

**RFP 23-72117**  
**Labor Exchange Technical Proposal**  
**Attachment F**

This section of the RFP includes requirements/desirable attributes and provisions relating specifically to the labor exchange scope of work requirements of the Indiana Department of Workforce Development (DWD). The contents of this section include minimum requirement items that will be required of the successful Respondent and subsequent contractor. The Respondent's response shall be binding in the event the proposal is accepted by the State.

**INSTRUCTIONS**

- Please supply ALL requested information **in the yellow-shaded areas** and indicate any attachments that have been included.
- Please use the 'Please Explain' section to describe why you answered Yes, No or Not Applicable for each response.
- Document all attachments with which section and question they pertain to.


## Minimum Requirements

1.0 MINIMUM REQUIREMENTS					
	Requirement/Desired Attribute	Yes	No	Not Applicable	Please Explain
<b>Section 1.1</b>	<b>Labor Exchange System</b>				
1.1.1	The contractor must have experience providing labor exchange services including but not limited to job search assistance, job referral and placement assistance for job seekers, and recruitment services to employers with job openings.	✓			<b>Geographic Solutions fully meets this requirement.</b> Geographic Solutions has extensive experience providing labor exchange services including but not limited to job search assistance, job referral and placement assistance for job seekers, and recruitment services to employers with job openings.  We have been providing labor exchange systems to state workforce development / labor departments for over 25 years. Over 30 states and territories have adopted our technology to provide their official State labor exchange system. Please see our response to <b><u>Attachment E – Business Proposal</u></b> for an in-depth description of our experience.

1.0 MINIMUM REQUIREMENTS					
	Requirement/Desired Attribute	Yes	No	Not Applicable	Please Explain
1.1.2	The system must be, and remain in, compliance with the laws, regulations, guidance, mandates, policies and procedures from the U.S. Department of Labor as amended in Title III of the WOIA that requires the State to administer a public labor exchange system.	✓			<p><b>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</b></p> <p>VOS Sapphire 22 complies with all the laws, regulations, guidance, mandates, policies, and procedures from the U.S. Department of Labor that govern state workforce programs and as amended in Title III of the WIOA.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
1.1.3	The contractor must integrate with the to-be-selected case management system to create a fully integrated system and seamless user experience.	✓			<p><b>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</b></p> <p>[REDACTED]</p> <p>DWD's current users have enjoyed a seamless user experience with our system since 2015.</p>

2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
<b>Section 2.1</b>	<b>Usability</b> (The system must...)				
2.1.1	Allow for the creation of configurable business rules around to-be-determined workflow needs.	✓			<p><b>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</b></p> <p>VOS Sapphire 22 allows for the creation of configurable business rules around to-be-determined workflow needs.</p> <div style="background-color: black; height: 15px; width: 100%;"></div> <div style="background-color: black; height: 40px; width: 90%; margin-top: 5px;"></div> <div style="background-color: black; height: 80px; width: 95%; margin-top: 5px;"></div> <div style="background-color: black; height: 30px; width: 90%; margin-top: 5px;"></div> <div style="background-color: black; height: 20px; width: 70%; margin-top: 5px;"></div>

2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					<div></div> <div></div> <div></div> <div></div> <div></div> <div></div>

2.1.2	<p>Allow for the ability to import and export data as needed at the state's discretion without intervention from the contractor. This includes the ability for the state to import or export data to/from other contractors.</p>				<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <div data-bbox="1157 245 2020 404" style="background-color: black; height: 120px; width: 100%;"></div> <div data-bbox="1157 410 2020 511" style="background-color: black; height: 75px; width: 100%;"></div> <div data-bbox="1157 518 2020 1256" style="background-color: black; height: 555px; width: 100%;"></div> <div data-bbox="1157 1263 2020 1390" style="background-color: black; height: 95px; width: 100%;"></div>
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2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
2.1.3	Accommodate Indiana as a Common Exit state as defined by the Training and Employment Guidance Letter (TEGL) 10-16 Change 1 regarding common exit policies. Common Exit occurs when a participant, enrolled in multiple partner programs, has not received services from any DOL-administered program in which the participant is enrolled, to which the common exit policy applies, for at least 90 days, and no future services are planned.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					<div></div> <div></div> <div></div>
2.1.4	Display instructions to applicants as they work through an application.	✓			Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement. <div></div> <div></div> <div></div>

2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					<div></div> <div></div>
2.1.5	Open a link to an external site (if required) in a new browser window if an action is required like applying for a program.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <div></div>
2.1.6	Auto-save as information is entered into the system.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <div></div> <div></div> <div></div>



## 2.0 GENERAL REQUIREMENTS

	Requirement/Desired Attribute	Include d	Not Included	Included with Customization	Please Explain
2.1.7	Offer multi-lingual capabilities that include English and Spanish, at a minimum.	✓			Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.  [REDACTED]  [REDACTED]  [REDACTED]  [REDACTED]

## 2.0 GENERAL REQUIREMENTS

	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					[Redacted]
2.1.8	Allow for the upload of documents via a scanner or mobile device in a variety of formats including at least Microsoft Office (.docx, .xlsx, pptx, etc.), pdf, jpg, gif, tiff, and png.	✓			Geographic Solutions' new VOS Sapphire 22 fully meets this requirement. [Redacted] [Redacted] [Redacted] [Redacted] [Redacted]

2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					<div></div> <div></div> <div></div> <div></div>
2.1.9	Allow a user to add/update/modify customer account information.	✓			<div>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</div> <div></div> <div></div> <div></div>

2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
2.1.10	Provide password reset using a self-service reset feature.	✓			<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
2.1.11	Allow a user to create an account record that will then be used to auto-populate contact and demographic information throughout the system, including when an applicant is filling out an application and when a case	✓			<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p>

2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
	manager is performing programmatic functions within the system.				[REDACTED]
					[REDACTED]
					[REDACTED]
2.1.12	Create, add, modify and cancel calendar appointments to a user's external calendar including with Outlook, Gmail and Apple.	✓			Geographic Solutions' new VOS Sapphire 22 fully meets this requirement. [REDACTED]
					[REDACTED]
2.1.13	Capture all data elements required for federal reporting compliance and preserve those elements in a documented data dictionary.	✓			Geographic Solutions' new VOS Sapphire 22 fully meets this requirement. [REDACTED]

## 2.0 GENERAL REQUIREMENTS

	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					[REDACTED]
					[REDACTED]
					[REDACTED]

2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
2.1.14	Utilize Access Indiana, the state's single sign-on solution, for authentication. The proposed solution has the option to connect to Access Indiana through an SAML or OpenID.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
Section 2.2	Help Desk (The system must...)				
2.2.1	Provide help desk support.	✓			<p>Geographic Solutions fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					<div></div> <ul style="list-style-type: none"><li><div></div></li><li><div></div></li></ul>
2.2.2	Notify users of the status updates as their ticket moves from submission through resolution.	✓			<div>Geographic Solutions fully meets this requirement.</div> <div></div> <div></div> <div></div>



2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain

3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
Section 3.1	User: Employer (The system must...)				

3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
3.1.1	Provide the ability to create, edit, and delete job postings.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
3.1.2	Display a view for job postings specific to the user's profile that identifies which postings are active and inactive.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
3.1.3	Provide the ability to identify requirements needed when an applicant fills out a job post and allow for that information to be included (e.g. the need to attach a resume, the need to list 3 references, the need to identify previous employment, etc.).	✓			<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
3.1.4	Provide the ability to activate/inactivate a job posting.	✓			<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
3.1.5	Provide the ability to upload documents related to job postings.	✓			<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p>

3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
3.1.6	Provide the ability to create a new job posting by copying or replicating an existing one.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
3.1.7	Allow a user to save a job posting draft.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p>
3.1.8	Allow a user to save a final job posting.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p>

3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
3.1.9	Provide the ability to have a 24-hour hold for veterans on all final job postings.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
3.1.10	Provide unique search results of a specified search scenario without duplicate records.	✓			<div>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</div> <div></div> <div></div>

3.1.11	Provide a detailed view of an applicant's info for each posting (e.g. name, contact info, attachments, etc.)	✓			<div>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</div> <div></div>
3.1.12	Display a view to see statistics for all postings (# of views, # of applicants, etc.)	✓			<div>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</div> <div></div>



3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain

3.1.13	Provide the ability to filter, group, or sort job postings based on various criteria (number of applicants, location, status, etc.)	✓			<div>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</div> <div></div> <ul style="list-style-type: none"><li></li><li></li><li></li><li></li><li></li><li></li></ul> <div></div>
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[illegible]

### 3.0 FUNCTIONAL REQUIREMENTS

	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					<div style="background-color: black; width: 100%; height: 80px;"></div> <div style="background-color: black; width: 100%; height: 20px;"></div> <div style="background-color: black; width: 100%; height: 160px;"></div>

3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
3.1.14	Contain access to all unique, active Indiana-based resumes or resumes of job seekers looking for employment in the state of Indiana or within a fifty-mile radius.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

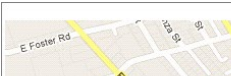
3.1.15	Provide notifications to remind employers to report hires and close job posting that have been posted for more than thirty (30) days.	✓			<div>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
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3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>

3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
3.1.16	Provide a view to screen job applicants for hiring events.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>



3.1.17	Display job seeker data using visual analytics (e.g. in the form of a heat map) for employers to have better insight into job seeker skillset and interest by geographic location.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <div></div>
3.1.18	Provide a bulk upload option for job postings.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <div></div>



3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					<div></div> <div></div> <div></div> <div></div>

3.1.19	Capture spidered job postings.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <div data-bbox="1150 240 1976 402"></div> <div data-bbox="1150 407 1976 691"></div> <div data-bbox="1150 699 1961 889"></div> <div data-bbox="1150 898 1982 1089"></div> <div data-bbox="1150 1097 1965 1260"></div> <div data-bbox="1150 1268 1509 1515"></div>
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3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					<div></div> <div></div>
Section 3.2	User: Job Seeker (The system must...)				

3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
3.2.1	Display job postings without having to login or create an account.	✓			<div>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</div> <div></div> <div></div> <div></div>

### 3.0 FUNCTIONAL REQUIREMENTS

	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
3.2.2	Present all current job openings in the state of Indiana and within a fifty-mile radius.	✓			Geographic Solutions' new VOS Sapphire 22 fully meets this requirement. [REDACTED]

3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
3.2.3	Import job openings from an external system on a daily basis at a minimum.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

### 3.0 FUNCTIONAL REQUIREMENTS

[illegible]



3.2.5	Display potential targeted job openings using artificial intelligence to match a job seeker with current job opportunities based on identified skills, abilities, previous experience, education levels, etc.	✓			<div>DWD's current system, Geographic Solutions' VOS Sapphire, fully meets this requirement.</div> <div></div>
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3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
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[illegible]

[illegible]

					<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
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					<div></div> <div></div> <div></div>
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3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>



3.2.7	Provide a resume builder tool to generate targeted resumes for job posting.	✓			<div>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</div> <div></div> <div></div> <div></div>
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### 3.0 FUNCTIONAL REQUIREMENTS

[illegible]

3.2.8	Provide the ability to upload a resume, read the information from the resume, and then have it be pre-populated into the job application where applicable.	✓			<div>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
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3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					<div></div>

[illegible]

3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					<div></div> <div></div>
3.2.10	Store multiple versions of the user's resume within the system.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <div></div> <div></div> <div></div>

3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
3.2.11	Allow the user to correct, update, or add information to their resume then resubmit without having to start over.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
3.2.12	Provide the option to opt out of having a resume show for a selected employer. This will allow a user's resume to not show up on an employer's job seeker search list.			✓	<p>Geographic Solutions' new <i>VOS Sapphire 22</i> will meet this requirement with customization.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>



3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
3.2.13	Display a list of job training services that are available if a user has an interest in a job opportunity but may lack the required skillset.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
3.2.14	Display a list of apprenticeship opportunities that a user may be eligible for during their job search.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <div></div>

					<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>
3.2.15	Provide notifications via email or text about job notifications, training events, etc.	✓			<p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>

3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
3.2.16	Provide notifications to confirm actions taken such as, but not limited to: successful submission of an application, registration confirmation for an event, etc.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

					<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
3.2.17	Provide the ability for users to receive communications (via email or text) directly from employers/recruiters through the system.	✓			

# Technical Requirements

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
Section 5.1	System Architecture (The system must...)				

[illegible]

[illegible]



5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					<div></div> <div></div> <div></div> <div></div>

					Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.
					[REDACTED]
					[REDACTED]
					[REDACTED]
5.1.2	Be architected with sufficient redundancy and fail-over devices, so failure of a single component does not affect overall system availability for hosted solutions.	✓			[REDACTED]
					[REDACTED]
					[REDACTED]
					[REDACTED]

[illegible]

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.1.3	Provide a web, browser-based Workforce Development Case Management system that is accessible through the internet and uses common browsers such as Edge, Google Chrome, Safari, and Firefox.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.1.4	Provide a responsive design or native app to be used on a mobile device that needs to be available on iOS, Android and Microsoft.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
Section 5.2	Infrastructure and Database (The system must...)				

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.2.1	Contain a well-defined data dictionary.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.2.2	Produce the logical and physical data models of the system.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>



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5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					<div><div></div><div></div><div></div><div></div></div>

<p>5.2.4</p>	<p>Provide an on-line data retention of all transactions without affecting system response time and performance.</p>	<p>✓</p>			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
<p>Section 5.3</p>	<p><b>System Administration</b> (The system must...)</p>				

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.3.1	Not limit the number of users accessing the system including both internal and external users.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

5.3.2	Analyze system storage and transactional volume to accommodate loads accordingly.	✓			<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>I [REDACTED]</p> <p>I [REDACTED]</p> <p>I [REDACTED]</p> <p>I [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.3.3	Allow for roles to be assigned based upon a user's business need. User IDs and roles to be managed in a centralized security administration function and a decentralized security administration function by component and business unit.	✓			<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

5.3.4	Allow for roles to be added, removed, or disabled based on upon a business need. This action would be effective immediately.				Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.3.5	Prioritize real-time transactions over background and batch transactions within system workload management when both background-initiated transactions and online transactions are executing concurrently.	✓			<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
Section 5.4	Integrations and Interfaces (The system must...)				



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5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
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5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.4.2	<p>Integrate with the Case Management System for:</p> <p>A. Capturing activity in the Job Exchange System</p> <p>B. Creating a customer profile when a customer registers in the Job Exchange System for services (e.g. conducts a job search, creates a resume).</p> <p>If the labor exchange is separate from the case management system, then a common ID will need to exist between the case management, labor exchange and unemployment insurance systems.</p>	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.4.3	Integrate with Indiana Career Explorer (ICE) for assessments and results.			✓	<p>Geographic Solutions' new <i>VOS Sapphire 22</i> will meet this requirement with customization.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
5.4.4	Interface with Indiana Workforce Intelligence System (IWIS) data warehouse.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p>

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.4.5	Interface with InTraining - Indiana's Eligible Training Provider List (ETPL).	✓			<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p>
5.4.6	Interface with InTERS - Indiana's Adult Education and Career and Technical Education system/database of record.	✓			<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
5.4.7	Interface with Department of Workforce Development's (DWD) Customer Relationship Management (CRM).	✓			<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
<b>Section 5.5</b>	<b>System Configuration</b> (The system must...)				

[illegible]

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none"> <li>[REDACTED]</li> <li>[REDACTED]</li> <li>[REDACTED]</li> <li>[REDACTED]</li> <li>[REDACTED]</li> </ul> <p>[REDACTED]</p>
5.5.2	Route emails through the state's consolidated Microsoft Exchange email system and operate in accordance with the State's Proof Point email relay gateway, Symantec Enterprise Vault email journaling and archiving systems. It must also abide by the standards set forth for those environments which are subject to change by IOT.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
Section 5.6	Data Conversion (The system must...)				

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.6.1	Protect the confidentiality of all customer data based on federal and state laws (e.g. 20 CFR 603, FERPA) and in accordance with NIST 800-53, current version).	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>



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5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
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Section 5.7	Security (The system must...)				

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.7.1	Execute all sessions and REST type web services (internal and external) via HTTPS utilizing SSL certificates.	✓			<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
5.7.2	Not have any embedded IDs, passwords, or connection data to external resources. All connections to external resources shall be configured in the system by the system administrator with system accounts provided by the system administrator. At no point in time shall the connection data or accounts be shared with anyone outside of the state, including the awardee's subcontractors.	✓			<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

## 5.0 TECHNICAL REQUIREMENTS

	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.7.3	Address security issues such as SQL injection, cross-site scripting, broken authentication and session management.	✓			Geographic Solutions' new VOS Sapphire 22 fully meets this requirement. [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted]

					Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.
5.7.4	Must enforce state standards for valid passwords and user/password authentication including, but not limited to, the following:  A. Encrypt passwords in storage and in transmission; B. The password cannot be the same as the username; C. The password must be 8-20 characters long and contain at least one lower-case character, one upper-case character, one number, and one special character. Allowable special characters are: ! @ # \$ % ^ * . D. Enforce password minimum and maximum lifetime restrictions of 10 day minimum and 90 day maximum; E. Prohibit password reuse for 5 generations; F. All internal user application system sessions must have a mandatory timeout after some defined period of non-use and must be configurable; G. Disable inactive logon IDs of users after six months of non-use of such IDs; and H. Deletion of a user account must be a logical delete retaining all historical data along with user profile.	✓			[Redacted]

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					<div></div> <div></div> <div></div>
Section 5.8	System Auditing (The system must...)				

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.8.1	Provide a service eligibility audit trail for each customer.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

5.8.2	Provide audit capabilities around account creation, modification, disabling, and termination actions then notify, as required, the appropriate individual users.	✓			<div>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</div> <div></div> <div></div> <div></div> <div></div> <div></div>
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5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.8.3	Capture date/time stamps throughout all system components, databases, audit logs, etc.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p>

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.8.4	Provide the ability to only disable account and not allow them to be deleted.	✓			<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
Section 5.9	Reporting and Ad Hoc Querying (The system must...)				
5.9.1	Generate security reports to the state in a format as agreed to by both the contractor and the state. Reports shall include latency statistics, user access, user access IP address, user access history and security logs for all state files.	✓			<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p>
5.9.2	Export reports in various file formats (e.g. Excel, CSV, PDF).	✓			<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>


5.9.3	Provide the ability to create and save ad-hoc reports based on real-time search criteria.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none"><li>■ [REDACTED]</li><li>■ [REDACTED]</li></ul>
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## 5.0 TECHNICAL REQUIREMENTS

[illegible]

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.9.4	Generate reports from a separate reporting database so that production performance is not degraded.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

5.9.5	Provide a standard set of uniform, downloadable reports that meet program reporting requirements for proper case management and to meet the Department of Labor Employment and Training Administration's federal reporting requirements. See Procurement Library, CMLX Reports for a list of reports.				<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <div data-bbox="1171 243 1906 433" style="background-color: black; height: 185px;"></div> <div data-bbox="1171 438 1906 511" style="background-color: black; height: 70px;"></div> <div data-bbox="1171 516 1906 717" style="background-color: black; height: 195px;"></div> <div data-bbox="1171 722 1906 919" style="background-color: black; height: 190px;"></div> <div data-bbox="1171 924 1906 1118" style="background-color: black; height: 190px;"></div>
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					<div>Federal Reports</div> <div></div> <div></div> <div></div>



[illegible]

[illegible]

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain

5.9.6	<p>Generate activity reports that include but are not limited to, number of searches by employer, number of searches by job seeker, number of jobs posted, resumes, etc.</p>	✓			<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <div data-bbox="1173 240 1992 401" style="background-color: black; height: 120px; width: 100%;"></div> <div data-bbox="1173 409 1992 449" style="background-color: black; height: 30px; width: 100%;"></div> <div data-bbox="1173 456 1992 678" style="background-color: black; height: 165px; width: 100%;"></div> <div data-bbox="1173 685 1992 847" style="background-color: black; height: 120px; width: 100%;"></div> <div data-bbox="1173 854 1992 1382" style="background-color: black; height: 390px; width: 100%;"></div> <div data-bbox="1173 1388 1992 1482" style="background-color: black; height: 70px; width: 100%;"></div>
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5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.9.7	Generate aging reports to identify job postings and resumes that have been opened or posted for a specified period of time.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

5.9.8	Provide an integrated or preferred business intelligence tool such as Tableau or PowerBI to use for visualizing data, creating dashboards and generating reports.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
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5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain



## 5.0 TECHNICAL REQUIREMENTS

[illegible]

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.9.10	<p>Generate a standard help desk call-in report, upon state agency request, that categorize calls and issues received by the contractor that, at a minimum, include the following:</p> <ul style="list-style-type: none"> <li>A. Give insight to issues users are encountering;</li> <li>B. Give insight to potential training issues on system use relevant to procurement policy; and</li> <li>C. Give statistical data on call/issue volumes with breakdowns by agency and user and time taken to resolve calls.</li> </ul>	✓			<p><b>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</b></p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
<b>Section 5.10</b>	<b>System Upgrades, Ongoing Support, and Maintenance (The system must...)</b>				
5.10.1	Remain current with supported versions of all underlying software.	✓			<p><b>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</b></p> <p>[REDACTED]</p>

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.10.2	Provide web-based support that includes the ability to report problems to the contractor on-line, the ability to browse a database containing problems, technical questions, and the ability to fix problems electronically.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.10.3	Provide a Help Desk ticketing system.	✓			<div>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</div> <div></div> <div></div>

[illegible]

[illegible]

6.0 TECHNICAL (ADDITIONAL – IF STATE HOSTED)					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
Section 6.1	System Architecture (The system must...)				

6.1.1	Be implemented using a multi-tier architecture. Multi-tier application architecture shall consist of multiple, well-defined and separate tiers, each running on a separate process, typically hosted on separate servers.	✓			<div>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
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						[REDACTED]
						[REDACTED]

6.0 TECHNICAL (ADDITIONAL – IF STATE HOSTED)					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					<ul style="list-style-type: none"> <li>■ [REDACTED]</li> <li>■ [REDACTED]</li> </ul>
<b>Section 6.2</b>	<b>Infrastructure and Database</b> (The system must...)				
6.2.1	Utilize one of the following database management systems that is N or N-1 version: A. Microsoft SQL B. Oracle	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p>
6.2.2	Continue to work if a domain controller goes down by using another domain controller in the domain.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p>
6.2.3	Store user IDs for non-state employee user objects using an RDMS.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p>

6.0 TECHNICAL (ADDITIONAL – IF STATE HOSTED)					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
6.2.4	Must not store application specific data in the Active Directory user group or organizational unity objects.	✓			Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement. [REDACTED]
6.2.5	The solution must interoperate within the State of Indiana's technical and operational parameters in order to maintain a consistent infrastructure.	✓			Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement. [REDACTED]
6.2.6	Utilize a current, fully supported operating system (MS Windows 2022 or higher or an appropriate supported enterprise version of Linux).	✓			Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement. <i>VOS Sapphire 22</i> supports Microsoft Windows 2022 as the operating system. [REDACTED]
6.2.7	Provide all required software costs in Attachment D.	✓			Geographic Solutions fully meets this requirement. All required Software Costs have been included in <a href="#">Attachment D – Cost Proposal – Labor Exchange</a> and <a href="#">Attachment D1 – Cost Proposal Case Management</a> .

6.0 TECHNICAL (ADDITIONAL – IF STATE HOSTED)					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
6.2.8	Account for the underlying network infrastructure to ensure timely processing of data transmissions between different system components (non-localized transaction processing).	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
6.2.9	Minimize impact processing of large data uploads from a client, or large data transfers between system components.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
<b>Section 6.3</b>	<b>System Configuration</b> (The system must...)				
6.3.1	Utilize the Open XML Software Development Kit to ensure that Office products do not need to be installed on the server if the application consumes or creates Office products.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p>
<b>Section 6.4</b>	<b>System Administration</b> (The system must...)				

6.0 TECHNICAL (ADDITIONAL – IF STATE HOSTED)					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
6.4.1	Continue to work with existing user IDs and user ID administration models.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p>
6.4.2	<p>Confirm understanding that the contractor must coordinate through IOT's database group for the following services:</p> <ul style="list-style-type: none"> <li>A. Granting proper authorities to the contractor staff so they can work with the database objects. IOT will be responsible for all DDL on the development database.</li> <li>B. Physically creating the databases on the development server including identifying the location of database objects as well as active and archived logs, etc.</li> <li>C. Setting up Backup and Restore Procedures.</li> </ul> <p>No function of the application may require database privilege above DBOwner.</p>	✓			<p>Geographic Solutions fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

6.4.3	<p>Utilize built-in workflow functions within departmental and enterprise packages to manage administrative functions that will be needed to configure and maintain these packages.</p>				<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <div data-bbox="1140 243 1980 399" style="background-color: black; height: 120px; width: 100%;"></div> <div data-bbox="1140 412 1980 628" style="background-color: black; height: 165px; width: 100%;"></div> <div data-bbox="1140 641 1980 799" style="background-color: black; height: 120px; width: 100%;"></div> <div data-bbox="1140 812 1980 1053" style="background-color: black; height: 185px; width: 100%;"></div> <div data-bbox="1140 1066 1980 1229" style="background-color: black; height: 125px; width: 100%;"></div> <div data-bbox="1140 1242 1980 1438" style="background-color: black; height: 150px; width: 100%;"></div>
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6.0 TECHNICAL (ADDITIONAL – IF STATE HOSTED)					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
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[illegible]



					[REDACTED]
					[REDACTED]

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## 6.0 TECHNICAL (ADDITIONAL – IF STATE HOSTED)

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6.0 TECHNICAL (ADDITIONAL – IF STATE HOSTED)					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
Section 6.5	Integrations and Interfaces (The system must...)				
6.5.1	Leverage existing and planned departmental and enterprise systems by using out of-the-box connectors where possible to integrate software packages.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

6.5.2	<p>Interface within the State's Active Directory (AD) in a multi-agency, multi-domain forest. Top-level forest, domain administration and Organization Unit (OU)-level administration shall be accomplished by the State Data Center. The system must be capable of using the current version of Active Directory in the latest forest functional mode (N), and the 2 previous versions, (N-2), to provide single sign or other functionalities. The system must be compatible with a multi-domain Active Directory forest model and not require authorities, Active Directory system changes or permissions outside of the agencies top level OU. The servers hosting the system must function as part of a domain. If offsite services are utilized, using an OAuth provider like the state's consolidated ADFS server for user authentication is required.</p>	✓			<p><b>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</b></p> <p>VOS <i>Sapphire 22</i> interfaces with Active Directory (AD) in a multi-agency, multi-domain forest. The Active Directory implementation for Indiana will include</p> <ul style="list-style-type: none"> <li>• Top-level forest, domain administration and Organization Unit (OU)-level administration that the State Data Center will implement.</li> <li>• VOS <i>Sapphire 22</i> is configurable to use the current version of Active Directory in the latest forest functional mode and the two previous versions to provide single sign on.</li> <li>• VOS <i>Sapphire 22</i> is compatible with a multi-domain Active Directory Forest model and will not require authorities, Active Directory system changes or permissions outside of the agencies top level OU.</li> <li>• The servers hosting the system will function as part of a domain.</li> <li>• It is understood that, utilizing offsite services requires using an OAuth provider like the state's consolidated ADFS server for user authentication.</li> </ul> <p>Establishing a single sign-on requires customization to integrate with the state's current solution. Geographic Solutions' engineers will work with the state to determine how it currently handles multiple self-service systems using the same Active Directory system. Additional development needed will ensure continuous update and administration of registered and unregistered users. There can be challenges with this approach in a self-service environment. We suggest discussing the issues with DWD administrators in detail to implement the best solution.</p> <p>Geographic Solutions designed VOS <i>Sapphire 22</i> so that it fully integrates with most single sign-on technologies, such as Lightweight Directory Access Protocol (LDAP), Kerberos, and Security Assertion Markup Language (SAML). We will work with DWD's system administration team to deliver a custom solution for this requirement. We will ensure the system will work with the State's existing user IDs and user ID administration models. We will not require any schema changes to the State's Active Directory, nor will it require a restructure of any Active Directory objects.</p>
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# Narrative Responses

7.0 Solution Overview	
Requirement/Desired Attribute	Vendor Response
Please identify if you are bidding on the web-based case management system, web-based labor exchange system, or both solutions.	Geographic Solutions is bidding on both case management and labor exchange solutions.

Please provide an introduction of your proposed solution(s). Include the following in your response:

- Overview of the system, including key features, and confirmation that the solution is accessible in all major browsers including Edge, Google Chrome, Safari, and Firefox.
- System architecture description and diagram, (including all underlying technology, databases, and other required third-party solutions – outline all required third-party software including versions and your experience working with each software component)
- Proposed hosting model which may be either on-premise at Indiana Office of Technology or cloud-hosted solution; all data must reside in the U.S. Items to note for on-premise hosting include:
  - The State uses COMODO SSL certificates for public web sites purchased through a multi-year agreement with the vendor and managed by the State.
  - Top-level forest, domain administration and Organization Unit (OU)-level administration shall be accomplished by the State Data Center. The system must be capable of using the current version of Active Directory in the latest forest functional mode (N), and the 2 previous

**Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.**

Geographic Solutions has provided our introduction as a narrative as [Appendix A](#). The narrative includes the following:

#### 1. Overview of the System

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

#### 2. System Architecture Description and Diagrams

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

versions, (N-2), to provide single sign-on or other functionalities. The system must be compatible with a multi-domain Active Directory forest model and not require authorities, Active Directory system changes or permissions outside of the agencies top level OU. The servers hosting the system must function as part of a domain. No changes will be made to the Active Directory. If offsite services are utilized, using an OAuth provider like the state's consolidated ADFS server for user authentication is required.

- The approval by the State for use of any 3<sup>rd</sup> party controls, software or freeware.
- All hardware purchases and maintenance will be the responsibility of the State.
- The State will be responsible for all backups and backup activity.
- Coordinating with the Indiana Office of Technology (IOT) to plan and design all technical environments required for the project and production.

### 3. Proposed Hosting Model



7.0 Solution Overview	
Requirement/Desired Attribute	Vendor Response
<div><ul style="list-style-type: none"><li>○ Coordinating with the IOT's database group for the following services:<ul style="list-style-type: none"><li>• Granting proper authorities to the contractor staff so they can work with the database objects. IOT will be responsible for all DDL on the development database.</li><li>• Creating the databases on the development server including identifying the location of database objects as well as active and archived logs, etc.</li><li>• Setting up Backup and Restore Procedures.</li><li>• Establishing a rule that no function of the application may require database privilege above DBOwner.</li></ul></li></ul></div> <div>An understanding that all software and tools utilized or provided to the State agency shall be in final production and be available for sale and distribution to all customers.</div>	<div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div>

7.0 Solution Overview	
Requirement/Desired Attribute	Vendor Response
<p>The Department of Workforce Development (DWD) is interested in procuring a solution that includes innovative features and functions, to best serve the needs of our Hoosier state. Please describe how your proposed product(s) incorporates innovative features and describe how those features are a differentiator amongst peers with similar solutions. Additionally, please describe how your team addresses ongoing product innovation, and how new, innovative features are made available to customers at no additional charge through ongoing licensing and/or subscription revenue.</p>	<p><b>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</b></p> <p>[REDACTED]</p> <ul style="list-style-type: none"><li>[REDACTED]</li><li>[REDACTED]</li><li>[REDACTED]</li><li>[REDACTED]</li></ul>
<p>Please provide an overview of your product roadmap. How often are new releases made available? How often are new features pushed out and how are new features determined?</p>	<p><b>Geographic Solutions fully meets this requirement.</b></p> <p>Please see <a href="#">Appendix M – Roadmap</a> for an overview of our product roadmap. This includes a description of how often new releases are made available and how often new features are pushed out and how new features determined.</p>

## 7.0 Solution Overview

Requirement/Desired Attribute	Vendor Response
<p>If your proposed solution is cloud-based, additional terms and conditions related to cloud-based systems the State expects to execute with the successful respondent(s) are provided in the below hyperlinks.</p> <p>Depending on your proposed system, you could be required to agree to one or more of the following sets of additional terms and conditions:</p> <ul style="list-style-type: none"> <li>• <a href="#">Infrastructure as a Service Engagements (IaaS)</a></li> <li>• <a href="#">Platform as a Service Engagements (PaaS)</a></li> <li>• <a href="#">Software as a Service Engagements (SaaS)</a></li> </ul> <p>Please indicate in your response which of these sets of additional terms and conditions you believe applies to your proposed System.</p> <p>Review these additional terms and conditions and indicate acceptance and / or any redlined edits, via track changes and include a copy of the redline edits in your response. It is the State's strong desire to not deviate from the terms and conditions that are provided in these attachments, and, as such, the State reserves the right to reject any and all requested changes. Any or all portions of this RFP and any or all portions of your response may be incorporated as part of the final contract.</p> <p>In addition to your response, respondents are also required to review and respond to the questions included in Attachment K, Cloud Questionnaire</p>	<p><b>Geographic Solutions fully meets this requirement.</b></p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>We have also reviewed and responded to the questions included in <a href="#">Attachment K, Cloud Questionnaire</a>.</p> <p>Please see <a href="#">Appendix N - Contract Terms and Clauses</a> for Geographic Solutions' deviations and exceptions for the additional terms and conditions – Software as a Service Engagement (SaaS).</p> <p>In addition, please see Geographic Solutions' responses to <a href="#">Attachment M – Cloud Questionnaire</a>.</p>

7.0 Solution Overview	
Requirement/Desired Attribute	Vendor Response
Please confirm that your solution conforms to the Assistive Technology Policy (Section 508) by either submitting a Voluntary Product Accessibility Template (VPAT) if already available or by completing the Assistive Technology Compliance Evaluation Form (Attachment L).	<p><b>Geographic Solutions fully meets this requirement.</b></p> <p>Geographic Solutions has provided our current VPAT in place of the Attachment L – Assistive Technology Compliance Evaluation Form. Please see <a href="#">Appendix F – VPAT</a>.</p>

Please provide an overview of how upgrades and patches are managed and approached at all levels – software packages, operating system, database, development frameworks, etc.

**Geographic Solutions fully meets this requirement.**

[illegible]

[illegible]

## 7.0 Solution Overview

[illegible]

7.0 Solution Overview	
Requirement/Desired Attribute	Vendor Response
<p>Please explain how the system will accommodate user growth and provide an explanation for accommodating this request, including how much growth can be reasonably managed.</p>	<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p>



8.0 Security	
Requirement/Desired Attribute	Vendor Response
Please provide a System Security Plan that includes a comprehensive overview of system and data security, and user access, for your solution.	<p><b>Geographic Solutions fully meets this requirement.</b></p> <p>Please see <a href="#">Appendix I – Security Plan</a> for a comprehensive overview of the <i>VOS Sapphire 22</i> system data security and user access.</p>
Please provide an overview of system logging and monitoring capabilities provided as part of your solution.	<p><b>Geographic Solutions’ new VOS Sapphire 22 fully meets this requirement.</b></p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

8.0 Security	
Requirement/Desired Attribute	Vendor Response
<p>Please provide an overview of the security certification(s) obtained by your company and/or for your solution.</p>	<p>Geographic Solutions fully meets this requirement.</p>
	<p>[Redacted]</p>
	<p>[Redacted]</p>
	<p>[Redacted]</p>
	<p>[Redacted]</p>



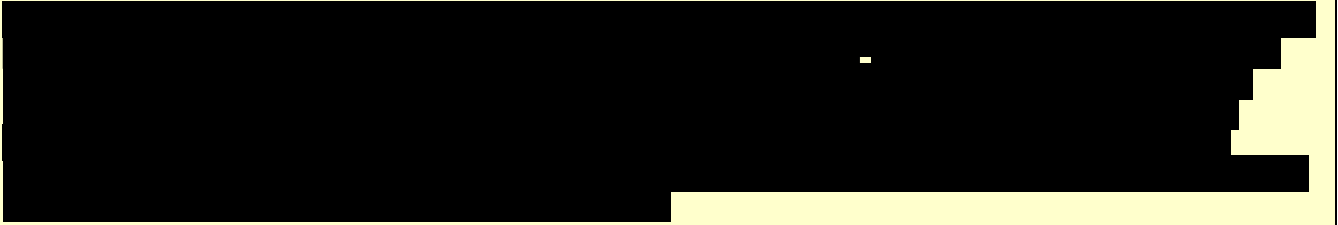

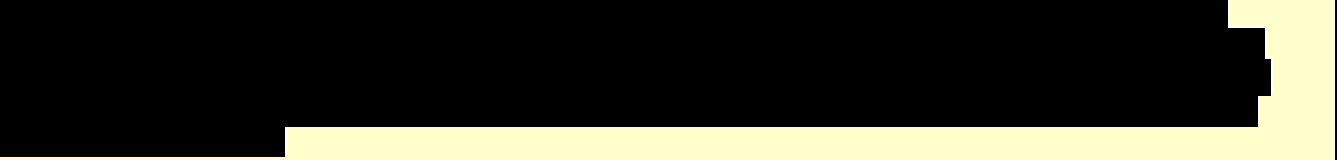
Please provide an overview of the security measures used to safeguard against unauthorized access, disclosure or theft of personal data and non-public data.

**Geographic Solutions fully meets this requirement.**




8.0 Security			
Requirement/Desired Attribute		Vendor Response	

9.0 Implementation, Staffing and Support	
Requirement/Desired Attribute	Vendor Response

<p data-bbox="107 789 646 876">Please outline your sprint methodology and approach; outline how DWD personnel will be involved.</p>	<div data-bbox="682 167 2011 203">Geographic Solutions fully meets this requirement.</div> <div data-bbox="682 212 2011 435"></div> <div data-bbox="682 440 2011 1252"></div> <div data-bbox="682 1256 2011 1414"></div>
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	[REDACTED]	
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[illegible]

[illegible]

[illegible]

9.0 Implementation, Staffing and Support	
Requirement/Desired Attribute	Vendor Response
	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>See <a href="#">Appendix C – Project Management and Implementation Methodology</a> for a comprehensive description of our sprint methodology and approach, as well as involvement by DWD.</p>
Provide a detailed project schedule conforming to the required activities aligning with a go-live on or before October 14, 2023.	<p><b>Geographic Solutions fully meets this requirement.</b></p> <p>Please see <a href="#">Appendix L – Draft Project Schedule</a> for a draft project schedule detailing the required activities that align with a go live date on or before October 14, 2023. In addition, please see <a href="#">Attachment M – RFP Usage Template</a> for the resources allocated to this project.</p>

<p>Provide a detailed staffing plan including a project organizational chart outlining your proposed staffing model. Provide a description of each role and identify resources to fill each role. Provide a resume for each identified resource including education, experience, and certifications.</p>	<p><b>Geographic Solutions fully meets this requirement.</b></p> <p><u><b>Appendix J – Staffing Plan</b></u> outlines our staffing plan including our organizational chart. Roles, responsibilities, and necessary resources are outlined in <u><b>Attachment M – RFP Usage Template</b></u>. Our team's resumes including education, experience, and certifications are provided as <u><b>Appendix K – Resumes</b></u>.</p> <p>Geographic Solutions' project team members will be responsible for a variety of roles in the Case Management and Labor Exchange System Project, built around Geographic Solutions' Rapid Implementation and Development project management methodology. Geographic Solutions divides the project staff members into teams that analyze, design, and code specific development aspects of workforce systems. The following table describes each group's roles, responsibilities, and levels of authority:</p>	

	<div><div></div><div></div></div>	<div><div></div><div></div></div>	<div><div></div><div></div></div>
	<div><div></div><div></div></div>	<div><div></div><div></div></div>	<div><div></div><div></div></div>
	<div><div></div><div></div></div>	<div><div></div><div></div></div>	<div><div></div><div></div></div>

[illegible]



9.0 Implementation, Staffing and Support	
Requirement/Desired Attribute	Vendor Response
Please describe the roles and time commitment required for each role for DWD to participate in your implementation process.	<p><b>Geographic Solutions fully meets this requirement.</b></p> <p>Please refer to <a href="#">Attachment M – RFP Usage Template</a> for a detailed listing of roles and time commitment required for each DWD role to participate in the implementation process. These amounts are based on the functionality the State desires, included in this RFP.</p>
Please describe the roles and time commitment required for each role for DWD to maintain the system after implementation. This must include technical resources to maintain and support the system and end resources required for end-user support for the DWD workforce professionals, employers, and job seekers.	<p><b>Geographic Solutions fully meets this requirement.</b></p> <p>Please refer to <a href="#">Attachment M – RFP Usage Template</a> for a detailed listing of roles and time commitment required for each DWD role to maintain the system after implementation. These amounts are based on the functionality the State desires, included in this RFP.</p>
Complete Attachment M (Resource Usage – Template) to provide the number of hours the Respondent expects to commit to the project and the number of hours estimated for the State resources. These amounts should be based on the functionality the State desires, included in this RFP.	<p><b>Geographic Solutions fully meets this requirement.</b></p> <p>See <a href="#">Attachment M – Resource Usage Template</a> for the number of hours Geographic Solutions expects to commit to the project and the number of hours estimated for DWD resources. These amounts are based on the functionality the State desires, included in this RFP.</p>

## 9.0 Implementation, Staffing and Support

Requirement/Desired Attribute	Vendor Response
<p>Describe your change control process including any forms. DWD has a pre-defined change control process (<a href="#">Procurement Library, DWD Change Control Process</a>) for reference.</p>	<p>Geographic Solutions fully meets this requirement.</p> <p>[Redacted]</p>
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]

Describe your approach to final system implementation, including but not necessarily limited to:

1. Transition from the staging to the production environment
2. A Final Acceptance Report that includes:
  - a. Description of all Testing that occurred and the results of that Testing with evidence;
  - b. Description of all Training that occurred;
  - c. Description of all Data Conversion that occurred and the results of that Data Conversion with evidence;
  - d. List of all outstanding defects that are known to impact DWD requirements; and
  - e. Rollback Plan in the event serious issues occur.
3. Availability of support personnel during the first four weeks after Go Live
4. A plan to provide ongoing customer service support to DWD

**Geographic Solutions fully meets this requirement.**

Geographic Solutions' Rapid Implementation and Development is our system implementation process for planning, monitoring, and managing activities across the entire project, from requirements analysis through design, development, testing, and implementation.

The process is sequential and provides a structured approach to project completion. The lifecycle covers the *Guide to the Project Management Body of Knowledge (PMBOK®)* Seventh Edition process that guides the decision-making that occurs throughout the project. The Geographic Solutions' PMO oversees the methods and techniques used in the Rapid Implementation and Development lifecycle to manage each phase of the project described here.

See [\*\*Appendix C – Project Management and Implementation Methodology\*\*](#) for a full, detailed description of our system implementation process.

- **Inception Phase** – Involves the initial review and analysis of the project scope required to prepare a contract and statement of work; initial planning of the project and project kickoff meeting; developing the final scope.
- **Analysis Phase** – Transitions from the project vision to guiding the construction and deployment of DWD's customized application installation; a series of Joint Application Design/Joint Application Review (JAD/JAR) meetings (system architecture, data structure, interfaces, screen designs, program functionality, etc.); review required business rules, default values, sources of information, data transfers to and from the system.
- **Construction Phase** – Focuses on Agile development efforts from most critical-highest value features utilizing short, two-week, iterative sprint cycles; produce working and tested code sets to deliver the most valuable features and gather early feedback; begin data conversion activities.
- **Transition Phase** – System moves from development to end-user environment; end-user training; final data conversion, create end-user and administrator documentation; final system acceptance testing.
- **Maintenance Phase** – Delivery of post-implementation services including warranty, upgrade, enhancements, and support level services, including the system's daily operations; includes full plan for software maintenance and support. DWD can report issues involving patches, upgrades, and product fixes, including revised federal or state reporting requirements.

Additionally, included within our process are the following:

1. Transition from the staging to the production environment
2. A Final Acceptance Report that includes:
  - a. Description of all Testing that occurred and the results of that Testing with evidence
  - b. Description of all Training that occurred
  - c. Description of all Data Conversion that occurred and the results of that Data Conversion with evidence (if applicable)
  - d. List of all outstanding defects that are known to impact DWD requirements
  - e. Rollback Plan in the event serious issues occur
3. Availability of support personnel during the first four weeks after Go Live
4. A plan to provide ongoing customer service support to DWD.

Geographic Solutions documents all releases with both release notes and detailed technical documentation, which will be available to the client prior to any release. We document all upcoming updates and changes to the *VOS Sapphire 22* solution in our OPC system. This includes a detailed list of all incidents, changes, and enhancements that are part of a release.

## 10.0 TESTING PLAN

9.0 Implementation, Staffing and Support	
Requirement/Desired Attribute	Vendor Response
Requirement/Desired Attribute	Vendor Response

Provide an example of a Testing Plan that allows for adequate and thorough testing that will produce evidence that the system is configured to meet all DWD requirements. This evidence must be in a form that is reviewable by DWD resources to verify the result of the Testing. The testing plan must include at a minimum:

- A. Overall Testing Strategy
- B. System and Integration Testing
- C. User Acceptance Testing
- D. Regression Testing
- E. Testing Schedule
- F. Risks/Assumptions
- G. Tools
- H. Resources/Roles & Responsibilities

**Geographic Solutions fully meets this requirement.**

As part of the project deliverables, Geographic Solutions will present a Testing Plan that allows for adequate and thorough testing that will produce evidence that the system is configured to meet all DWD requirements. This evidence will be in a form that is reviewable by DWD resources to verify the result of the Testing.

The updated testing plan will include at a minimum:

- A. Overall Testing Strategy
- B. System and Integration Testing
- C. User Acceptance Testing
- D. Regression Testing
- E. Testing Schedule
- F. Risks/Assumptions
- G. Tools
- H. Resources/Roles & Responsibilities

The plan will ensure the operational integrity of the Case Management and Labor Exchange System Project and address how key users will participate in the system integration testing.

The Testing Plan will provide details on how Geographic Solutions monitors and evaluates adherence to the processes, procedures, and standards that determine the product and service quality of the project. The plan will detail how Geographic Solutions develops QA deliverables for all projects and highlight the important elements.

The Testing Plan covers the review and audit of processes and activities to verify that their performance complies with applicable procedures and standards and ensures the appropriate visibility of the reviews and audit results.

Geographic Solutions considers the quality of a project deliverable to be a result of the processes and activities followed to implement the work product and the work product's compliance to stated requirements. As part of our commitment to meet the objectives of the Case Management and Labor Exchange System Project, we will implement validation frameworks to ensure deliverable accuracy, transparency in operations, and the highest quality product delivery available in the marketplace today.

The purpose of the Testing Plan is to guide the QA activities and the processes and procedures used to deliver products and services. A robust plan ensures that Geographic Solutions develops and delivers products and services according to established processes and that they are of the highest quality.

9.0 Implementation, Staffing and Support	
Requirement/Desired Attribute	Vendor Response
	<p>The intention of quality management planning is to meet stakeholder expectations and ensure the quality of deliverables. The test plan captures and conveys the overall structure and objectives of the test and evaluation activities and provides a basis for planning, performing, managing, monitoring, and measuring the testing activities for the new Case Management and Labor Exchange System.</p> <p>A sample Data Testing Plan is provided in <a href="#">Appendix H – Internal and External Training Plan</a>.</p>

11.0 DATA CONVERSION PLAN	
Requirement/Desired Attribute	Vendor Response
<p>Provide a sample of a Data Conversion Plan that describes the processes required to convert all historical data into the new system. This includes all detailed data mapping and conversion testing processes.</p>	<p>Geographic Solutions fully meets this requirement.</p> <div></div> <div></div> <div></div> <div></div> <p>A sample Data Conversion Plan is provided in <a href="#">Appendix Y - Data Conversion Plan</a>.</p>

12.0 TRAINING PLAN	
Requirement/Desired Attribute	Vendor Response
Internal Training Plan	



12.0 TRAINING PLAN	
Requirement/Desired Attribute	Vendor Response
<p>Provide a sample Training Plan that delivers adequate and thorough training of all DWD personnel including DWD systems support resources as well as all DWD Workforce professionals. This Plan must include:</p> <ul style="list-style-type: none"> <li>A. A timeline for all training activities</li> <li>B. A list of all training materials that will be developed to support initial implementation</li> <li>C. A description of the type of sessions that will be provided (e.g. in person, virtual)</li> <li>D. Confirmation that training will be void of any personal identifying data</li> <li>E. Confirmation that a sandbox environment will be available for DWD staff to train in</li> <li>F. A description of the types of training materials that will be developed for users who learn in a variety of formats</li> <li>G. A list of the DWD resources needed to support in all training activities</li> <li>H. A description of how training materials will be maintained/updated over the lifecycle of the system.</li> </ul>	<p><b>Geographic Solutions fully meets this requirement.</b></p> <p>Geographic Solutions will provide an updated sample Training Plan that delivers adequate and thorough training of all DWD personnel including DWD systems support resources, as well as all DWD Workforce professionals. This Plan will include:</p> <ul style="list-style-type: none"> <li><b>A.</b> A timeline for all training activities</li> <li><b>B.</b> A list of all training materials that will be developed to support initial implementation</li> <li><b>C.</b> A description of the type of sessions that will be provided (e.g. in person, virtual)</li> <li><b>D.</b> Confirmation that training will be void of any personal identifying data</li> <li><b>E.</b> Confirmation that a sandbox environment will be available for DWD staff to train in</li> <li><b>F.</b> A description of the types of training materials that will be developed for users who learn in a variety of formats</li> <li><b>G.</b> A list of the DWD resources needed to support in all training activities</li> <li><b>H.</b> A description of how training materials will be maintained/updated over the lifecycle of the system.</li> </ul> <p>See <a href="#">Appendix H – Internal and External Training Plan</a> for details.</p>
External Training Plan	

12.0 TRAINING PLAN	
Requirement/Desired Attribute	Vendor Response
<p>Provide a sample Training Plan that delivers adequate and thorough training of all non-DWD users of the system (e.g. job seekers and employers). This Plan must include:</p> <ul style="list-style-type: none"> <li>A. A timeline for all training activities</li> <li>B. A list of all training materials that will be developed to support initial implementation</li> <li>C. A description of the type of sessions that will be provided (e.g. in person, virtual)</li> <li>D. Confirmation that training will be void of any personal identifying data</li> <li>E. A description of the types of training materials that will be developed for users who learn in a variety of formats</li> <li>F. A list of the DWD resources needed to support in all training activities</li> <li>G. A description of how training materials will be maintained/updated over the lifecycle of the system</li> </ul>	<p><b>Geographic Solutions fully meets this requirement.</b></p> <p>Geographic Solutions will provide an updated sample Training Plan that delivers adequate and thorough training for all non-DWD users of the upgraded system (e.g., job seekers and employers). This Plan will include:</p> <ul style="list-style-type: none"> <li><b>A.</b> A timeline for all training activities</li> <li><b>B.</b> A list of all training materials that will be developed to support initial implementation</li> <li><b>C.</b> A description of the type of sessions that will be provided (e.g., in person, virtual)</li> <li><b>D.</b> Confirmation that training will be void of any personal identifying data</li> <li><b>E.</b> A description of the types of training materials that will be developed for users who learn in a variety of formats</li> <li><b>F.</b> A list of the DWD resources needed to support in all training activities</li> <li><b>G.</b> A description of how training materials will be maintained/updated over the lifecycle of the system</li> </ul> <p>See <a href="#">Appendix H – Internal and External Training Plan</a> for details.</p>

## 13.0 ESCROW

[illegible]