any conflicting business rules or business rules conflicting with requirements will be resolved prior to end of the requirements validation phase.

45. Upon completion of the requirements validation, IBM and AWI will review IBM's proposed basis of estimate and assumptions to determine whether any additions, changes or clarifications to requirements change to our planned scope as quantified in assumptions numbered 46 to 82. If changes are identified, AWI and IBM will work together to determine the impact of each change and utilize the project change control process to mutually agree on the requested change to project scope, schedule or price. All changes will be mutually agreed by the end of the requirements validation phase on 4/18/11 (Release 1), 8/12/11 (Release 2) and 6/29/12 (Release 3) prior to commencement of the corresponding Design Phase.

Siebel Screens, Views, Workflow, Business Rules Enhancements

46. As per IBM estimates and experience, a maximum of 20 Siebel screens and 150 Siebel views will be configured to support entire UC Benefits system. The list of screens and views is listed in Attachment 1.1.

47. A maximum of 100 Siebel workflows would be designed, built and deployed to support business automation functionality as specified in ITN documents.

    a. **Low Complexity Workflow:** A workflow that has few steps to query data and takes a simple Update/Create/Send action using Out of the Box services or adapters.

    b. **Medium Complexity Workflow:** A workflow that has more detailed branches OR logic and entails use of low complexity custom business services OR both.

    c. **High Complexity Workflow:** Extensive logic flow and processing OR custom complex scripts, business services/actions OR many different actions OR combination of all these factors.

    d. **Very High Complexity Workflow:** A workflow where in addition to high complexity workflow steps, also needs extensive Siebel scripting or data model extensions to duplicate or create functionality to support a business requirement.

Name	Complexity	Maximum Count	Workflow / Assignment
Process:			
Adjudication	1 - Very High	15	WF
Appeals	1 - Very High	15	WF
Audit	1 - Very High	10	WF
Control	1 - Very High	10	WF
Request	1 - Very High	5	WF
Claims	1 - Very High	15	WF
Com	1 - Very High	10	WF
Special Payments	1 - Very High	10	WF
Compensation	1 - Very High	5	WF
Assistance	1 - Very High	5	WF

48. Following are the definitions of Out of the Box, Configuration and Customization as applied to Siebel work. IBM recommends that AWI minimizes customization.

Application Definition of OOTB, Configuration, and Customization
OOTB: - Master Data Setups (Asset, Task, and Agreement Templates, Organization, Users, Employees, LOV's, etc.) - PDQ's for querying commonly sought after data more easily (e.g. Expiring Agreements, In-Progress Work Packages) - Assigning of Views to
Configuration: (Note: Combination of below points determine configuration complexity of Low, Medium or High) - Configuration of OOTB Siebel Objects using Siebel Tools - Any number of UI layer changes (new or modifications) e.g Views/Applets, etc.bas
Customization: (Note: Combination of below points determine configuration complexity of Low, Medium or High) - Additional Functional Area Introduced - New functionality/Complex business rules introduced through Script, etc (e

Data Migration

49. The new Siebel system databases are populated using the Siebel Enterprise Integration Manager (EIM) facility.

50. At the end of the Design phase, AWI identifies fields and values that are incorrect but for which a correct business rule can be applied during transformation. All of the business rules for data conversion with be provided, validated and approved by AWI. IBM will include up to a total of 40 cleansing rules for the data conversion effort.

51. The data migration component handles the 'one time' data movement from legacy application to the new target application.

52. Only data that is required to support the future end state of the project scope will be converted or analyzed. Transaction history is not planned to be converted for any application.

53. AWI provides data to be converted and loaded into the system via an ASCII file format as specified by IBM. AWI is responsible for creation of extraction routines from legacy information systems due to its staff's system familiarity.
54. IBM is responsible for loading clean data no more than 2 times in pre-production environments after AWI has certified that data is cleansed.
55. IBM will run data loading scripts and provide error reports to AWI. AWI is responsible for manual data cleansing, identifying bad data, and providing cleansed and certified data to IBM according to the schedule in the Project Plan.
56. AWI is responsible for the accuracy of the data populated in the UCCBIS solution and will provide formal approval and sign-off.

Reports

57. IBM has identified the maximum number of reports to be 465 as specified with the ITN, as follows:
    - OBIEE (Dashboard/Business Intelligence Reports/OLAP) = 34
    - BI Publisher (Transactional Reports) = 236
    - Siebel User Interface (Screen and Pre Defined Queries i.e., QBE) = 195

OBIEE

Complexity	Number of Reports
Low	17
Medium	16
High	1
Trivial	
Total	**34**

BI Publisher

Complexity	Number of Reports
Low	102
Medium	104
High	30
Total	**236**

Of the 465 reports identified by AWI, 195 will be satisfied using the standard Siebel user interface and Siebel Query by Example (QBE). IBM will train AWI users on how to build the queries.

- A low complexity BI Publisher report is one where all the fields are out of the box and there is only one business layer object as a source. A low complexity OBIEE report is one where all the fields are out of the box and there is only one business layer object as a source
- A medium complexity BI Publisher report has one to five business layer objects and one to 10 new fields. A medium complexity OBIEE report has one to five business layer objects and one to 10 new fields
- A high complexity BI Publisher report has more than five business layer objects and more than 10 new fields. A high complexity OBIEE report has more than five business layer objects and more than 10 new fields.

Enhancements

AWI will adopt a policy of minimizing customizations to standard delivered application capabilities. Accordingly, IBM has not proposed any enhancements to the COTS solutions. Any request for changes to these products will be documented and reviewed in accordance with the project change control process.

Integration

58. Table 1-1 lists the interfaces that will be developed with the AWI UI solution. The final design decision of how interfaces are to be implemented will be made after a detailed analysis is done and after AWI has been consulted.

Table 1-1: AWI UI Solution Developed Interfaces

Interface	Description	Florida AWI System	Frequency	Direction	Technology	LOE
Claims Information	Support the exchange of information with an Interactive Voice Response (IVR) system for both initial, continued, and informational claims.	AWI-IVR	Ad-Hoc	Inbound and Outbound	IVR Connector	M
Occupation Code Information	Support the validation of occupation codes via the U.S. Department of Labor O*NET system.	USDOL O*NET	Ad-Hoc	Outbound	HTTP Post or Web Service	M
Child Support Information	Support the exchange of claimant, child support deduction, and child support payment information with the Department of Revenue CAMS.	DORCAMS	Monthly	Inbound	Batch/ETL	M
Florida Driver's License Validation	Support the exchange of information with the Department of Highway Safety and Motor Vehicles (DHSMV) system to validate the claimant's identity using their Florida driver's license number. The interface should occur when an account is being created/maintained (if the DL# is changed).	FL DHSMV	Ad-Hoc	Outbound	HTTP Post or Web Service	M
Employment and Wage Records – FCCC	Support the exchange of information with the Federal Centralized Claims to receive Military and Federal (UCX/UCFE) employer and wage records that become associated with a claim during the initial claims process. The FCCC is the official source of wage and separation information for both UCX and UCFE programs.	FCCC	Daily	Outbound and Inbound	Batch/ETL	M
Employment and Wage Records – FEDES	Support the exchange of information with the Federal Employment Data Exchange System (FEDES), a pilot initiative that provides information on federal employment to participating states to help them meet their reporting requirements.	FEDES	Daily	Outbound and Inbound	Batch/ETL	M

Interface	Description	Florida AWI System	Frequency	Direction	Technology	LOE
Alien Worker Eligibility (INS Systematic Alien Verification for Entitlements	Support the exchange of information with the U.S. Immigration & Naturalization Service (INS). The INS is currently using the SAVE automated (for Online Primary Verification) and manual (for Online Secondary Verification) processes to provide federal, state, and local benefit issuing agencies and institutions with information which will assist them in determining an individuals eligibility under Title IV of PRWORA.	SAVE	Ad-Hoc	Outbound	HTTP Post or Web Service	M
Incarcerated Persons List	Support the exchange of information with the Florida Department of Corrections (DOC) to provide a list of p7eople who are incarcerated in a Florida correctional facility that can be matched with current claimant records to determine if claims are being paid in error.	DOC	Weekly	Inbound	Batch/ETL	M
County Correctional Facilities Incarcerated Persons List	Support the exchange of information with the county-level incarceration facilities to provide a list of people who are incarcerated in a county correctional facility that can be matched with current claimant records to determine if claims are being paid in error. (proposed).	Various systems	Weekly	Outbound	Batch/ETL	M
State-Owed Debts	Support the exchange of information with external systems as necessary to provide a listing of all active state-owed debts (overpayments).	Lottery	Monthly	Outbound	Batch/ETL	M
New Hire – FL DOR	Support the exchange of information with external systems as necessary to retrieve information on reported new hires.	FL DOR	Monthly	Outbound and Inbound	Batch/ETL	M
New Hire – US HHS	Support the exchange of information with external systems as necessary to retrieve information on reported new hires.	US HHS	Monthly	Outbound and Inbound	Batch/ETL	M
Overpayment Write-Off Export	Provide a mechanism for exporting the overpayment records which are to be written-off in the approved file format.	DFS – FLAIR	Quarterly	Outbound	Batch/ETL	M

Interface	Description	Florida AWI System	Frequency	Direction	Technology	LOE
Death Records	Support the exchange of information with external systems as necessary to capture records of recently deceased persons.	DOH – Vital Statistics	Weekly	Outbound and Inbound	Batch/ETL	M
TRA Petition	Provide the ability to retrieve TRA Petitions from the US DOL	USDOL	Daily	Outbound	Batch/ETL	M
HCTC	Support the exchange of HCTC data for TRA eligibility information via the IRS system.	IRS	TBD	Outbound and Inbound	Batch/ETL	M
EFT Banking Information	Provide the ability for transmission of banking information via AWIs banking institution.	AWI Banking Institution	Ad-Hoc	Outbound	HTTP Post or Web Service	M
Debit Card Data	Support the exchange of information with the ACS Debit Card system (e.g. customer file, payment file, and reject file).	ACS	Daily	Outbound and Inbound	Batch/ETL	M
EFT Data	Provide the ability to exchange EFT payment information with the Electronic Funds Transfer (EFT) vendor.	EFT Vendor - ACH.PPD Format	Daily	Outbound and Inbound	Batch/ETL	M
Bank Routing Information	Exchange information with the federal reserve epayment routing directory to identify the banking institutions with their corresponding routing numbers.	Federal Reserve E-Payment Routing Directory	Ad-Hoc	Outbound	HTTP Post or Web Service	M
Bank Account Validation	Support the exchange of information with banking institutions to validate claimant provided bank account information when the claimant has chosen to accept benefit payments via Electronic Funds Transfer (EFT).	EFT – Vendor	Ad-Hoc	Outbound	HTTP Post or Web Service	M
Warrant Images	Provide the ability for retrieval of cashed warrant images from the AWI Banking Institution.	AWI Banking Institution	Ad-Hoc	Outbound	HTTP Post or Web Service	M
1099	Support the exchange of information with external systems as necessary for the transmission of UC 1099 data information.	IRS	Annually	Outbound and Inbound	Batch/ETL	M
Audio Records	Support the exchange of information with a digital audio system to allow user and external customers to download audio files, on demand, from the application/Internet.	Manual Export	Ad-Hoc	Outbound	HTTP	L

Use or disclosure of data contained on this sheet is subject
to the restriction on the title page of this proposal.

Interface	Description	Florida AWI System	Frequency	Direction	Technology	LOE
Audio Records	Support the exchange of information with a digital audio system to allow the import and storage of digital audio files as part of each appeal case.	Digital Audio Recording System – DARS	Ad-Hoc	Inbound	TBD	M
Special Deputy Orders	Support the exchange of information to export information to the AWI Intranet for Special Deputy Orders and Labor reports/statistics.	AWI Internet	TBD	Outbound	HTTP	L
Data Validation Upload	Provide a mechanism to generate data validation extracts for Federal Data Validation.	Unemployment Insurance Electronic Entry System – UIEES	Monthly	Outbound	Batch/ETL	M
BAM Download	Support the exchange of information with external systems as necessary to retrieve selected cases for BAM audit. (Current)	UIEES	Weekly	Outbound and Inbound	Batch/ETL	M
BAM Upload	Support the exchange of information with external systems as necessary to report investigation results for completed cases. (Proposed)	UIEES	Ad-Hoc	Outbound	HTTP Post or Web Service	M
BTQ Upload	Support the exchange of information with external systems as necessary to report review results based on two agreeing scores (Quarterly Reports). (Proposed)	UIEES	Ad-Hoc	Outbound	TBD	M
Population Validation Download	Support the exchange of information with external systems as necessary to retrieve selected populations for data validation. (Proposed)	UIEES	Ad-Hoc	Inbound	Batch/ETL	M
Population Validation Upload	Support the exchange of information with external systems as necessary to report validation results for completed populations. (Proposed)	UIEES	Ad-Hoc	Outbound	TBD	M
SSN Validation	Support the exchange of information to validate a claimant's identity using their Social Security Number (SSN). The interface should occur when an account is being created/maintained (if the SSN is changed).	Social Security Administration	Ad-Hoc	Outbound	HTTP Post or Web Service	M

Interface	Description	Florida AWI System	Frequency	Direction	Technology	LOE
	Inability to validate an SSN would make a claimant ineligible.					
Warrant Payment Information	Support the exchange of warrant, funds release, and warrant cancellation information with the Department of Financial Services (DFS) system.	DFS – FLAIR	Daily	Outbound	Batch/ETL	M
Employer/Employee Information	Support the exchange of employer, wage, and employer chargeability information with the Department of Revenue's (DOR) System for Unified Taxation (SUNTAX) system.	DOR – SUNTAX	Ad-Hoc	Outbound	HTTP Post or Web Service	M
Claims/Claimant Information	Support the exchange of UC program, employer, wage, determination, and state-to-state charge information with the Interstate Connection (ICON) system to allow the exchange of data between states. A vendor (currently ACS) provides 'model code' which states use for interface, re-write, or incorporating the requirements to state specific benefit delivery systems. States are responsible for their own enhancements and maintenance.	ICON	Ad-Hoc	Outbound	HTTP Post or Web Service	H
Claimant Information	Support the exchange of claimant (PREP, REA, TRA, Veteran, Job Service Registration, etc.) and Labor Market statistics information with the Agency for Workforce Information's (AWI) Employ Florida Marketplace (EFM) system. (A full registration in the workforce system is required as part of filing a claim.)	AWI-EFM	Ad-Hoc	Outbound	HTTP Post or Web Service	M

- **High** – A high complexity interface involves more that ten transformations, spans multiple entities, and is typically real-time
- **Medium** – A medium complexity interface involves a real-time or batch interface that spans multiple entities and has five to ten transformation rules
- **Low** – A low complexity interface is either a real-time or batch interface with less the five transformation rules and spans only one to two entities or is processed manually

Forms/Correspondence

59. The fax server has been sized on the assumption of 1M faxes a year which translate to approximately 4-5 faxes per minute of 2-3 pages in length.
60. IBM will develop a maximum of 538 Forms for AWI.
61. The forms will be implemented in 2 ways:
    - Using Siebel Correspondence
    - BI Publisher Application

Siebel Correspondence

Complexity	Number of Reports
Low	86
Medium	86
High	43
Total	**215**

BI Publisher

Complexity	Number of Reports
Low	130
Medium	130
High	63
Total	**323**

Disaster Recovery

62. We will work with AWI to identify an alternative site. The cost of this site is not included in our proposal, although the hardware is included.
63. High availability is not required at the alternative site, as it will only be used in the event of a major disaster.
64. We will use the backup infrastructure currently in place (e.g., tape drives) in both the primary as well as the DR sites.
65. AWI will provide sufficient network bandwidth and load balancers, such as Cisco or F5.

Document Management/Imaging

66. The estimated volume for scanning is 10,000 documents a day (200,000 a month).
67. Scanning of documents will be done at a central location.

Call Center Technology

68. Customer Interaction Management (CIIM) Basis and Assumptions
    - CIM platform installation and configuration does not include the configuration of Solution Control Interface (SCI) alarms or Simple Network Management Protocol (SNMP) services
    - CIM is located in Tallahassee, FL in HA configuration
69. Universal Routing System (GRS) Basis and Assumptions
    - Installation includes one (1) test Routing Strategy
    - Routing requirements are of low to moderate complexity and do not require database dips. The hours herein will cover the building of two (2) to three (3) Production strategies
70. Genesys Voice Platform (GVP) Basis and Assumptions
    - GVP v8.1.2 (SIP) will be implemented behind a Supported PBX or MGW, as defined in the Genesys Supported Media Interfaces Reference Manual
    - The GVP scope is based on the following proposed architecture. It includes a physical server breakdown as follows: Two (2) Site deployment; Primary and DR. 1125 GVP Ports; 900 production; 225 N+1 HA . 900 GVP DR Ports. Automated Speech Recognition (ASR) resources installed/configured; Nuance v9; two (2) Languages: English and Spanish; optional Haitian Creole. Text to Speech (TTS) resources installed/configured; hosted on ASR servers
    - Includes installation/configuration effort for (18) production physical server: 15 Blade servers, 3 Blade servers hosting 20 virtual operating systems:
        - Five (5) Media Resource Control Protocol (MRCP)/Nuance Servers . 275 ASR ports per server. N+1 configuration. 69 TTS ports per server
        - Five (5) GVP Media Control Platform (MCP) servers . Four (4) primary servers; each hosting 225 SIP ports. One (1) HA/N+1 server; hosting 225 SIP HA/N+1 ports
        - Two (2) GVP SIP Servers; Resource manager co-residing with GVP SIP server
    - Effort to configure GVP resources with SIP server and Configuration layer
    - Includes installation/configuration effort for (14) disaster recovery physical server: 11 Blade servers, 3 Blade servers hosting 12 virtual operating systems:
        - Four (4) MRCP/Nuance Servers
        - 225 ASR ports per server
        - 57 TTS ports per server
        - Four (4) GVP MCP servers; each hosting 225 SIP ports . No N+1 in DR
        - One (1) GVP SIP Servers; Resource manager co-residing with GVP SIP server
    - Effort to configure GVP resources with SIP server and Configuration layer
    - GVP relies on Framework integration; so GVP installation/configuration cannot start until the CIM support layer is installed, configured, and functioning properly
71. Genesys Readiness Test Basis and Assumptions
    - GRT is included for the MCPs at the primary location. GRT is not a stress test. GRT uses a canned application that will be provisioned into the customer's environment. During the GRT test, Genesys will provision an out-of-the-box VXML application. This test does not use customer application(s) and is not a stress test of the system. It is a test to ensure that all components are functioning properly
    - When performing Empirix testing if a Toll Free Number (TFN) is not available any toll charges incurred will be billed to AWI at actual cost. Additionally, AWI will be responsible for any TFN related charges that may be incurred during the Empirix testing
72. Session Initiation Protocol (SIP) Session Initiation Protocol Basis and Assumptions
    - SIP agent endpoints are yet to be determined
    - No IP switch presently factored in, SIP Server is standalone

- SIP servers are to be HA. Assumes Media Gateway (MGW)/Session Border Control (SBC) with load balancing-the effort for which is not included in scope
- Media Server will be required for the purposes of queuing
- Network has one way voice latency of less than 200ms/was designed around G711 codec
- Network priority can be given to SIP traffic (Quality of Service (QoS))

73. Interactive Voice Response (IVR) Applications Basis and Assumptions
    - Effort is inclusive of IVR Applications and languages outlined in the ITN, Solicitation No : 10-ITN-001-SS, released on 05.14.10 F, including requirements specifically notated in :
      - Exhibit Q Requirements Response Matrix applicable to IVR solutions
      - Detailed System Design Tele-Claims Appendix D: Language Packet dated June 21, 2002
      - DUA Information IVR.Doc dated 5/6/05
      - Detailed System Design Appendix C: IVR Script dated June 21, 2002
    - AWI will verify site readiness prior to build and deploy activities.
74. Automatic Speech Recognition and Text To Speech Overview and Basis and Assumptions
    - This optional offering accounts for development of Haitian Creole ASR and TTS language in support of this initiative. This development is in advance of implementation on planned language roadmap and has an estimated duration of eight (8) months
75. Virtual Hold Concierge Basis and Assumptions
    - Two (2) languages: English and Spanish; Haitian Creole
    - Virtual Hold Technology (VHT) Products deployed: Concierge; 54 ports
    - Screen pop data is preserved for the outbound call process
    - No reader-board or WFM adapters are needed/included in scope
    - This effort does include a stand-alone Lab
    - Remote access will be available to all the VHT servers for installation/configuration
    - Centralized reporting is included in scope
    - Warm redundancy is included in this effort; however, HA is not. VHT cannot support HA
    - VHT Installation/Configuration cannot start until the Genesys/GVP infrastructure is installed, configured, and operating successfully
76. Workforce Management (WFM) Basis and Assumptions
    - Forecast and scheduling liaison(s) should be present during WFM configuration of business rules and logic
    - The WFM efforts assumes that the CIM platform is already installed and configured with all routing and reporting components including Stat Server, URS, SIP Server, CCA, ICON, etc. and that there is a fully functional call flow that can terminate on the Agent phone Employs Centralized Workforce Forecasting and Scheduling. AWIs forecasting and scheduling assumed to be centralized; therefore, discovery for all sites can be carried out from a single site and all work will be done from one physical location
    - No WFM Lab Environment setup time is included in scope
77. Reporting Basis and Assumptions
    - Call center analyzer (CCA) and Hyperion will be deployed in both the Lab and Production Environments
    - Call center pulse (CCP)+ out-of-box voice templates and two (2) views will be provided. Metric customization or custom reports for such areas as Email and WFM are not included
    - Based on the preliminary information received from AWI and high-level analysis, it is unclear how many reports are required and therefore this effort is assumes the design and development of up to four (4) reports. The effort includes detailed discovery and requirements, providing detailed report design, report development, testing and deployment

- Genesys Info Mart (GIM) does store records pertaining to multi-media interactions, but does not aggregate on these interactions. No reporting layer is included with the GIM solution. Further limitations may apply. Please discuss options with your PS representative
- GI2 deployment includes the installation and configuration of the canned reports that use the GIM data
- Validation of out-of-box metrics relative to pre defined test cases generated. Only metrics and related structures associated with call flows and configurations explicitly validated under Lab conditions will be warranted for accuracy. Reporting modifications resulting from untested call flows and related configurations will be subject to funded Change Requests
- If required, custom reporting in-depth discovery should not begin until the overall project discovery is complete
- Complex Routing, Desktop and GVP configuration and requirements will impact the effort
- Custom Reporting Development with external data sources is not included in scope
- The Custom Reporting Development effort does not include report administration and/or distribution effort e.g., scheduling and publishing reports
- Discovery and Knowledge Transfer typically conducted on-site. All other activities performed remotely requiring remote access to Configuration Manager Environment (CME) and target DB environments

78. Resource Assumptions
    - AWI will provide adequate and appropriate technical and business user representation during the project life cycle, including Knowledge Transfer and Document review sessions; common areas include expertise in telecom, network, server, DB, desktop development (softphone), external system integration, web server configuration, and desktop support, as required
79. Testing Assumptions
    - AWI will support IBM will be responsible for providing a UAT plan and scripts suitable to meet the business objectives and IBM will provide input in tailoring the plan as required. At a minimum, UAT testing should include a representative sample of call types and routing strategies that will be part of the Production deployment
80. Lab and Disaster Recovery Assumptions
    - Lab and DR Environments are constructed after Production and can leverage reuse of components, applications and strategies where possible
    - All custom development carried out for Production does not require significant alteration to be reusable in the Lab Environment
81. Other Call Center Assumptions
    - No skills based routing will occur until the full integration with SIEBEL is complete
    - There will be no Genesys call center integration or CTI integration with legacy applications
    - Network data and voice circuits will be provided by the State of Florida AWI before the call center installation can be commenced
    - The managers of WFM should have workstations need to be robust to manipulate and perform scheduling models
    - Recording voice and screen information will be at 100% for a 30 day period in a WAV file and AVI or MPEG-4
    - Sizing the IVR was limited to call volume information of one month of call volume (2,970,000/April 2010) and may need to be revisited
    - Work at home agents requires a bandwidth 380 kbps from an internet service provider
    - Office conversations are currently not considered for recording but can be easily be implemented with discovery of requirements
    - Network product assume the State environment is not available to deliver the solution
    - The Disaster Recovery solution does not include hard phone
    - Haitian Creole servers were not included in the hardware configuration
    - The Haitian Creole IVR application is contingent upon Genesys delivering this new IVR language on time based on the schedule required

- IBM does not want and will not require access to any Production or "live" data in order to perform the services contemplated under this proposal. In order to protect private and sensitive information and as a matter of best practice, unless otherwise expressly agreed in writing by IBM, that AWI will not disclose, expose, or transfer to IBM any PII, whether of customer or its customers, and that in all cases AWI will use test or "dummy data" in the preparation of data feeds and the testing environment and will use any tools provided by IBM for the purpose of blocking or scrubbing PII from any data provided to IBM. Accordingly, IBM will presume that all data to which it is granted access is non-Production test data and contains no PII unless agreed to in writing prior to such access
- Knowledge Transfer is specific to the solution being deployed and is conducted by Genesys PS to provide an overview of how the AWIs solution was built and overall functionality
- The State will provide the Call Center Network Infrastructure to support VOIP
- No Organization change management will be performed for the operational aspect of the call center
- No operational support will be provided once the call center goes live

82. IBM designs, develops and tests the Web and UI interactive Voice response interfaces in English only. It is assumed AWI will provide the Spanish and Creole language expertise and be responsible for the language based conversions to these interfaces.

Operations & Maintenance

83. A transition period of 6 weeks is planned prior to each release schedule.
84. All resources will work during U.S. Eastern Time business hours and observe site specific holidays.
85. All support services and associated documentation shall be provided in English.
86. IBM will manage the prioritization of all requests and resolve Production Support issues where ever appropriate, in conjunction with AWI Project Manager.
87. IBM has assumed a baseline count for transactions across the AWI UCCBIS components based on experience with similar implementations and warranty/maintenance support services:

Level 1 Help Desk Tickets:	Transactions per Month 6/2011 – 5/2012 = 0 6/2012 – 6/2013 = 265 6/2013 – 6/2018 = 365

L2/L3 Tickets by Technology	Transactions per Month
Siebel	80
OPA	
OBIEE	35
ETL Informatica	25
DB2 DBA	20
Middleware (ESB)	25
Filenet	20
Genesys	20
Testing	40
Total	**265**

88. The key metrics (such as problem tickets, application modules, database environments/instances, interfaces, locations, languages, users and services, etc.) used in developing the services solution will be reviewed quarterly to determine if any adjustments to the services and contract are required.
89. AWI will provide all network infrastructures inclusive of switches and routers in support of the call center solution.
90. Warranty/Maintenance support that is considered out of scope includes:

- Data Correction
- Support of any legacy or 3rd party system integration which is not in scope
- Management and support of third party interfaces
- Single Sign On – ADSI/LDAP support
- Major/Minor Enhancements, Patch updates
- End User Training

91. AWI will provide access to relevant systems, databases to IBM resources, along with respective user id / password information.
92. Product related issues and resolution for Siebel Software will be handled by Oracle.
93. Access to Oracle Metalink for raising product issues is AWI's responsibility. IBM will be responsible for coordination of Siebel product issues with Oracle.
94. IBM will provide 24x7 Standby/Oncall support for Severity 1 requests with a maximum resolution capacity of 8- 10 Sev 1 tickets per month.
95. For the IBM resources located in AWI premises, AWI will provide relevant desktop, laptops and software needed to support the UCCBIS system.
96. The IBM resources will work out of AWI premises and IBM Michigan Center at Lansing.
97. Our pricing is based on the assumptions described in this section. Sample SLAs are included provided with the technical response.

Hardware and Software

98. IBM sized the hardware and provided license configurations for the software based on the information provided with the ITN and IBM's solution architecture for UCCBIS. The basis for the hardware and software bill of materials and corresponding quotes are summarized below. If additional hardware or software licenses must be purchased, IBM will notify AWI in accordance with the project change control process.

Software	License Type/ Quantity	Assumptions (if any)
Oracle-Siebel Software Siebel Base Public Sector Base Public Sector eService CTI Email Response Case Management Analytics Fusion Edition	Enterprise/Operating Budget	None
Siebel Tools	User	15 Developers
Oracle OPA Policy Automation Connectors For Siebel Oracle Policy Modeling Oracle Policy Automation	Enterprise/Operating Budget	None
OBIEE	Processor	2 production processors Refer to OBIEE Hardware sizing assumptions
Oracle Secure Enterprise Search	User	1600 users
Oracle Secure Enterprise Siebel Connector	Source System	Assumed only Siebel

Software	License Type/ Quantity	Assumptions (if any)
Informatica Power Center and PowerCenter Adaptors	Processor	2 production processors
IBM DB2 Enterprise Server Edition	Processor Points	Assumed value 2120 based on processor sizing
IBM FileNet Content Manager	User Value Unit	Assumed 162,000 value unit based on count of internal and external users
IBM InfoSphere Enterprise Records	User Value Unit	Assumed 432 value unit based on count
IBM InfoSphere Warehouse Developer Editions	Users	60 for all environments
IBM Optim Data Growth Solution for Siebel CRM Data Growth Solution for Siebel Customer Relationship Management Call Center Data Growth Solution for Siebel Customer Relationship Management Open Data Manager	Processor Value	Assumed total 560 based on processor sizing
IBM Websphere Message Broker	Processor Value	See Hardware sizing assumptions for Siebel Assumed processor value of 700
IBM Rational ClearCase	Concurrent User	10 concurrent users
IBM Rational ClearQuest	Concurrent User	20 concurrent users
IBM Rational Functional Tester Plus	Concurrent User	10 concurrent users
IBM Rational Performance Test Pack Virtual Testers (100 User Floating License)	5 User Pack	500 concurrent users
IBM Rational Performance Tester for Siebel	Concurrent User	2 concurrent users
IBM Rationale RequisitePro	Concurrent User	15 concurrent users
IBM Rational Team Concert Standard Edition	Concurrent User	10 concurrent users
OpenText RightFax Enterprise Edition	Servers	2 Servers to support an average 1M faxes a year with 12 lines each
Genesys Platforms Interactions Performance Management Gplus Adapter for Siebel	Users	670 Users

The hardware was procured based on supporting six environments

- Production
- Disaster Recovery without high availability and without OBIEE as OBIEE is not deemed to be mission critical
- **QA/Staging** – Assumed to be a mirror of production
- **Test** – Assumed to be 25% of production
- **Development** – Assumed to be 25% of Production

The following are the key volume assumptions used to size the production hardware

Application	HW
Siebel Servers	1600 Total Internal User with 725 concurrently connected of which 100 are heavy users, 400 are standard users, 100 are light users, and 125 are inactive 200,000 external users with approximately 2,000 are concurrently connected of which 500 are standard users and 1500 are light users
OBIEE	725 concurrently connected total internal users of which 50 are power users and 625 are dashboard users.
OPA	200,000 concurrent Web Determination Users No batch processing Rules with medium and high complexity
FileNet	664 Named internal users 3 Million Portal Users 10,000 pages a day for scanning 1 Million new pages a year
Genesys	670 Call Center User Call Volume of approximately 3 Million a month
IBM Websphere Message Broker	Siebel Sizing assumptions were used to size IBM WebSphere

Attachment 1.1: List of Siebel Screens and Views in Scope

Screens

Accounts Screen
Activities Screen
Agreement Screen
Contacts Screen
Content Item Inbox Screen
Correspondence Screen
Effective Dating Admin Screen
Email Response Screen
Fulfillment Screen
HLS Case Approval ReadOnly Screen
HLS Cases Screen
Literature Screen
PUB Case Administration Screen
Service Request Screen
Solution Screen
System Administration Screen
Task Administration Screen
Task Assistant Screen
Task Map Screen
Task Pane Screen

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to the restriction on the title page of this proposal.

Views

View Name	Public Sector/Others	Complexity Categorization
Contact Master Case View	Public Sector	Medium
HLS Account Case View	Public Sector	Medium
HLS All Case List View	Public Sector	Medium
HLS All Case List View (SCW)	Public Sector	Low
HLS All Case List View - Read Only	Public Sector	Low
HLS Case Account View	Public Sector	Low
HLS Case Activities View	Public Sector	Medium
HLS Case Activities View (SCW)	Public Sector	Medium
HLS Case Activities View - ReadOnly	Public Sector	High
HLS Case Attachment View	Public Sector	Medium
HLS Case Attachment View (SCW)	Public Sector	Medium
HLS Case Attachments View - ReadOnly	Public Sector	Medium
HLS Case Auto Vehicles View	Public Sector	Medium
HLS Case Detail View	Public Sector	Medium
HLS Case Detail View (SCW)	Public Sector	Medium
HLS Case Detail View - ReadOnly	Public Sector	Medium
HLS Case Groups View	Public Sector	Low
HLS Case Hierarchy View	Public Sector	Low
HLS Case Legal Status View	Public Sector	Medium
HLS Case List View	Public Sector	Medium
HLS Case List View (SCW)	Public Sector	Medium
HLS Case List View - Read Only	Public Sector	Low
HLS Case Note View	Public Sector	Low
HLS Case Note View (SCW)	Public Sector	Low
HLS Case Note View - ReadOnly	Public Sector	Low
HLS Case Partner View	Public Sector	Medium
HLS Case Preview View	Public Sector	Medium
HLS Case Project View	Public Sector	Low
HLS Case Quote View	Public Sector	Medium
HLS Case Related Case View	Public Sector	Medium
HLS Case Sales Assessment View	Public Sector	Medium
HLS Case Service Plan View	Public Sector	Medium
HLS Case Service Request View	Public Sector	Medium
PUB Account Evidence View	Public Sector	Medium
PUB Account Incident View	Public Sector	Medium
PUB Account Lead View	Public Sector	Medium
PUB All Applications Across Organizations List View	Public Sector	High
PUB All Applications List View	Public Sector	Medium
PUB All Benefits Payments View	Public Sector	High

PUB All Evidence List View	Public Sector	Medium
PUB All Evidence across Organizations List View	Public Sector	High
PUB All Incident Across Org View	Public Sector	Medium
PUB All Incident Across Org View-Read Only	Public Sector	Low
PUB All Leads Across Organization List View	Public Sector	Medium
PUB All Leads Across Organization List View - Read C	Public Sector	Low
PUB All Leads List View	Public Sector	Medium
PUB All Leads List View - Read Only	Public Sector	Low
PUB All Master Cases List View	Public Sector	Medium
PUB All Master Cases List View Across Organizations	Public Sector	High
PUB All Service Providers Across Organization View	Public Sector	High
PUB All Service Providers List View	Public Sector	Medium
PUB Application Audit Trail View	Public Sector	Low
PUB Application Case View	Public Sector	Medium
PUB Application Detail View	Public Sector	Medium
PUB Asset Mgmt - Evidence View	Public Sector	Medium
PUB Benefit Administration View	Public Sector	Low
PUB Calendar Case Time Item View	Public Sector	Medium
PUB Calendar Incident Time Item View	Public Sector	Medium
PUB Case Address View	Public Sector	Low
PUB Case Appeal Cases View	Public Sector	Medium
PUB Case Approval Template Approvers View	Public Sector	Medium
PUB Case Approval Template List View	Public Sector	Medium
PUB Case Approval Template More Info View	Public Sector	Medium
PUB Case Approvers List View	Public Sector	Low
PUB Case Asset View	Public Sector	Medium
PUB Case Audit Trail View	Public Sector	Medium
PUB Case Benefit Approval Template Approvers List	Public Sector	Low
PUB Case Benefit Approval Template List View	Public Sector	Low
PUB Case Benefit Payments View	Public Sector	High
PUB Case Benefit Plan History View	Public Sector	Medium
PUB Case Benefits Plan View	Public Sector	Medium
PUB Case Bulk Time Entry View	Public Sector	Medium
PUB Case COC View	Public Sector	Medium
PUB Case Evidence View	Public Sector	Medium
PUB Case Household View	Public Sector	Medium
PUB Case Lead View	Public Sector	Medium
PUB Case Literature Distribution View	Public Sector	Medium
PUB Case Orders View	Public Sector	Medium
PUB Case Presentations View	Public Sector	Medium

PUB Case Proposals View	Public Sector	High
PUB Case QA Template Admin View	Public Sector	Low
PUB Case QA View	Public Sector	Medium
PUB Case Screen Homepage Analytics View	Public Sector	High
PUB Case Screen Homepage View	Public Sector	High
PUB Case Serialization Administration View	Public Sector	High
PUB Case Verification Template Admin View	Public Sector	Low
PUB Case Verification View	Public Sector	Medium
PUB Contact Benefits View	Public Sector	Medium
PUB Contact Lead View	Public Sector	Medium
PUB Contact Payment Profile View	Public Sector	Medium
PUB Forms Integration Administration View	Public Sector	Low
PUB GOV Activity Detail View (eService)	Public Sector	High
PUB GOV Case Activity Plans View	Public Sector	Medium
PUB GOV Case Monthly Calendar View	Public Sector	Medium
PUB GOV Case Products View	Public Sector	Low
PUB GOV Channel Partner Cases View	Public Sector	High
PUB GOV Contact Case Detail View (eService)	Public Sector	High
PUB GOV Contact Case List View (eService)	Public Sector	High
PUB GOV Contact Cases View	Public Sector	Medium
PUB GOV Home Page View	Public Sector	High
PUB GOV Home Page View (eService)	Public Sector	High
PUB GOV Home Page View - in process	Public Sector	Medium
PUB GOV Household Cases View	Public Sector	Medium
PUB GOV My Account Links View (eService)	Public Sector	High
PUB GOV Submit Contact Case View (eService)	Public Sector	High
PUB GOV User Profile View (eApps)	Public Sector	High
PUB Location Admin View	Public Sector	Low
PUB Master Case - Cases View	Public Sector	High
PUB Master Case Activities View	Public Sector	Medium
PUB Master Case Calendar View	Public Sector	Medium
PUB My Applications List View	Public Sector	Medium
PUB My Master Cases List View	Public Sector	Medium
PUB My Team Case List View	Public Sector	Medium
PUB My Team Case List View - Read Only	Public Sector	Low
PUB My Team Evidence List View	Public Sector	Medium
PUB My Team Leads List View	Public Sector	Medium
PUB My Team Leads List View - Read Only	Public Sector	Low
PUB My Team Service Providers List View	Public Sector	Medium
PUB My Team's Master Cases List View	Public Sector	Medium

PUB My Teams Applications List View	Public Sector	Medium
PUB My Teams Master Cases List View	Public Sector	Medium
PUB PS Category Code View	Public Sector	Medium
PUB PS Mapping View	Public Sector	Medium
PUB Quote Item Evidence View	Public Sector	Medium
PUB SR Evidence View	Public Sector	Medium
PUB SR Lead View	Public Sector	Medium
PUB Service Provider Activities View	Public Sector	Medium
PUB Service Provider Activity Plan View	Public Sector	High
PUB Service Provider Addresses View	Public Sector	Medium
PUB Service Provider Agreements View	Public Sector	Medium
PUB Service Provider Assets View	Public Sector	High
PUB Service Provider Attachments View	Public Sector	Low
PUB Service Provider Logo Detail View	Public Sector	High
PUB Service Provider Logo View	Public Sector	High
PUB Service Provider Note View	Public Sector	Low
PUB Service Provider Orders View	Public Sector	Medium
PUB Service Provider Portal All Agreement View	Public Sector	Medium
PUB Service Provider Portal My Agreement View	Public Sector	Medium
PUB Service Provider Portal My Team Agreement Vie	Public Sector	Medium
PUB Service Provider Private Note View	Public Sector	Low
PUB Service Provider Profile View	Public Sector	Medium
PUB Service Provider Service Profile View	Public Sector	Medium
PUB Service Providers List View	Public Sector	Low
PUB Service Providers More Info View	Public Sector	Medium
PUB Service Providers Screen Homepage View	Public Sector	High
PUB Service Request Case View	Public Sector	Medium
PUB Service Request Groups View	Public Sector	Medium
PUB eCalendar Case Detail View	Public Sector	High
PUB eCalendar Incident Detail View	Public Sector	High

Attachment 2: Value Added Services Indicative Costs

In the Value Added Services section of the proposal, the IBM team proposed three value added services that we believe have the potential to assist AWI in providing services and benefits to Florida's citizens more efficiently and effectively. The three value added services are:

- Collaboration Tools
- Leveraging Data Analytics to Get People Back to Work
- Cloud Computing

Each of these services must be tailored to meet the unique needs of our customers and, as a result, it would be difficult to present an indicative cost that is meaningful. As a result, we are suggesting an assessment, utilizing IBM's Component Business Model (CBM) that would allow us to examine, with AWI, where and how each of these services could be used within the organization, as well as the associated costs and potential savings that could be realized.

The CBM is a proven tool that we have used with numerous customers world wide. Three examples of this work are provided below. The estimates for the following projects are based upon our experiences with similar projects with similar clients. The costs provided are not a formal proposal or contract. When we have reached a final agreement about our level of assistance, a formal contract will be presented to you for your signature.

British Columbia Ministry of Employment and Income Assistance

The Office of the Premier created Five Great Goals to place British Columbia, Canada at the top in literacy, healthy living, social support, environmental management and job creation by 2015. In particular, Great Goal 3 had the objective of "building the best system of support in Canada for persons with disabilities, those with special needs, children at risk and seniors. As a step in accomplishing Great Goal 3, the Office of the Premier appointed the Ministry of Employment and Income Assistance (MEIA) to lead, with the other BC social policy ministries, the development of a provincial Disability Strategy. The goal is to improve the services and supports offered to citizens with disabilities.

In this regard, MEIA retained IBM Global Business Services to help develop an understanding of the services for persons with disabilities as delivered by the many ministries and agencies in BC.

The key outputs of this work include:

- A clear picture of the disability services delivered across government
- How these services align with service delivery outcomes
- The identification of gaps, overlaps and inconsistencies in delivering these services
- A list of recommendations to address these gaps, overlaps and inconsistencies

IBM developed a CBM for MEIA and used the model to assess the strengths, weaknesses and service overlaps across ministries that serve persons with disabilities.

The cost for this work was approximately $280,000.

Los Angeles County Department of Public Social Services

The Los Angeles County Department of Public Social Services (DPSS) was interested in assessing its current core business processes for its Food Stamp program. The agency was in the initial phase of a multi-phased approach to integrated case management. IBM developed a CBM for DPSS and used the model to define the agency's core business processes and to identify challenges that needed to be addressed. Documenting DPSS' processes not only identified and mapped the agency's current processes; it helped to improve the processes and workflows which translated into business requirements for the larger case management project.

The cost of this work was approximately $260,000

Dubai Community Development Authority

IBM developed a CBM for the Dubai Community Development Authority and used that CBM to map responsibilities of CDA and its 4 executive agencies: the Dubai Early Childhood Development Center (Child Welfare), Social Benefits (for low income families), Social Regulatory & Licensing, and employment services for people with disabilities. The CBM was used to identify gaps and overlaps in responsibilities between the agencies in order to plan next steps in the development of CDA which was created in 2007. Gaps and overlaps were prioritized through analysis against the Authority's strategic objectives. The CBM was also used to provide a challenge to CDA around the best practices that it might adopt as it planned its

development. As a new organization, the CBM was essentially used as an 'analytical mirror' to reveal the maturity of the organization's current plans and to prioritize future needs and changes. The work was also included a CBM for business of IT to assess IT capabilities, shortcomings and development plans.

The total cost of the work for the four agencies including the IT capabilities assessment was about $1million.

These are samplings of other engagements but are not intended as pricing for AWI specific work. If AWI selects IBM for services, we will provide a formal scope of work and corresponding pricing.

This estimate therefore is based upon our experience with similar projects with similar clients. This letter is not a formal proposal or contract. When we have reached a final agreement about our level of assistance, a formal contract will be presented to AWI for signature.

Attachment 3: Alternate Timeline Price Considerations

The IBM UCCBIS alternate timeline and releases approach provides substantial opportunity to achieve savings in time and cost. Savings will be achieved through reduced release management costs by reducing the number of releases from three to two. Fewer releases translates into a more efficient deployment of portal and integration into UCCBIS. Additionally, the two release strategy will reduce the risk associated with an accelerated release 1 deployment.

While actual savings would be based on decisions regarding the final decisions on scope within the two releases, we foresee the savings of approximately 15-20% of the implementation costs by using this alternate timeline and project approach.