

RFP 23-72117
Case Management Technical Proposal
Attachment F1

This section of the RFP includes requirements/desirable attributes and provisions relating specifically to the case management 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
Section 1.1	Case Management System				

1.1.1	The contractor must have experience in case management systems for multi-program and services delivery.	✓		<p>Geographic Solutions fully meets this requirement.</p> <p>Geographic Solutions has extensive experience in case management systems for multi-program and services delivery.</p> <p>We have been providing case management systems for multi-program and services delivery to state workforce development / labor departments for over 25 years. Over 30 states and territories have adopted our technology to provide their case management system for federally funded workforce programs, such as:</p> <ul style="list-style-type: none">• Workforce Innovation and Opportunity Act (WIOA), including:<ul style="list-style-type: none">▪ Title I Adult, Dislocated Worker, and Youth▪ Title II Adult Education and Family Literacy (AE)▪ Title III Wagner-Peyser (WP)▪ Title IV Vocational Rehabilitation (VR)• Trade Adjustment Assistance (TAA)• Local and State Programs• National Farmworker Jobs Program (NFJP)• Supplemental Nutrition Assistance Program (SNAP) Employment and Training• Temporary Assistance for Needy Families (TANF) Employment and Training• Work Opportunity Tax Credit (WOTC)• Jobs for Veterans Service Grant (JVSG)• Migrant Seasonal Farm Worker (MSFW)• Reemployment Services and Eligibility Assessment (RESEA) <p>Please see our response to <u>Attachment E – Business Proposal</u> for an in-depth description of our experience.</p>
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1.0 MINIMUM REQUIREMENTS					
	Requirement/Desired Attribute	Yes	No	Not Applicable	Please Explain
1.1.2	<p>The system must support comprehensive, integrated case management for the following programs:</p> <p>A. WIOA Title I:</p> <ul style="list-style-type: none"> • Adult · Dislocated Worker • Youth In-School (ISY) and Out of School (OSY) • Reportable Individuals <p>B. WIOA Title III:</p> <ul style="list-style-type: none"> • Wagner-Peyser (WP) • Jobs for Veterans State Grant (JVSG) • Migrant and Seasonal Farmworkers (MSFW) • Reportable Individuals <p>C. Reemployment Services and Eligibility Assessment (RESEA)</p> <p>D. Trade Adjustment Assistance (TAA)</p> <p>E. Adult Basic Education (ABE)</p> <p>F. Other DOL funded grants as needed</p> <p>G. State or Locally Funded Grants</p>	✓			<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>VOS Sapphire 22 will support comprehensive, integrated case management for the following programs for the State of Indiana:</p> <p>A. WIOA Title I:</p> <ul style="list-style-type: none"> • Adult · Dislocated Worker • Youth In-School (ISY) and Out of School (OSY) • Reportable Individuals <p>B. WIOA Title III:</p> <ul style="list-style-type: none"> • Wagner-Peyser (WP) • Jobs for Veterans State Grant (JVSG) • Migrant and Seasonal Farmworkers (MSFW) • Reportable Individuals <p>C. Reemployment Services and Eligibility Assessment (RESEA)</p> <p>D. Trade Adjustment Assistance (TAA)</p> <p>E. Adult Basic Education (ABE)</p> <p>F. Other DOL funded grants as needed (using the Agency Defined Program Module)</p> <p>G. State or Locally Funded Grants needed (using the Agency Defined Program Module)</p>

1.0 MINIMUM REQUIREMENTS					
	Requirement/Desired Attribute	Yes	No	Not Applicable	Please Explain
1.1.3	The system must be, and remain in, compliance with the laws, regulations, guidance, mandates, policies and procedures from the U.S. Department of Labor that govern state workforce programs (e.g. WIOA, WP, TAA, JVSG).	✓			<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</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, such as WIOA, WP, TAA, JVSG, etc.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

1.0 MINIMUM REQUIREMENTS					
	Requirement/Desired Attribute	Yes	No	Not Applicable	Please Explain
1.1.4	The contractor must integrate with the to-be-selected labor exchange system to create a fully integrated system and seamless user experience.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p>  <p>DWD's current users have enjoyed a seamless user experience with our system since 2015.</p>

Functional Requirements

2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
Section 2.1	Usability (The system must...)				

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2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
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2.1.2	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>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
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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.	✓			<div>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</div> <div></div> <div></div> <div></div> <div></div> <div></div>
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2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain

2.1.4	Display instructions to applicants as they work through an application.	✓			<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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2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
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.	✓			Geographic Solutions' new VOS Sapphire 22 fully meets this requirement. [REDACTED]
2.1.6	Auto-save as information is entered into the system.	✓			Geographic Solutions' new VOS Sapphire 22 fully meets this requirement. [REDACTED] [REDACTED]


2.1.7	Offer multi-lingual capabilities that include English and Spanish, 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> <p>[REDACTED]</p> <p>[REDACTED]</p>
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2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain

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2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
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2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
2.1.9	Allow a user to add/update/modify customer account information.	✓			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
2.1.10	Provide password reset using a self-service reset feature.				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
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 manager is performing programmatic functions within 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>

2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
2.1.12	Create, add, modify and cancel calendar appointments to a user's external calendar including with Outlook, Gmail and Apple.	✓			<div>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</div> <div></div> <div></div> <div></div> <div></div> <div></div>

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2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
2.1.14	Utilize <u>Access Indiana</u> , 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>
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> <ul style="list-style-type: none">■ [Redacted]■ [Redacted]■ [Redacted]
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2.0 GENERAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
2.2.2	Notify users of the status updates as their ticket moves from submission through resolution.	✓			Geographic Solutions fully meets this requirement.

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

					Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.
					[REDACTED]
					[REDACTED]
					[REDACTED]
3.1.1	Provide an external web-based self-service portal for applicants to register, login and apply for programs.	✓			[REDACTED]
					[REDACTED]

[illegible]

[illegible]

[illegible]

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

[illegible]

[illegible]

3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
3.1.3	Assign a unique 9-digit ID number that is tied to account record.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
3.1.4	Auto-generate a unique number as the unique identifier (customer number/ID) on printed documents.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p>

3.1.5	Allow customers to save preferences (e.g. the frequency and mode of notifications).	✓			<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> <ul style="list-style-type: none">■ [Redacted]■ [Redacted]■ [Redacted] <p>[Redacted]</p> <p>[Redacted]</p>
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3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain

					Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.
					[REDACTED]
					[REDACTED]
3.1.6	Perform an automated eligibility determination for all DWD workforce programs and services after an applicant submits an application.	✓			[REDACTED]
					[REDACTED]
					[REDACTED]

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

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

3.1.8	Allow users to register for events such as career fairs, workshops, or hiring events.	✓			<div>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</div> <div></div> <div></div> <div></div>
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					[REDACTED]
					[REDACTED]

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

					Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.
					[REDACTED]
					[REDACTED]
					[REDACTED]
3.1.9	Provide a variety of virtual services including, but not limited to, virtual advising and virtual career fairs.	✓			[REDACTED]
					[REDACTED]

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

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

[illegible]

[illegible]

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

3.1.12	Provide a learning resource section that allows users the ability to access, view, complete, and track the completion of online videos, trainings, workshops, and other career exploration resources.	✓			<div>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</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

					Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.
					[REDACTED]
					[REDACTED]
					[REDACTED]
3.1.13	Allow users to schedule appointments, receive notifications about upcoming appointments, and check in to appointments through the system.	✓			[REDACTED]
					[REDACTED]
					[REDACTED]
					[REDACTED]
					[REDACTED]

					[REDACTED]
					[REDACTED]
					[REDACTED]

[illegible]

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[illegible]

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

3.1.14	Send email and text message communications to users that alert them to relevant events, job postings, and other information based off their career preferences.	✓			<div>Geographic Solutions' new VOS Sapphire 22 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

[illegible]

3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
3.1.15	Automatically determine eligibility for programs including Tax Credits (WOTC, etc.) and special assistance (e.g. veterans, federal bonding, on-the-job training, etc.) and notify users of the determination outcome.			✓	<p>Geographic Solutions' new <i>VOS Sapphire 22</i> will be customized to meet this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
Section 3.2	User: The Staff (The system must...)				

[illegible]

					<ul style="list-style-type: none">■ [REDACTED]■ [REDACTED] <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none">■ [REDACTED]■ [REDACTED]■ [REDACTED]■ [REDACTED]■ [REDACTED]■ [REDACTED] <p>[REDACTED]</p> <p>[REDACTED]</p>
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[illegible]

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

[illegible]

3.2.3	Present an option to review the information provided during the application process to manually update/edit the automated eligibility determination made.	✓			<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> <div></div>
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3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain

3.2.5	Provide a tool or machine learning that will help guide staff on identifying the best programs, trainings, or services that fit the needs of the customer.	✓			<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>
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3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain

3.2.6	Present a view to see all employment/training services that a customer has received in the past including its completion status, completion date and description.	✓			<div>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</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
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3.2.7	Provide the ability to create and manage in-person and virtual events (e.g. career fairs, workshops, or hiring events) and track associated outcomes (e.g. event type, attendance, date, location).				<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <div style="background-color: black; height: 100px; width: 100%;"></div> <div style="background-color: black; height: 100px; width: 100%;"></div> <div style="background-color: black; height: 100px; width: 100%;"></div> <div style="background-color: black; height: 100px; width: 100%;"></div>
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3.0 FUNCTIONAL REQUIREMENTS

	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					[REDACTED]
3.2.9	Provide the ability to import customer outcomes from a training provider account record that include: A. Training institution B. Training entered C. Training completed D. Assessment completed and result E. Credential earned F. Attained employment G. Measurable skills gains	✓			Geographic Solutions' new VOS Sapphire 22 fully meets this requirement. [REDACTED] [REDACTED] I [REDACTED] II [REDACTED] III [REDACTED] IV [REDACTED] V [REDACTED] VI [REDACTED] VII [REDACTED] VIII [REDACTED]

[illegible]

3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					<div></div> <div></div>
3.2.11	Allow notes to be captured on a training provider's account record.	✓			<div>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</div> <div></div> <div></div>

3.2.12	Send email and text communications from case managers to their clients.	✓			<div>Geographic Solutions' new VOS Sapphire 22 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

3.2.13	Provide the ability to search for any information in the system through ad hoc query capabilities.	✓			<div>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</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
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3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
3.2.15	Provide the ability to login in with different user roles when interacting with the system.	✓			<div>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</div> <div></div> <div></div>

[illegible]

3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
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3.2.17	Offer a supervisor user role that allows for the ability to review the workload of case managers within their supervision.	✓			<div>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</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
3.2.18	Allow the supervisors user role to reassign a case or entire case load from one staff member to another.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

3.2.19	Provide reminder notifications related to predefined actions, required follow-up or actions that are nearing expiration.	✓			<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
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3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
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3.2.21	Allow DWD to set any field in the system as required if needed.	✓			<div>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</div> <div></div> <div></div>

3.2.22	Remind users to complete all required fields if forms are incomplete when attempting to submit for processing.	✓			<div>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</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
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3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain

3.2.24	Provide a notification to send out a customer feedback survey after a client interaction.	✓			<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>
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3.0 FUNCTIONAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain

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]

[illegible]

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

[illegible]

[illegible]

[illegible]


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 VOS Sapphire 22 fully meets this requirement.</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

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5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
Section 5.2	Infrastructure and Database (The system must...)				
5.2.1	Contain a well-defined data dictionary.	✓			<div>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</div> <div></div> <div></div> <div></div>

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.	✓			Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.
					[REDACTED]
					[REDACTED]
					[REDACTED]
					[REDACTED]

5.2.3	<p>Allow for attachments to be stored within the database in a manner that allows for transmission of attachments to external systems through data transfers, REST type web services.</p>				<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <div data-bbox="1272 323 1984 448" style="background-color: black; height: 110px; width: 100%;"></div> <div data-bbox="1272 459 1984 647" style="background-color: black; height: 165px; width: 100%;"></div> <div data-bbox="1272 659 1984 849" style="background-color: black; height: 165px; width: 100%;"></div> <div data-bbox="1272 860 1984 1110" style="background-color: black; height: 220px; width: 100%;"></div> <div data-bbox="1272 1122 1984 1356" style="background-color: black; height: 205px; width: 100%;"></div>
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5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					<div>[REDACTED]</div> <div>[REDACTED]</div> <ul style="list-style-type: none"> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div>

5.2.4	Provide an on-line data retention of all transactions without affecting system response time and performance.	✓			<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
Section 5.3	System Administration (The system must...)				
5.3.1	Not limit the number of users accessing the system including both internal and external users.	✓			Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.

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

[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
5.3.5	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> <div>[REDACTED]</div> <div>[REDACTED]</div> <ul style="list-style-type: none"> [REDACTED] [REDACTED] [REDACTED]
Section 5.4	Integrations and Interfaces (The system must...)				

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.4.1	Integrate with the State Wage Interchange System (SWIS) data.	✓			<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>

5.4.2	<p>Integrate with Unemployment Insurance System (UIS) for:</p> <ul style="list-style-type: none">A. Real-time access to wage and benefit records and registration information;B. Providing job activity back to UIS in order to comply with the Job for Hoosiers Act;C. Reporting; andD. Customers who register in UI must also be registered in the Case Management System.			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[Redacted]</p> <ul style="list-style-type: none">[Redacted][Redacted][Redacted][Redacted] <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>

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.4.3	Integrate with the Labor Exchange System so the job seeker and employer customer can have a “single site” experience with a single sign-in page. If the case management system is separate from the labor exchange, then a common ID will need to exist between the case management, labor exchange and unemployment insurance systems.	✓			<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <div></div>

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.4.4	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>

[illegible]

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.4.6	Interface with Indiana Workforce Intelligence System (IWIS) data warehouse.	✓			Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement. <div></div>

[illegible]

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.4.8	Interface with JAGForce for sharing demographic data needed to create accounts.			✓	<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>

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.4.9	Interface with Department of Correction (DOC) employment and training services.			✓	<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>
5.4.10	Interface with Housing and Urban Development (HUD) employment and training services.			✓	<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>

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.4.11	Interface with Community Block Service Grants with employment and training activities.			✓	<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>
5.4.12	Interface with DWD's Grants Management tool.			✓	<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>

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

5.5.1	Provide a configurable or customizable system that can accommodate changes to programmatic requirements.	✓			<div>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</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
					<p>[REDACTED]</p> <ul style="list-style-type: none"> ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] <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>
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).	✓			<div>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</div> <div></div> <div></div>

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5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
Section 5.7	Security (The system must...)				
5.7.1	Execute all sessions and REST type web services (internal and external) via HTTPS utilizing SSL certificates.	✓			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
5.7.2	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 <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

[illegible]

				Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.
5.7.4	<p>Must enforce state standards for valid passwords and user/password authentication including, but not limited to, the following:</p> <ul style="list-style-type: none"> 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
					[REDACTED]
					[REDACTED]
					[REDACTED]
					[REDACTED]
					[REDACTED]
					[REDACTED]
					[REDACTED]
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 trait for each customer.	✓			Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.

5.8.2	Provide audit capabilities around account creation, modification, disabling, and termination actions then notify, as required, the appropriate individual users.	✓			<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
5.8.3	Capture date/time stamps throughout all system components, databases, and audit logs.	✓			<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>


5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.9.2	Export reports in various file formats (e.g. Excel, CSV, PDF).	✓			<div>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</div> <div></div> <div></div>

[illegible]

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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>

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.	✓			<div>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</div> <div></div> <div></div>

5.9.5	<p>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>				<p>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <div data-bbox="1272 323 1984 511" style="background-color: black; height: 185px; width: 100%;"></div> <div data-bbox="1272 516 1984 587" style="background-color: black; height: 70px; width: 100%;"></div> <div data-bbox="1272 592 1535 639" style="background-color: black; height: 45px; width: 135px;"></div> <div data-bbox="1272 644 1984 802" style="background-color: black; height: 155px; width: 100%;"></div> <div data-bbox="1272 807 1984 1002" style="background-color: black; height: 190px; width: 100%;"></div> <div data-bbox="1272 1006 1984 1230" style="background-color: black; height: 220px; width: 100%;"></div>
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[illegible]

[illegible]

						[REDACTED]
						[REDACTED] [REDACTED] [REDACTED] [REDACTED]
						[REDACTED] [REDACTED] [REDACTED] [REDACTED]

[illegible]

[illegible]

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

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.	✓			<div>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</div> <div></div> <div></div>

					Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.
					[REDACTED]
					[REDACTED]
					[REDACTED]
					[REDACTED]
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.	✓			[REDACTED]
					[REDACTED]
					[REDACTED]
					[REDACTED]

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


					Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.
5.9.9	Generate a help desk report log of all maintenance/technical support calls made. The log shall be made available to the state agency upon request. All data captured in the log shall be the property of the state, and be provided to the state at the end of the contract and upon written request by the state. The log must contain, at a minimum, the following information:	✓			[REDACTED]
	A. Time of call;				[REDACTED]
	B. Name of caller;				[REDACTED]
	C. Name of contractor staff receiving call;				[REDACTED]
	D. Caller's telephone number and/or email address;				[REDACTED]
	E. Description of reported problem/complaint;				[REDACTED]
	F. Priority/severity of the problem;				[REDACTED]
	G. Whether the problem/complaint was resolved at time of call;				[REDACTED]
	H. Description of any follow-up investigation/resolution plans;				[REDACTED]
	I. Assigned case number if resolution not provided during call; and				[REDACTED]
	J. Date of and description of final resolution.				[REDACTED]

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					[REDACTED]
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"> A. Give insight to issues users are encountering; B. Give insight to potential training issues on system use relevant to procurement policy; and C. Give statistical data on call/issue volumes with breakdowns by agency and user and time taken to resolve calls. 	✓			<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>
Section 5.10	System Upgrades, Ongoing Support, and Maintenance (The system must...)				

5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
5.10.1	Remain current with supported versions of all underlying software.	✓			Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement. [REDACTED]

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>
Section 5.11	Environments (The system must...)				

5.11.1	<p>Include five (5) environments for state use:</p> <ul style="list-style-type: none"> A. Development environment; B. Production environment; C. Training environment which will include the same system components, software and functionality as in the Production environment; D. User Acceptance Testing (UAT) environment; and E. System Testing environment 				<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <div data-bbox="1272 319 1978 388" style="background-color: black; height: 60px; width: 100%;"></div> <div data-bbox="1272 401 1978 617" style="background-color: black; height: 190px; width: 100%;"></div> <div data-bbox="1272 628 1978 789" style="background-color: black; height: 140px; width: 100%;"></div> <div data-bbox="1272 800 1978 959" style="background-color: black; height: 140px; width: 100%;"></div> <div data-bbox="1272 971 1978 1131" style="background-color: black; height: 140px; width: 100%;"></div> <div data-bbox="1272 1143 1978 1268" style="background-color: black; height: 110px; width: 100%;"></div> <div data-bbox="1272 1279 1978 1349" style="background-color: black; height: 60px; width: 100%;"></div>
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5.0 TECHNICAL REQUIREMENTS					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain

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	<p>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.</p>	✓			<p>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
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6.0 TECHNICAL (ADDITIONAL – IF STATE HOSTED)					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
					<p>[REDACTED]</p> <ul style="list-style-type: none"> [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Section 6.2	Infrastructure and Database (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>

6.0 TECHNICAL (ADDITIONAL – IF STATE HOSTED)					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
6.2.2	Continue to work if a domain controller goes down by using another domain controller in the domain.	✓			Geographic Solutions' new VOS Sapphire 22 fully meets this requirement. [REDACTED]
6.2.3	Store user IDs for non-state employee user objects using an RDMS.	✓			Geographic Solutions' new VOS Sapphire 22 fully meets this requirement. [REDACTED]
6.2.4	Must not store application specific data in the Active Directory user group or organizational unity objects.	✓			Geographic Solutions' new VOS Sapphire 22 fully meets this requirement. [REDACTED]

6.0 TECHNICAL (ADDITIONAL – IF STATE HOSTED)					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
6.2.5	The solution must interoperate within the State of Indiana’s technical and operational parameters in order to maintain a consistent infrastructure.	✓			<p>Geographic Solutions’ new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
6.2.6	Utilize a current, fully supported operating system (MS Windows 2022 or higher or an appropriate supported enterprise version of Linux).	✓			<p>Geographic Solutions’ new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

6.0 TECHNICAL (ADDITIONAL – IF STATE HOSTED)					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
6.2.7	Provide all required software costs in Attachment D1.	✓			Geographic Solutions fully meets this requirement. All required Software Costs have been included in <u>Attachment D – Cost Proposal – Labor Exchange</u> and <u>Attachment D1 – Cost Proposal Case Management</u> .
6.2.8	Account for the underlying network infrastructure to ensure timely processing of data transmissions between different system components (non-localized transaction processing).	✓			Geographic Solutions' new VOS Sapphire 22 fully meets this requirement. [REDACTED] [REDACTED]
6.2.9	Minimize impact processing of large data uploads from a client, or large data transfers between system components.	✓			Geographic Solutions' new VOS Sapphire 22 fully meets this requirement. [REDACTED] [REDACTED]
Section 6.3	System Configuration (The system must...)				

6.0 TECHNICAL (ADDITIONAL – IF STATE HOSTED)					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
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,	✓			Geographic Solutions' new VOS Sapphire 22 fully meets this requirement. [REDACTED]
Section 6.4	System Administration (The system must....)				
6.4.1	Continue to work with existing user IDs and user ID administration models.	✓			Geographic Solutions' new VOS Sapphire 22 fully meets this requirement. [REDACTED] [REDACTED]

6.0 TECHNICAL (ADDITIONAL – IF STATE HOSTED)					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
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"> 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. B. Physically creating the databases on the development server including identifying the location of database objects as well as active and archived logs, etc. C. Setting up Backup and Restore Procedures. D. No function of the application may require database privilege above DBOwner. 	✓			<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	Utilize built-in workflow functions within departmental and enterprise packages to manage administrative functions that will be needed to configure and maintain these packages.	✓			<div>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</div> <div></div> <div></div> <div></div> <div></div>
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					[REDACTED]
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6.4.4	Provide capacity tracking and management tools to determine when capacity needs to be increased.	✓			<div>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</div> <div></div> <div></div> <div></div>
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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...)				

6.0 TECHNICAL (ADDITIONAL – IF STATE HOSTED)					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain
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 VOS Sapphire 22 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>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
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6.0 TECHNICAL (ADDITIONAL – IF STATE HOSTED)					
	Requirement/Desired Attribute	Included	Not Included	Included with Customization	Please Explain

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 the 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 versions, (N-2), to provide single sign-on or other functionalities. The system

See [Appendix B – Case Management Solution Narrative](#) for a full, comprehensive description of our Case Management system, as well as the system architecture and hosting model.

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

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

1. Overview of the System

VOS Sapphire 22's Case Management modules gives staff advanced functionality, allowing them to manage all programs in one system. Staff can make initial contact with clients, assess and determine eligibility automatically, and manage cases for funding streams such as WIOA and local programs in one user-friendly system, eliminating duplicate data entry. The new system also will improve data accuracy and integrity using built-in business rules that prevent staff from entering inaccurate or erroneous data.

VOS Sapphire 22 is browser agnostic and is compatible with common browsers such as Microsoft Internet Explorer, Microsoft Edge, Google Chrome, Mozilla Firefox, Apple Safari, Samsung Internet, Android WebView, and Opera, as well as other standards-compliant browsers. As a responsive online system, users can access *VOS Sapphire 22* on multiple platforms, including PCs, tablets, cell phones, and other mobile devices and receive the same experience on each device.

See [Appendix B – Case Management Solution Narrative](#) for a full, comprehensive description of our Case Management solution.

2. System Architecture Description and Diagrams

Geographic Solutions based *VOS Sapphire 22* on an n-tier design. N-tier refers to the architecture of an application that has at least three "logical" layers or parts that are separate. Each layer interacts only with the layer directly below it and has responsibility for a specific function. The system requires only that client workstations have an internet or intranet connection and a standards-compliant web browser.

Our product is a proven modified-off-the-shelf (MOTS) solution that successfully supports many other states. The proposed solution includes an advanced n-tier architecture that operates on a Microsoft Windows platform with a Microsoft SQL Server database. We are confident that the system can be implemented quickly, efficiently, and with a greater degree of accuracy than any other, and that it meets all the DWD functional goals and objectives. Specifically, the system architecture provides:

- Easy secure user access from any location (office, home, etc.) via internet/intranet access
- Minimal network traffic – all application-to-database activity is server side, leaving only data presentation for the local user machine

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 3rd 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.
- Coordinating with the IOT's database group for the following services:
 - Granting proper authorities to the contractor staff so they can work with the database objects. IOT will

3, Proposed Hosting Model

7.0 Solution Overview	
Requirement/Desired Attribute	Vendor Response
<div>be responsible for all DDL on the development database.</div> <div><ul style="list-style-type: none">• Creating the databases on the development server including identifying the location of database objects as well as active and archived logs, etc.• Setting up Backup and Restore Procedures.• Establishing a rule that no function of the application may require database privilege above DBOwner.</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>
	<div>See Appendix B – Proposed Hosting Model for a full, comprehensive description of our hosting model.</div> <div>[REDACTED]</div>

7.0 Solution Overview	
Requirement/Desired Attribute	Vendor Response
odifiedThe 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>Geographic Solutions' new <i>VOS Sapphire 22</i> fully meets this requirement.</p> <p>[REDACTED]</p> <ul style="list-style-type: none">[REDACTED][REDACTED][REDACTED][REDACTED]
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>Geographic Solutions fully meets this requirement.</p> <p>Please see Appendix M – Roadmap 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"> Infrastructure as a Service Engagements (IaaS) Platform as a Service Engagements (PaaS) Software as a Service Engagements (SaaS) <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>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>We have also reviewed and responded to the questions included in Attachment K – Cloud Questionnaire.</p> <p>Please see Appendix N – Contract Terms and Clauses 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 Attachment M – Cloud Questionnaire.</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).	Geographic Solutions fully meets this requirement. Geographic Solutions has provided our current VPAT in place of the Attachment L – Assistive Technology Compliance Evaluation Form. Please see Appendix F – VPAT .

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]

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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> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
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7.0 Solution Overview

Requirement/Desired Attribute	Vendor Response

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>Geographic Solutions fully meets this requirement.</p> <p>Please see Appendix I – Security Plan 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>Geographic Solutions' new VOS Sapphire 22 fully meets this requirement.</p> <div style="background-color: black; height: 10px; width: 98%;"></div> <div style="background-color: yellow; height: 10px; width: 98%;"></div> <div style="background-color: black; height: 60px; width: 98%;"></div> <div style="background-color: yellow; height: 10px; width: 98%;"></div> <div style="background-color: black; height: 70px; width: 98%;"></div> <div style="background-color: yellow; height: 10px; width: 98%;"></div>

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>
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<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.</p>	<p>Geographic Solutions fully meets this requirement.</p>		
	<p>[REDACTED]</p>		
	<p>■</p>	<p>[REDACTED]</p>	
	<p>■</p>	<p>[REDACTED]</p>	
	<p>■</p>	<p>[REDACTED]</p>	
	<p>[REDACTED]</p>		
	<p>[REDACTED]</p>		
	<p>[REDACTED]</p>		
	<p>[REDACTED]</p>		
	<p>[REDACTED]</p>		

[illegible]

[illegible]

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8.0 Security			
Requirement/Desired Attribute	Vendor Response		

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

Please outline your sprint methodology and approach, and outline how DWD personnel will be involved.

Geographic Solutions fully meets this requirement.

1. **Identify the subject and the main idea of the text.**
 2. **Summarize the text in your own words.**
 3. **Identify the main points and supporting details.**
 4. **Identify the author's purpose and tone.**
 5. **Identify the main argument and supporting evidence.**
 6. **Identify the main conclusion and supporting evidence.**
 7. **Identify the main conclusion and supporting evidence.**
 8. **Identify the main conclusion and supporting evidence.**
 9. **Identify the main conclusion and supporting evidence.**
 10. **Identify the main conclusion and supporting evidence.**

[REDACTED]

1. *Journal of the American Medical Association*, 2000; 283: 2689-2693.

[illegible]

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	[REDACTED]	
	[REDACTED]	[REDACTED]

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[illegible]

9.0 Implementation, Staffing and Support	
Requirement/Desired Attribute	Vendor Response
	<div></div> <p>See Appendix C – Project Management and Implementation Methodology 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>Geographic Solutions fully meets this requirement.</p> <p>Please see Appendix L – Draft Project Schedule 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 Attachment M – RFP Usage Template 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>Geographic Solutions fully meets this requirement.</p> <p><u>Appendix J – Staffing Plan</u> outlines our staffing plan including our organizational chart. Roles, responsibilities, and necessary resources are outlined in <u>Attachment M – RFP Usage Template</u>. Our team’s resumes including education, experience, and certifications are provided as <u>Appendix K – Resumes</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>		

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9.0 Implementation, Staffing and Support			
Requirement/Desired Attribute		Vendor Response	
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	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>
Please describe the roles and time commitment required for each role for DWD to participate in your implementation process.	<p>Geographic Solutions fully meets this requirement.</p> <p>Please refer to Attachment M – RFP Usage Template 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>		

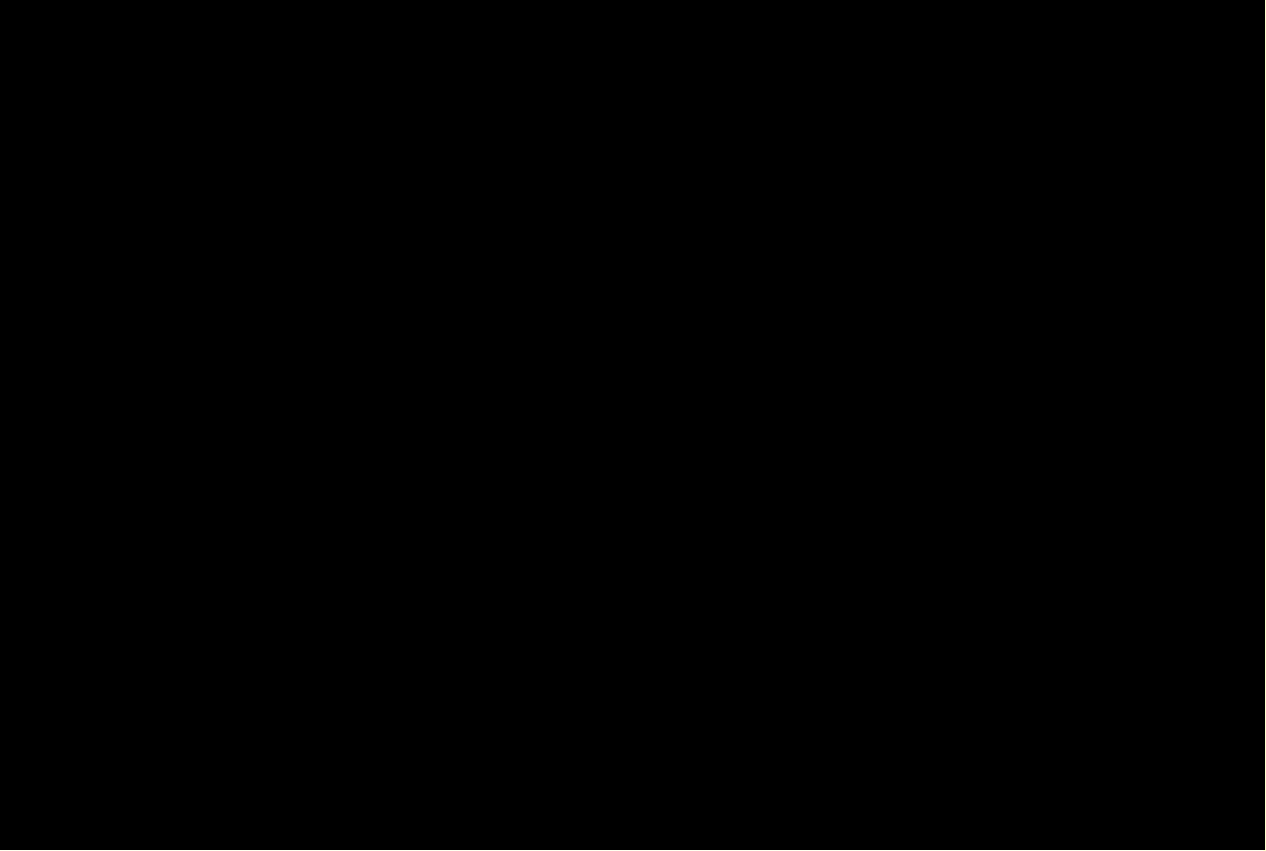
9.0 Implementation, Staffing and Support	
Requirement/Desired Attribute	Vendor Response
Please describe the roles and time commitment required for each role for DWD to maintain the system after implementation. This must include technical resources to maintain and support the system and end resources required for end-user support for the DWD workforce professionals, employers, and job seekers.	Geographic Solutions fully meets this requirement. Please refer to Attachment M – RFP Usage Template 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.
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.	Geographic Solutions fully meets this requirement. See Attachment M – Resource Usage Template 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.

Describe your change control process including any forms. DWD has a pre-defined change control process (see Procurement Library, DWD Change Control Process) for reference.

Geographic Solutions fully meets this requirement.

- [REDACTED]
- [REDACTED]
- [REDACTED]

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

<p>Describe your approach to final system implementation, including but not necessarily limited to:</p> <ol style="list-style-type: none">1. Transition from the staging to the production environment2. A Final Acceptance Report that includes:<ol style="list-style-type: none">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; ande. Rollback Plan in the event serious issues occur.3. Availability of support personnel during the first four weeks after Go Live4. A plan to provide ongoing customer service support to DWD.	<p>Geographic Solutions fully meets this requirement.</p> <p>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.</p>  <p>The process is sequential and provides a structured approach to project completion. The lifecycle covers the <i>Guide to the Project Management Body of Knowledge (PMBOK®)</i> Seventh Edition process that guides the decision-making that occurs throughout the project. The Geographic Solutions' PMO oversees the methods</p>
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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 DESC'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. DESC 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)

9.0 Implementation, Staffing and Support	
Requirement/Desired Attribute	Vendor Response
	<div><div>d. List of all outstanding defects that are known to impact DWD requirements</div><div>e. Rollback Plan in the event serious issues occur</div><div>3. Availability of support personnel during the first four weeks after Go Live</div><div>4. A plan to provide ongoing customer service support to DWD.</div><div>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 <i>VOS Sapphire 22</i> solution in our OPC system. This includes a detailed list of all incidents, changes, and enhancements that are part of a release.</div></div>

10.0 TESTING PLAN	
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 highlights 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 with 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.

10.0 TESTING PLAN	
Requirement/Desired Attribute	Vendor Response
	<p>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.</p> <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 Appendix Z – Testing Plan.</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> <p>[REDACTED]</p>
	[REDACTED]
	[REDACTED]
	[REDACTED]
	<p>A sample Data Conversion Plan is provided in Appendix Y – Data Conversion Plan</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"> A. A timeline for all training activities B. A list of all training materials that will be developed to support initial implementation C. A description of the type of sessions that will be provided (e.g. in person, virtual) D. Confirmation that training will be void of any personal identifying data E. Confirmation that a sandbox environment will be available for DWD staff to train in F. A description of the types of training materials that will be developed for users who learn in a variety of formats G. A list of the DWD resources needed to support in all training activities H. A description of how training materials will be maintained/updated over the lifecycle of the system. 	<p>Geographic Solutions fully meets this requirement.</p> <p>Geographic Solutions will provide an updated sample Training Plan that delivers adequate and thorough training for 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"> A. A timeline for all training activities B. A list of all training materials that will be developed to support the implementation upgrade C. A description of the type of sessions that will be provided (e.g. in person, virtual) D. Confirmation that training will be void of any personal identifying data E. Confirmation that a sandbox environment will be available for DWD staff to train in F. A description of the types of training materials that will be developed for users who learn in a variety of formats G. A list of the DWD resources needed to support in all training activities H. A description of how training materials will be maintained/updated over the lifecycle of the system. <p>See Appendix H – Internal and External Training Plan 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"> A. A timeline for all training activities B. A list of all training materials that will be developed to support initial implementation C. A description of the type of sessions that will be provided (e.g. in person, virtual) D. Confirmation that training will be void of any personal identifying data E. A description of the types of training materials that will be developed for users who learn in a variety of formats F. A list of the DWD resources needed to support in all training activities G. A description of how training materials will be maintained/updated over the lifecycle of the system 	<p>Geographic Solutions fully meets this requirement.</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"> A. A timeline for all training activities B. A list of all training materials that will be developed to support the implementation upgrade C. A description of the type of sessions that will be provided (e.g., in person, virtual) D. Confirmation that training will be void of any personal identifying data E. A description of the types of training materials that will be developed for users who learn in a variety of formats F. A list of the DWD resources needed to support in all training activities G. A description of how training materials will be maintained/updated over the lifecycle of the system <p>See Appendix H – Internal and External Training Plan for details.</p>

13.0 ESCROW

Requirement/Desired Attribute	Vendor Response
<p>Enter into a Software Escrow Agreement with an Escrow Agent that releases source code to the licensee should certain triggering events occur during the term of the license. This will allow the State to continue to maintain the application in the event that the vendor ceases business operations. Please confirm willingness to enter into a Software Escrow Agreement and indicate any relevant details based on similar requirements or experiences from other clients.</p>	<p>Geographic Solutions fully meets this requirement.</p> <div style="background-color: black; height: 120px; width: 100%;"></div> <div style="background-color: black; height: 30px; width: 90%; margin-top: 10px;"></div> <ul style="list-style-type: none"> <div style="width: 5px; height: 15px; background-color: black; display: inline-block;"></div> <div style="background-color: black; width: 55px; height: 15px; display: inline-block;"></div> <div style="width: 5px; height: 15px; background-color: black; display: inline-block;"></div> <div style="background-color: black; width: 40px; height: 15px; display: inline-block;"></div> <div style="width: 5px; height: 15px; background-color: black; display: inline-block;"></div> <div style="background-color: black; width: 60px; height: 15px; display: inline-block;"></div> <div style="width: 5px; height: 15px; background-color: black; display: inline-block;"></div> <div style="background-color: black; width: 50px; height: 15px; display: inline-block;"></div> <div style="width: 5px; height: 15px; background-color: black; display: inline-block;"></div> <div style="background-color: black; width: 50px; height: 15px; display: inline-block;"></div> <div style="width: 5px; height: 15px; background-color: black; display: inline-block;"></div> <div style="background-color: black; width: 50px; height: 15px; display: inline-block;"></div> <div style="width: 5px; height: 15px; background-color: black; display: inline-block;"></div> <div style="background-color: black; width: 50px; height: 15px; display: inline-block;"></div> <div style="width: 5px; height: 15px; background-color: black; display: inline-block;"></div> <div style="background-color: black; width: 35px; height: 15px; display: inline-block;"></div> <div style="width: 5px; height: 15px; background-color: black; display: inline-block;"></div> <div style="background-color: black; width: 45px; height: 15px; display: inline-block;"></div>