

**23-72117 BUSINESS PROPOSAL  
ATTACHMENT E**

**Instructions:** Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.

***Business Proposal***

- 2.3.1 General (optional)** - Please introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this RFP.

Please see Appendix T - Business Proposal (General 2.3.1) for a full response.

- 2.3.2 Respondent's Company Structure** - Please include in this section the legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

Geographic Solutions is a privately held S corporation, established in 1992 and incorporated in the State of Florida on January 3, 1994. Our corporate offices are located in Palm Harbor, Florida and our West Coast office is located in Salinas, California. We currently employ more than 420 full-time staff members, all located within the United States. We never outsource freelance or utilize offshore development resources for any of our software development.

Geographic Solutions has been developing and implementing web-based software solutions for state and local workforce agencies since 1994. Today, we have active contracts and provide workforce solutions in over 35 states and territories, giving millions of people access to our systems daily.

Geographic Solutions is both financially stable and profitable. Our staff growth and annual revenue have increased every year since 1992. We have zero debt and own all of our company buildings, as well as our technical equipment. Our company has never been the subject of a merger, sell-off, buyout, etc. We do not foresee any impending changes to our organization that could affect the development and/or delivery of services. Geographic Solutions currently possesses the necessary infrastructure to complete this contract as described in this response.

Below is a quick reference chart of our company structure and contact information:

<b>Geographic Solutions – Company Information</b>	
<b>Official Company Name</b>	Geographic Solutions, Inc.
<b>Structure of Organization</b>	S Corporation incorporated in the State of Florida
<b>Corporate FEIN</b>	59-3217769
<b>Dun and Bradstreet Number</b>	96-575-8758; DUNS rating: 4A1
<b>Company Web Address</b>	<a href="http://www.geographicsolutions.com">www.geographicsolutions.com</a>
<b>Corporate Headquarters</b>	2570 Coral Landings Blvd. Palm Harbor, FL 34684 Tel: 727-786-7955 Fax: 727-784-3260
<b>West Coast Office</b>	234 Capitol Street, Suite A Salinas, CA 93901 Tel: 831-757-4400 Fax: 831-757-4401
<b>Person authorized to contractually bind the organization for any proposal against this RFP</b>	Paul Toomey, President 2570 Coral Landings Blvd. Palm Harbor, FL 34684 Tel: 727-786-7955 Ext. 208 Fax: 727-784-3260
<b>Company Size</b>	415 full-time employees
<b>Date of Incorporation</b>	January 3, 1994

The organizational structure at Geographic Solutions demonstrates a deep understanding of the workforce development, case management, labor market information, and unemployment insurance industries. This is our sole focus, meaning we are committed to ensuring our products remain responsive to the needs of the industries we serve.

Over the years, Geographic Solutions has developed a skilled workforce dedicated to meeting the needs of our clients. Our current employee stack holds extensive experience in business analysis, software development, project management, quality assurance, and more. We have built our business from within the industry, not just with exceptional technical capabilities, but with a comprehensive understanding of the changing nature of federal laws and policies.

During the past 10 years specifically, we have experienced a sizable, progressive shift in laws and legislation in an attempt to modernize workforce development systems. As such, our team has made every effort to enhance our software suite to stay ahead of changes to legislation. It was also during this time that we decided to expand our core development team significantly to welcome the influx of new projects and project development in response to new legislation.

Geographic Solutions specializes in public sector workforce development systems, like Indiana's Department of Workforce Development's (DWD) Indiana Career Connect system. Our only business is implementing workforce development, case management, labor market information, and unemployment insurance systems for state and local government agencies. This focus enables Geographic Solutions to improve our expertise constantly in these areas without diverting resources to other fields.

Geographic Solutions possesses unequalled expertise when it comes to providing custom conversion and integration of legacy workforce development information systems. Our project teams consist of integration specialists, business analysts, project managers, and account managers, all of whom have an intimate understanding of the national workforce system. Many of our employees have worked for career centers and employment service agencies throughout the country and a good number of them specialize in WIOA, TAA, UI, and other federal programs.

Our unparalleled corporate history and structure, combined with the qualifications of our staff, uniquely position us to upgrade and maintain Indiana Career Connect to the proposed specifications outlined within RFP# 23-72117 for a Case Management and Labor Exchange System successfully. Please see [Experience Serving Indiana Government Agencies](#) below for our nearly 20-year history of partnering with regional and state workforce agencies in Indiana as well as the launch and evolution of Indiana Career Connect.

## What Sets Us Apart

Since 1992, Geographic Solutions has become the nation's leading provider of software solutions for the workforce development industry. Geographic Solutions constantly invests in research and development to keep its products and services aligned with emerging needs and technologies. Software development and implementation for the public sector workforce industry is not a secondary line of business or just one "practice area" for Geographic Solutions; it is our company's only business.

Geographic Solutions has a vested interest in ensuring its products meet not just today's needs, but tomorrow's needs. Consequently, the investments our company makes in research and development ensure a continuous and orderly product evolution from which customers – and taxpayers – benefit. Several factors drive the evolution of Geographic Solutions' suite of products, including the long-term business needs of the industry, the specific needs of clients, and technology advancements.

Executive and staff members throughout Geographic Solutions have deep roots in workforce development, not just in information technology and software development. Key staff members come from the workforce and the unemployment insurance world. Because of Geographic Solutions' strong ties and contacts at the U.S. Department of Labor and other federal agencies, as well as dozens of state agencies nationwide, our company is aware of emerging ideas, as well as planned and potential changes. In fact, Geographic Solutions often helps define and refine them into workable solutions that are then incorporated into our product development.

In addition to planned product development, Geographic Solutions uses a multi-tiered approach to create software enhancements to meet new functional requirements as a result of changes in federal or state policies or laws. Geographic Solutions plans and schedules regular updates and version upgrades with customers to prepare them for the release. Often, when clients submit change orders that are applicable to all clients, the Geographic Solutions' review board will elect to include the features in the next version or upgrade, free of charge, as part of Geographic Solutions' mutually beneficial upgrade process.

Geographic Solutions maintains an aggressive, forward-focused enhancement program that is based on technological advances, changing trends in consumer behavior, and new industry requirements. Our constant innovation has resulted in

long-term customer relationships and the largest user community of state and local workforce agencies throughout the country.

We are proud to say that all of the websites we have developed for clients in the last five years receive high user traffic on the Internet today. As a testament to our excellent record of accomplishment since then, 24 of our clients have held active contracts for more than 10 years.

What sets us apart from other vendors is our expertise in the following areas:

- **Experienced Software Development Firm** – Geographic Solutions has reached many milestones during its time implementing Modified Off-the-Shelf (MOTS) solutions for the public workforce industry. In 1994, we developed the first MOTS labor market system, and later expanded the system to create the first integrated Wagner-Peyser and WIA service delivery and reporting system. In 2011, we expanded our solutions once again to include unemployment insurance benefits and tax, which marked the country's first system to integrate workforce and unemployment insurance services.
- **Data Conversion** – Geographic Solutions possesses unequalled expertise when it comes to providing custom conversion and integration of legacy workforce development and unemployment insurance systems. We have extensive experience with the conversion of large volumes of data from federal and state programs, as well as related partner agencies.
- **Systems Integration** – Our system integration team includes experienced interface specialists who have developed and managed multiple mission-critical batch and web service interfaces with legacy government systems. We currently support hundreds of interfaces across all of our active systems.
- **Certified Microsoft Service Provider** – As an experienced Microsoft technology provider, Geographic Solutions is part of the Microsoft Certified Partner Network. This worldwide program requires that two or more Microsoft Certified Professionals are on staff, or that the firm is experienced with eligible software or hardware products.
- **Superior Customer Service** – Geographic Solutions has been providing exceptional customer support and system maintenance for over 30 years. Our overall customer service approach is to be a partner with our clients



and help them improve the workforce system in their state. In addition, we are in constant communication with our clients through our Online Project Communication (OPC) system, phone calls, emails, etc.

- **Extensive User Community** – Geographic Solutions builds its systems on existing, proven technology that serves state and local staff and end users in over 35 across the country. Our clients are active on our web-based Community Forum, a platform on which our staff users share best practices and information with others around the country. We host monthly conference calls with our user community where we review best practices, federal program changes, and future enhancements.
- **Flexibility** – *VOS Sapphire* and its respective modules are simple to modify when regulation changes or technology advancements warrant modification. Geographic Solutions consistently demonstrates the ability to modify systems when unanticipated events dictate, such as periods of extended unemployment.
- **Federal Reporting** – Geographic Solutions has assisted our clients in producing federal reports since 2001. Our standard reports and ad hoc capabilities meet all federal reporting requirements, allowing the agencies using our systems to produce federal reports for the U.S. Department of Labor Employment and Training Administration in a timely manner.

Geographic Solutions has long interpreted and implemented the Training and Employment Guidance Letters (TEGLs) that refer to the Trade Adjustment Assistance (TAA) Act and the Trade Readjustment Allowance (TRA) program. Our staff is fully aware of how the U.S. Department of Labor has been prone to issuing directives that create new programs and make existing programs retroactive. The expectation is that these programs will be implemented in a timely manner. Our staff is familiar with this mode of operation, and our developers are capable of meeting this established implementation timeframe. Our team offers:

- **Staff Resources with Experience Gained from the Industries We Serve** – Over the years, Geographic Solutions has developed a skilled workforce dedicated to meeting the needs of our clients. We currently employ more than 420 full-time professionals that have extensive experience in business analysis, software development, project management, quality assurance, and more. We have built our business from within the industry, not just

with exceptional technical capabilities, but with a comprehensive understanding of the changing nature of federal laws and policies.

- **Ability to Create and Manage Complex Interfaces** – Our development team includes interface specialists who have experience developing mission-critical batch and web service interfaces for multiple clients.
- **Proven Project Management and Implementation Methodology to Meet Schedules** – Geographic Solutions uses a proven project management methodology that ensures the Indiana Department of Workforce Development (DWD) a project and implementation that is on time and within budget. Our Rapid Implementation and Development methodology has been refined over several years of successful project delivery. This adaptable process framework and project management methodology covers all the phases of a project necessary for rapid integrated development, change control, and deployment.
- **Staff Training and Support Services** – Our training team has over 85 years of combined experience and is skilled at developing custom curricula for train-the-trainer and direct staff training. In addition, our document team develops comprehensive user manuals to ensure that all user types thoroughly understand how to use our products.

## **Type of Business Ventures**

Geographic Solutions has extensive experience designing and developing web-based workforce systems, including workforce development, case management, labor market information, and unemployment insurance systems throughout the United States, similar in scope to the requirements set forth in this RFP.

We have the ability and capacity to perform within the timeline required by Indiana DWD. At Geographic Solutions, we meet our deadlines and we respect that our clients are on fixed, tight budgets. No other organization in the workforce development industry can match our experience, capacity, or good reputation.

## **Organizational Chart**

As previously stated, Geographic Solutions' corporate history and structure, combined with our staff qualifications, uniquely positions us to successfully upgrade and maintain Indiana Career Connect to the proposed specifications outlined within RFP# 23-72117.

We spread development, project management, account management, and client support responsibilities among a number of staff. While we assign single points of contact to our clients, as needed and as appropriate, we often distribute behind-the-scenes work to ensure cross-training and to prevent overreliance on just one or two people in key areas of responsibility. Our operations and quality assurance managers, for example, provide continuity and oversight to multiple projects.

For the DWD Case Management and Labor Exchange System Project, we will provide a highly skilled team with unparalleled experience in creating similar client systems. The team is comprised of 294 staff members and Geographic Solutions' personnel are all based within the United States.

A key to the project's organizational structure is the Project Steering Committee. This Committee, comprised of key Geographic Solutions staff members, is responsible for defining oversight and for cross-organizational information exchange in the Case Management and Labor Exchange System Project. In collaboration with the other work groups, the Committee will help define what is to be governed, how it is to be governed (governance structure, processes, and by-laws), and by whom (governing body participants).

The Committee will create trust and consensus on an approach and provide oversight and accountability of the Project. One of the primary purposes of a governance entity is to develop and maintain a multi-stakeholder process to ensure compliance with applicable policies and laws.

The Case Management and Labor Exchange System Project team organization chart, below, shows the key individuals Geographic Solutions will provide for the proposed system. This organization chart includes key project team members for Geographic Solutions, where the management of this contract falls within the organization, and what corporate resources are available to support this project.

Please see [Appendix J - Organizational Chart](#) for a visual representation of our organizational structure and [Appendix O](#) for our [Authorizing Document](#).

- 2.3.3 Respondent's Diversity, Equity and Inclusion Information** - With the Cabinet appointment of a Chief Equity, Inclusion and Opportunity Officer, on February 1, 2021, the State of Indiana sought to highlight the importance of this issue to the state. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic compositions of Respondents' Executive Staff and Board Members, if applicable.



Geographic Solutions affords equal opportunity to all Employees and prospective Employees without regard to race, color, age, gender, pregnancy, genetic information, religion, sexual orientation, national origin, ethnic background, disability, military service, veteran or marital status, or any other characteristic protected by law in the following employment practices: recruitment, hiring, placement, transfer, promotion, demotion, selection for training, layoff, termination, determination of service, rate of pay, benefit plans, compensation, and other personnel actions. Geographic Solutions will not tolerate any form of discrimination or harassment and will take appropriate disciplinary action, including possible termination, of any person determined to have engaged in unlawful conduct under this policy.

Our organization will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, familial status, membership, or activity in a local human rights commission, or status regarding public assistance. We will take affirmative steps to ensure that all our company's employment practices are free of discrimination. Such employment practices include, but are not limited to, the following: hiring, upgrading, demotion, transfer, recruitment or recruitment advertising, selection, layoff, disciplinary action, termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. We will provide reasonable accommodation to applicants and employees with disabilities whenever possible.

We routinely review our compensation system, including rates of pay and bonuses, to determine whether there is any gender, race, ethnicity, or disability-based disparities. If any disparities are identified, we take prompt action to resolve the disparity. In offering employment to individuals with disabilities, we will not reduce the amount of compensation offered because of any disability income, pension, or other benefits the applicant or employee receives from another source.

We routinely review all of our personnel procedures and processes, including selection, recruitment, referral, transfers and promotions, seniority provisions, apprenticeship programs and company-sponsored training programs, and other company activities to determine if all employees or applicants are fairly considered.

We evaluate our selection process using an adverse impact analysis to determine if our requirements screen out a disproportionate number of people of color, women, or individuals with disabilities. All personnel involved in the recruitment, screening,

selection, promotion, disciplinary, and related processes will be carefully selected and trained to ensure that there is a commitment to the affirmative action program and its implementation.

We annually review all physical and mental job requirements to ensure that these requirements do not tend to screen out qualified individuals with disabilities. We will determine whether these requirements are job-related and are consistent with business necessity and the safe performance of the job, and we will remove any physical or mental requirements that do not meet these criteria. Any job descriptions or requirements changed after review will be distributed to all relevant employees, particularly those involved in the selection process and supervision of employees.

We make reasonable accommodations to the physical and mental limitations of an employee or applicant unless such an accommodation would impose an undue hardship on the conduct of the business.

When we place help-wanted advertisements, we do not indicate a preference, limitation, or specification based on sex, age, national origin, or other protected characteristic, unless that characteristic is a bona fide occupational qualification for a particular job. We will not allow any employment agency with which we work to express any such limitation on our behalf, and we will require that these agencies share our commitment to Equal Employment Opportunity.

People of color, females, and employees with disabilities will be afforded a full opportunity and will be encouraged to participate in all organization-sponsored educational and training programs.

We will seek the inclusion of qualified people of color, female, and disabled employees in any apprenticeship program in which we participate.

Our promotion process has been developed and documented and only legitimate qualifications are considered in our promotion decisions. We conduct adverse impact analyses to ensure that women, people of color, and employees with disabilities are promoted at rates substantially similar to men, non-people of color, and individuals without disabilities.

We use progressive discipline before terminating employees, where appropriate. All employees are made aware of our discipline process. We conduct adverse impact analyses to ensure that women, people of color, and employees with disabilities do

not leave our company at rates substantially dissimilar to those of men, non-people of color, and employees without disabilities

We continually analyze any other areas that may impact our success, such as accessibility of our facility to the available workforce, the attitude of our current workforce towards EEO, proper posting of our EEO policy and required governmental posters, proper notification of our subcontractors or vendors, and retention of records in accordance with applicable law. We take prompt action to remedy any problems in these areas through training of staff or other methods.

The EEO demographic composition of GSI's Executive Staff is as follows:

Position	Job Categories	Ethnicity	Gender
Director of Human Resources	Executive/SR Officials & Mgrs	Black	Female
Product /UI Development Director	Executive/SR Officials & Mgrs	White	Male
WF Development Director	Executive/SR Officials & Mgrs	White	Male
Director of WF Business Analysts	Executive/SR Officials & Mgrs	White	Female
Director of Project Management	Executive/SR Officials & Mgrs	Hispanic   Latino	Female
Finance Director (CFO)	Executive/SR Officials & Mgrs	White	Male
Director of Data Services	Executive/SR Officials & Mgrs	White	Male
Director of Quality Assurance	Executive/SR Officials & Mgrs	White	Male
Sales/Marketing Director	Executive/SR Officials & Mgrs	White	Male
President	Executive/SR Officials & Mgrs	White	Male
Director of UI Business Analysts	Executive/SR Officials & Mgrs	Native Hawaiian/Pacific Islander	Female
Director of Operations	Executive/SR Officials & Mgrs	White	Male
Director of Security (CISO)	Executive/SR Officials & Mgrs	Two or More races	Male

**2.3.4 Company Financial Information** – This section must include documents to demonstrate the Respondent's financial stability. Examples of acceptable documents include most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why, and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information should explain the business relationship between the entities and demonstrate

the financial stability of the entity/organization which is directly responding to this RFP.

Please see Appendix U for our most recent audited financial statements. The following are the instructions to obtain Geographic Solutions' financial documents which demonstrate our financial stability, including audited financial statements for each of the two most recently completed fiscal years.

Geographic Solutions' financial status is vetted each year with an audit by a team of professional Certified Public Accountants (CPAs). The financials have been reviewed in full detail, and the CPA is confident that the financials reported are accurate, they provide their professional certification.

We have included our financial statement as a separate file – Geographic Solutions Financial Statement Audit. The file is password protected. Please contact Paul Toomey at 727.510.6702 for the required password.

**2.3.5 Integrity of Company Structure and Financial Reporting** – This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

Geographic Solutions' CEO Paul Toomey takes all personal responsibility for the thoroughness and correctness of any and all financial information supplied with our proposal.

**2.3.6 Contract Terms/Clauses** – Please provide the requested information in RFP Section 2.3.6.

Please see Appendix N – Contract Terms and Clauses Exceptions Table for our deviations and exceptions.

**PLEASE NOTE SECTION 2.3.7 REFERENCES IS CONFIDENTIAL IN ITS ENTIRETY**

**2.3.7 References** – Reference information is captured on **Attachment H** Respondent should complete the reference information portion of the **Attachment H** which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so. The rest of **Attachment H** should be completed by the reference and emailed DIRECTLY to the State. The State should receive three (3) **Attachment Hs** from clients for whom the Respondent has provided products and/or services that are the same or similar to those products

and/or services requested in this RFP. **Attachment H** should be submitted to [idoareferences@idoa.in.gov](mailto:idoareferences@idoa.in.gov). **Attachment H** should be submitted no more than ten (10) business days after the proposal submission due date listed in Section 1.24 of the RFP. Please provide the customer information for each reference.

<b>Customer 1</b>	
Legal Name of Company or Governmental Entity	Maryland Department of Labor, Licensing and Regulation, Office of Workforce Information and Performance
Company Mailing Address	1100 North Eutaw Street, Room 316
Company City, State, Zip	Baltimore, MD 21201
Company Website Address	<a href="http://www.mwejobs.maryland.gov">www.mwejobs.maryland.gov</a>
Contact Person	[REDACTED]
Contact Title	[REDACTED]
Company Telephone Number	[REDACTED]
Company Fax Number	[REDACTED]
Contact E-mail	[REDACTED]
Industry of Company	Workforce Development
<b>Customer 2</b>	
Legal Name of Company or Governmental Entity	North Carolina Department of Commerce, Division of Workforce Solutions
Company Mailing Address	313 Chapanoke Road, 4316 Mail Service Center
Company City, State, Zip	Raleigh, NC 27699
Company Website Address	<a href="http://www.ncworks.gov">www.ncworks.gov</a>
Contact Person	[REDACTED]
Contact Title	[REDACTED]
Company Telephone Number	[REDACTED]
Company Fax Number	[REDACTED]
Contact E-mail	[REDACTED]
Industry of Company	Workforce Development
<b>Customer 3</b>	
Legal Name of Company or Governmental Entity	South Dakota Department of Labor and Regulation, Technology Development Division
Company Mailing Address	420 South Roosevelt Street
Company City, State, Zip	Aberdeen, SD 57401
Company Website Address	<a href="https://www.southdakotaworks.org">https://www.southdakotaworks.org</a>
Contact Person	[REDACTED]
Contact Title	[REDACTED]
Company Telephone Number	[REDACTED]
Company Fax Number	[REDACTED]
Contact E-mail	[REDACTED]



Industry of Company	Workforce Development
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**2.3.8 Registration to do Business** – Per RFP 2.3.8, Respondents providing the products and/or services required by this RFP must be registered to do business by the Indiana Secretary of State. The Secretary of State contact information may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent’s responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

Yes. Geographic Solutions complies with this requirement. We are registered and in good standing with the Indiana Secretary of State. Please see **Appendix S – Entity Registration Information** for business details, principal information, and registered agent information.

**2.3.9 Authorizing Document** – Respondent personnel signing the Executive Summary of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

Yes. Geographic Solutions complies with this requirement. Please see **Appendix O – Authorizing Document** for copy of corporate resolution indicating Paul Toomey, President, as designated authorizing agent.

**PLEASE NOTE SECTION 2.3.10 SUBCONTRACTORS IS CONFIDENTIAL IN ITS ENTIRETY**

**2.3.10 Subcontractors** – The Respondent is responsible for the performance of any obligations that may result from this RFP and shall not be relieved by the non-performance of any subcontractor. Any Respondent’s proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Per instructions in **Attachment J**, either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.

Any subcontracts entered by the Respondent must be in compliance with all State statutes and will be subject to the provisions thereof. For each portion of the proposed products and services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor’s related qualifications and experience.

The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State's evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.

The Respondent must list any subcontractor's name, address, and the state in which formed that are proposed to be used in providing the required products and/or services. The subcontractor's responsibilities under the proposal, anticipated dollar amount for subcontract, subcontractor's form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority Business Enterprise or Women's Business Enterprise under IC 4-13-16.5-1 and IC 5-22-14-3.5. See Section 1.21 and **Attachment A** for Minority and Women Business information.

Respondent Must List:	Knowledge Services	Bcforward
Each subcontractor's name, address, and the state in which formed that are proposed to be used in providing the required products and/or services	<div>██████████</div> <div>██████████</div> <div>██████████</div> <div>██████████</div> <div>State of Incorporation: Indiana</div>	<div>██████████</div> <div>██████████</div> <div>██████████</div> <div>State of Incorporation: Indiana</div>
Contractual relationship between the Respondent and each subcontractor	<div>██████████</div> <div>██████████</div> <div>██████████</div> <div>██████████</div>	<div>██████████</div>

Each subcontractor's area(s) of responsibility under the proposal (the technical proposal must include the identification of the functions to be provided by the subcontractor)	[REDACTED]	[REDACTED]	
The anticipated dollar amount for each subcontract	[REDACTED]	[REDACTED]	
Each subcontractor's form of organization	S Corporation	S Corporation	
An indication from each subcontractor of a willingness to carry out these responsibilities (this assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in this proposal)	[REDACTED]	[REDACTED]	
The qualifications of each subcontractor for guaranteeing performance	[REDACTED]	[REDACTED]	

[illegible]

Which, if any, subcontractors qualify as a <b>Minority Business Enterprise</b> or <b>Women's Business Enterprise</b> under IC 4-13-16.5-1 and IC 5-22-14-3.5. See Section 1.21 and Attachment A for <b>Minority and Women Business</b> information	Women Business Enterprise (WBE)	Minority-Business Enterprise (MBE)
Any other data that may be required by the State	Geographic Solutions will supply any other data that may be required by the State upon request.	Geographic Solutions will supply any other data that may be required by the State upon request.

**2.3.11 Evidence of Financial Responsibility – Removed at the request of the agency.**

**PLEASE NOTE SECTION 2.3.12 GENERAL INFORMATION CONTAINS CONFIDENTIAL INFORMATION**

**2.3.12 General Information - Each Respondent must enter your company's general information including contact information.**

<b>Business Information</b>	
Legal Name of Company	Geographic Solutions, Inc.
Contact Name	Paul Toomey
Contact Title	CEO
Contact E-mail Address	<a href="mailto:bids@geosolinc.com">bids@geosolinc.com</a>
Company Mailing Address	2570 Coral Landings Blvd.
Company City, State, Zip	Palm Harbor, FL 34684
Company Telephone Number	727-786-7955
Company Fax Number	727-786-5871
Company Website Address	<a href="http://www.geographicsolutions.com">www.geographicsolutions.com</a>
Federal Tax Identification Number (FTIN)	59-3217769
Number of Employees (company)	424
Years of Experience	30
Number of U.S. Offices	2
Year Indiana Office Established (if applicable)	N/A
Parent Company (if applicable)	N/A
Revenues (\$MM, previous year)	Please see our detailed financial



	statements for revenue information.
Revenues (\$MM, 2 years prior)	Please see our detailed financial statements for revenue information.
% Of Revenue from Indiana Customers	

- a. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

Yes. Geographic Solutions has a formal disaster recovery plan. Please see **Appendix E – Disaster Recovery Plan.**

- b. What is your company's technology and process for securing any State information that is maintained within your company?

Geographic Solutions protects the *VOS Sapphire* application and data with multiple layered, in-depth security controls. Please see **Appendix I – Security Plan** for details related to our technology and processes for securing State information maintained within our systems.

**2.3.13 Experience Serving State Governments** - Please provide a brief description of your company's experience in serving state governments and/or quasi-governmental accounts.

Geographic Solutions has been a leader in government workforce development systems since we created the world's first comprehensive LMI system in 1994. We provide applications for labor market information (LMI), labor exchange, workforce case management, unemployment insurance, and federal reporting. For more than 30 years, we have demonstrated a consistent record of developing and delivering innovative solutions. Our extensive experience has enabled us to develop effective policies, procedures, and standards to ensure that our product launches are successful, on time, and on budget.

## Experience with State Government and/or Quasi-Governmental Accounts

Geographic Solutions has been responsible for developing some of the most innovative and instrumental software solutions for workforce development, case management, labor market information, and



*Miami-Dade Virtual OneStop (1998)*

unemployment insurance industries. In 1994, we developed the first Modified Off-the-Shelf (MOTS) labor market information system in North Carolina, which was later expanded to create the first integrated Wagner-Peyser and Workforce Investment Act (WIA) service delivery and reporting system.

Our experience in developing workforce development systems dates back to the inception of Virtual OneStop 1.0, the country's first Internet-based, one-stop operating system. Launched in 1998, the solution was developed for two agencies in South Florida: the Jobs and Education Partnership Regional Board of Miami-Dade and Monroe Counties and the South Florida Employment and Training Consortium. The groundbreaking software was the first of its kind, designed to provide universal access for job seekers, employers, and staff performing labor exchange services.

We released Virtual OneStop Version 3.1 in 1999, which was the first system to combine Internet-based case management with a web-based, self-service provision. A few years later, we introduced VOScan, the first Internet-based scan card system for tracking non-enrolled individuals. During that same time, Virtual OneStop's proprietary job aggregation process was introduced, which had tremendous job listing capabilities for job seekers - drawing from public, private, corporate, and government job boards.

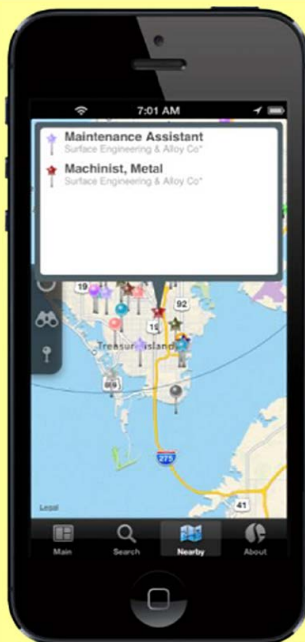
In 2003, Geographic Solutions updated the Virtual OneStop and Virtual LMI component libraries to include analyst-specific functionality, individual and employer services and incorporated the ALMIS 2.2 database, O\*NET 5.1 data, as well as NAICS, SOC, and CIP codes for occupation and education data.

A year later in 2004, we hosted our first Virtual OneStop/Virtual LMI-focused Workforce Technology Conference, which provided updates on new technology, software releases, and current legislative trends. The conference provided attendees with the first glimpse into new product releases, as well as the opportunity to exchange best practices and interact face-to-face with our staff members, development team, and industry experts. The conference has been held annually for the last 16 years.

The next few years brought half and full releases of Virtual OneStop and Virtual LMI, as well as many new and exciting client projects. In 2005, the Florida DEO selected Geographic Solutions to provide its labor exchange system, known as the Employ Florida Marketplace, which since has evolved into one of the most popular workforce systems in the country. In 2006, we released Virtual OneStop Version 8, which utilized the latest .NET programming language to increase system performance and design capabilities.

In 2007, South Carolina and the Commonwealth of Virginia adopted the Virtual OneStop solution. The new version contained an enhanced résumé builder and address standardization, as well as an incorporated O\*NET 12 database. North Dakota and Indiana went live with Virtual OneStop Version 9 in 2008, which introduced significant improvements to staff functionality.

In the summer of 2009, we enhanced all client sites to track and report on training and employment services funded by the American Recovery and Reinvestment Act (ARRA). This time-sensitive federal upgrade necessitated a significant effort that included weekly client conference calls with the national user community to explain the system modifications and deployment plans. Along with this upgrade, we also introduced document scanning and résumé parsing as significant enhancements to job seeker self-services and staff case management processes.



*Virtual OneStop Mobile  
Application*

By 2010, some of our products and client sites were gaining national recognition. Version 10 of Florida's labor exchange system ranked number one out of 559 systems in the United States Department of Labor's 'Tools for America's Job Seekers Challenge.' Our national job board, known as America's Virtual OneStop, ranked third in the same challenge.

Shortly after, we dialed into the modern way in which job seekers prefer to search for a job. In doing so, we developed and successfully launched the Virtual OneStop mobile application. A first of its kind at the time, the mobile application gave users access to an entire database of job openings from their mobile device, as well as the ability to search and apply for jobs based on their current location.

In 2011, Geographic Solutions took the initiative to design a modernized system that integrated unemployment insurance and workforce information systems into one solution that promoted faster reemployment. This new solution, known as the Geographic Solutions Unemployment System (GUS), was designed specifically to meet all applicable state and federal laws, regulations, and policies, and reflected the input of our Subject Matter Experts (SMEs), who brought decades of UI experience from across the country.

With the development of GUS, our company brought the same quality solution to UI systems as we have for comprehensive one-stop operating systems for over two decades. GUS was designed using a strong foundation built on the fundamentals of UI with an innovative array of tools that supported the modern needs of government agencies.

In addition to GUS, we also launched our Reemployment Exchange (REX) system based on the same technology, which was designed specifically to assist agencies with tracking weekly certifications and work search verification. These two new UI solutions offered agencies the capability to manage unemployment claims, appeals, audits, monetary, non-monetary, combined wages, overpayments, payments, benefits charging, Short Term Compensation (STC), Disaster Unemployment



Assistance (DUA), mass layoff programs, Trade Readjustment Allowance Programs (TRA/ATAA) and federal reporting in a single, web-based application.

In March 2013, the State of Louisiana was the first state to implement the first phase of the GUS solution into their existing Helping Individuals Reach Employment (HiRE) Virtual OneStop system, which integrated employment service registration with UI application and weekly certifications. The project focused on putting people back to work, which in turn, would lower Louisiana's unemployment rate and the costs of unemployment benefits.

That same year, we customized the REX system to function on a mobile device, allowing the unemployed to claim weekly benefits and search for job opportunities, all within the same application.

In November 2015, Geographic Solutions completed Phase III of the Louisiana GUS system, resulting in the country's first integrated solution that combined the state's labor exchange and unemployment insurance operations into one system. With the addition of GUS, HiRE now is a fully-integrated system that provides for new and



*HiRE Homepage (2015)*

continued claims filing, claims adjudication, benefit payment and overpayment maintenance, employer charges maintenance, and appeals filing. The system generates all federal and state-specific reports required for the Louisiana Workforce Commission.

In addition to making services for claimants more fluid, the integrated system has improved the Louisiana Workforce Commission's ability to identify improper benefit payments to claimants not actively searching for work or who have been employed within the claim period. HiRE has encouraged rapid reemployment, reduced the depletion rate for the state's UI trust fund, and effectively decreased tax rates for employers.



The year 2015 also brought the implementation of the new Workforce Innovation and Opportunity Act (WIOA) legislation. It was crucial for our company to upgrade our workforce systems with functionality compliant with WIOA so that workforce boards were able to manage job seeker services efficiently and send accurate reports to the U.S. Department of Labor in a timely manner.

After months of planning and development, Geographic Solutions successfully applied the first phase of WIOA case management functionality to all active Virtual OneStop systems on time for the July 1, 2015 implementation. We were the only vendor in the industry able to complete this upgrade for all clients by the time the legislation went into effect. To date, this project is one of our biggest company achievements. A year later in July 2016, we implemented the second phase of WIOA case management features in all Virtual OneStop sites to reflect the latest release of legislation changes.



*Virtual OneStop Version 17 Dashboard*

In January 2017, we launched Version 17 of Virtual OneStop. The new version was the most cutting-edge system to date and featured a selection of enhanced job seeker, employer, and staff tools that advanced the performance and service delivery of workforce agencies. Version 17 also featured a completely redesigned mobile-friendly interface with a simplified dashboard for easy navigation. The system also provided an integrated solution for all federal workforce programs in compliance with WIOA and U.S. Department of Labor regulations.

As per our annual full version release schedule, Version 18 of Virtual OneStop made its debut in the early part of 2018. The release brought about new tools for résumés, a cost of living calculator, an option for access to advanced job interview practice tools, the ability to associate employer jobs with their respective job fair events, a new provider services wizard for SSEP programs, as well as an updated look and feel

for labor market profiles. Version 18 also highlighted a new résumé scoring tool for individuals looking to improve the effectiveness of their résumés. It also offered a new help desk/live chat feature to help job seekers get online assistance from a staff member in real time.

In February 2019, Geographic Solutions launched Version 19 of Virtual OneStop, which featured innovative new functionality to empower self-service job seekers. Version 19 offered a simplified Résumé Builder, an intelligent job search tab, a related job post display, and engaging job details screens. Once all steps of an individual's profile are completed, they are able to earn SmartSeeker profile badges so that employers can better identify their designation and qualifications in candidate searches.

A few months later in October 2019, the DC Department of Employment Services contracted with Geographic Solutions to develop and launch our first Paid Family Leave Benefits Administration System (PFLBAS). The site, which officially launched in July 2020, functions as an online portal for internal and external users and the processing of Paid Family Leave (PFL) claims.

In addition to the launch of the PFL system in DC, the state of Nebraska expanded its NEworks site to include a fully integrated unemployment benefits and appeals system in October 2019.

## Launching the Second Largest Modernized Unemployment System to Date

In June 2021, the Commonwealth of Pennsylvania and Geographic Solutions launched the new Unemployment Compensation (UC) Benefits Modernization System that replaced the state's 40-year-old mainframe system. The state's legacy system was outdated and made filing for unemployment complicated for individuals and processing benefits inefficient for agency staff.



*Pennsylvania UC System Homepage*

After being delayed by Pennsylvania due to the pandemic, the new, cloud-based Pennsylvania UC Benefits Modernization System launched on time and with minimal disruption, marking an impressive effort by all those involved. During the first day of the launch, the Commonwealth reported that over 125,000 citizens had filed their unemployment claims successfully.

The Pennsylvania UC system was developed to simplify and speed up the unemployment insurance claims process with a more modern, intuitive design. Individuals filing claims and employers responding to claims are able to communicate easily with agency staff, upload documents, and access more self-service options to reduce the need to contact customer service. In addition, department staff spend less time processing claims, which shortens the length of time claimants must wait for their payments to be processed.

In just a short time, the Pennsylvania UC system has proven to be instrumental in helping the citizens of Pennsylvania receive their unemployment benefits more quickly. The system has successfully paid millions of dollars in benefit payments to claimants in a timely manner and has improved business processes for staff processing claims.

## **Making History Developing the Country's First Completely Integrated Unemployment Benefits Solution**

Our most recent accomplishment came to fruition in December 2021 with the launch of tax functionality within the NEworks system – a first of its kind in the country. The state operated for years under two disparate systems – one devoted to workforce (labor exchange) and another to process unemployment insurance benefits – a situation that offered no direct exchange of data, resulting in slower reemployment efforts.

The NEworks tax project kicked off in November 2019, after pausing for seven months at the client's request to focus on pandemic relief efforts. The project was defined within four areas – UI modernization implementation into tax, data conversion from the Nebraska mainframe, reporting requirements (federal/state/local), and interfaces with (federal/state/local) entities.

The newly upgraded NEworks system is groundbreaking in that the site contains functionality for workforce (labor exchange), labor marketing information, unemployment insurance benefits, appeals, and tax. The integration provides the benefit of having one resource where employers can research the economic areas,

place employment offers, review résumés, report new hires, file and pay quarterly reports, respond to separation notices, file appeals, and review benefit statements.

Job seekers can upload and create résumés, look for and apply to job openings, file unemployment claims, weekly certifications and appeals, review payments, and monitor the status of claims from any desktop, tablet, or phone. The entire environment and its multiple user types and access points are easily authenticated under a singular environment.

The Nebraska UI modernization deployment was in alignment with the following functional areas: employer registration and status determination, status account management, rate calculations, contributions reporting, delinquent accounts, collections, wage reporting, cashiering/payments portal, UI tax administration, tax appeals, notifications/correspondence forms, Tax Performance System (TPS), field audits, data validation, SUTA dumping/investigations, accounting/trust fund accounting, non-federal reports, and federal reports.

### **Expanding our UI Partnerships**

In addition to our established unemployment insurance clients, Louisiana, Tennessee, Nebraska, and Pennsylvania, Geographic Solutions has since welcomed more states and U.S. territories into our UI client base with the addition of Pandemic Unemployment Assistance (PUA) portals for Arizona, West Virginia, Pennsylvania, Nevada, Guam, Palau, and the Northern Marianas Islands. We are currently implementing new unemployment systems for Iowa, the District of Columbia, and Puerto Rico.

### **Providing Employment Support During Uncertain Times**

In early 2020, the COVID-19 pandemic caused governments across the nation to launch unprecedented public health and economic responses, including large-scale quarantines, travel restrictions, and social distancing measures. Geographic Solutions closely monitored the situation in order to provide our existing unemployment insurance client base, as well as other states, with a focused response. Congress passed and signed into action the Coronavirus Aid Relief and Economic Security (CARES) Act. In response, we developed our Pandemic Unemployment Assistance (PUA) portal to help states process unemployment claims and assist individuals.

With COVID-19 having such a detrimental impact on not only our health, but also the country's workforce. Geographic Solutions recognized the crucial need for state



agencies to move quickly to establish a PUA benefits system so that affected workers and business owners could access vital support resources and financial relief.

A typical new or modernized system launch for unemployment benefits can vary widely considering client specific development, user acceptance testing, staff training, and/or phased implementation approaches. In order to provide an effective solution in much less time, we adapted our Disaster Unemployment Assistance (DUA) module in our GUS system to handle the requirements of PUA and provide unemployment benefits to individuals who had lost their jobs or self-employment, or who were no longer working as a direct result of the pandemic.

PUA functionality first debuted in the state of Louisiana just eight days after the CARES Act passed. Following suit, our PUA portal was implemented for our clients in Tennessee, Virginia, and Nebraska. In all, we successfully launched 10 systems from April to August, marking an impressive effort. The sheer number of PUA systems that our team provided guidance for, developed, launched, and supported in a short time is remarkable considering we did not outsource any development and maintained our existing employee stack.



*Arizona PUA Portal*

In addition to our effort to support clients with PUA, our team began looking for creative online solutions that allowed staff, job seekers, and employers to connect virtually and conduct business at a distance. Geographic Solutions expanded the career tools available in Virtual OneStop to include no-touch options that support American Job Centers in their efforts to maintain high service delivery outcomes while protecting the population as individuals return to work.

No-touch solutions include electronic document signing and remote signature options, live chat functionality for real-time client support, remote recruiting with Virtual Job Fairs, video conferencing for case management, online skills development platforms, and mock interview tools. Geographic Solutions also began offering job placement assistance portals to aid in state and local area recovery efforts. Many of these socially distanced service delivery methods made their debut in conjunction with the launch of *Virtual OneStop Sapphire (VOS Sapphire)*.



## The Next Generation of Virtual OneStop

Geographic Solutions unveiled *VOS Sapphire*

in October 2020 during a weeklong event

called Sapphire Week. *VOS Sapphire*

became the next generation of our industry-leading online employment solution. The



platform leans on its longstanding ability to encourage all aspects of career pathways and employment – capitalizing on partnerships between workforce boards, agencies for human services, educational institutions, unemployment agencies, economic development entities, and departments of corrections. The software boasts enhanced application and enrollment templates for staff assisting job seekers, mobile intake functionality for offline registrations, new e-signature possibilities, and so much more.

Playing a pivotal role in modernizing workforce systems nationwide, *VOS Sapphire* featured design and branding enhancements, such as a simplified job search and navigation, fresh dashboard designs by user type, and a brand-new modal panel for setting accessibility features. *VOS Sapphire* also includes redesigned appointment setting functionality, agency-specific branding options, and custom notification banners for important events.

For job seekers, *VOS Sapphire* uses an advanced algorithm for job search logic and an intelligent keyword search. The addition of “How I Match” functionality provides job seekers exclusive tools for seeing how their specific skills gel with today’s in-demand roles. Job seekers are also able to view current information about their desired occupation. Job seekers also had access to an abundance of new tools for résumé building and experienced an entirely redesigned job search results and job details screens, ultimately making the system more dynamic and user-friendly.

For employers, *VOS Sapphire* features new candidate and résumé matching features as well as access to external résumés. Upon job order creation or modification, business owners and managers see displayed lists of matched candidates. Talent seekers are able to set expected pay levels with a new job order salary slider that present entry level/median/experienced level salaries based on LMI data by geographic region. On the homepage, employers have the option to have their company featured on a “Top Employers” list.

For agency staff members, *VOS Sapphire* was designed with WIOA legislation in mind. System users have new WIOA enrollment and application templates and several

electronic signature options. Staff members are able to better design questions within the Agency-Defined Programs templates. In addition, *VOS Sapphire* includes a revamped Ad Hoc Query Builder and an enhanced reports display.

As mentioned prior, *VOS Sapphire* also offered creative online solutions that allowed users to connect virtually and conduct business at a distance. This included no-touch options that support American Job Centers in their efforts to maintain high service delivery outcomes while protecting the population as job seekers transition back to work.

Across the board, users experienced intuitive navigation, new workforce/LMI data elements on homepages, options for client-specific branding, and customized notification banners to highlight important events or office closures.

### **Recently Launched: VOS Sapphire 21**

Most recently in March 2022, we launched the latest version of *VOS Sapphire*, known as *VOS Sapphire 21*, which includes new functionality for individuals, employers, staff, administrators, and labor market analysts.

In response to the recent rise in remote work opportunities, some of the enhancements in *VOS Sapphire 21* have been designed for the “new normal” of working from home or online. These include identification of “working remote” in job posts and job searches, appointment setting for virtual video appointments (e.g., using Microsoft Teams, Zoom, GoToMeeting), and a new Virtual Job Fair module that works with online communications and interviews.

Other enhancements in the new version include more user-friendly features to incorporate the “card-based” view into new areas such as an individual’s virtual recruiters, or a claimant’s dashboard summary, as well as improvements to previewing and adjusting résumés.

### **Experience Serving Indiana Government Agencies**

In May 2003, Geographic Solutions implemented a comprehensive, integrated workforce system for the WorkOne Southern Indiana Regional Workforce Board. This advanced web-based system built from our Virtual OneStop technology included labor exchange, case management for the WIA program, individual fund tracking and scan card tracking. The application also interfaced with the State of Indiana workforce system.

In 2003, the WorkOne Southern Indiana (then Southern 7) Regional Workforce Board wanted a more robust web presence and additional service tracking capabilities. To this end, it purchased and implemented the Virtual OneStop system to manage labor exchange, case management, fund tracking, and scan card service tracking.

Geographic Solutions rapidly implemented the system, deploying it in May 2003. The system served Southern Indiana, providing labor exchange services to employers and job seekers in Region 10 and the surrounding counties. The system also provided case management for WIA clients and used the VOScan module to track services provided through the WorkOne centers.

This system interfaced with the state's legacy system to provide WIA and Wagner-Peyser service data for performance reporting. The Southern Indiana workforce region used this very successful system for several years to manage clients, employers, and staff and provide detailed reporting for management decisions up until the state procured our system for statewide use and implemented Indiana Career Connect.

The Indiana Department of Workforce Development was struggling with an unpopular legacy system and wanted a user-friendly online system to replace its current one. Since Indiana is very diverse economically, with large cities like Indianapolis and vast rural areas, the state wanted to make sure the new system met the needs of job seekers regardless of computer experience. Geographic Solutions as a vendor, and Virtual OneStop as a platform, met the needs scope of what was envisioned.

The implementation of the new state-of-the-art job matching system in 2008, included the transfer of all labor exchange data (applicants, employers, vacancies, services, etc.) from the State's Oracle-based legacy system, as well as real-time interfaces with its unemployment benefit and case management systems.

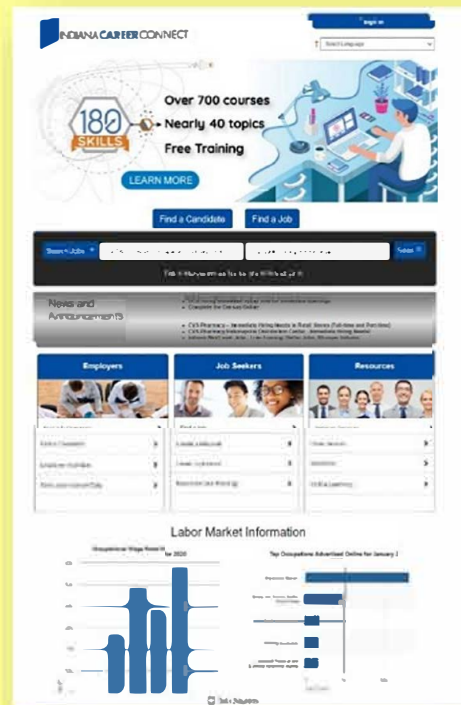


*Indiana Career Connect at Launch*

The project also included working with subcontractors and entities in the supply chain, handling training, data conversion, and interfacing requirements. The new Indiana Career Connect went live on June 30, 2008, meeting the contract commitments to go to production in less than six (6) months.

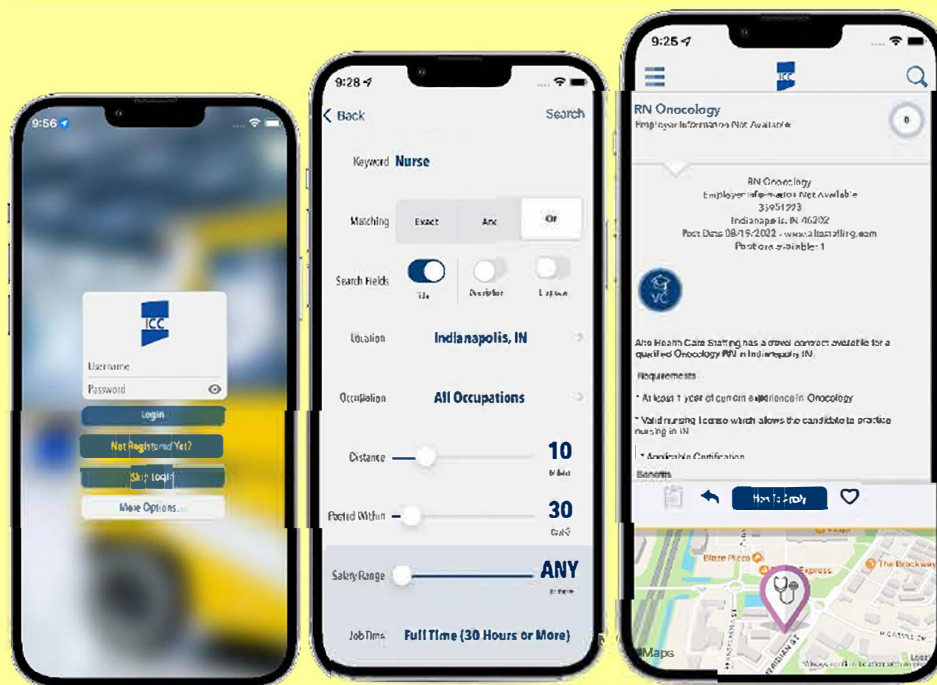
Unique weekly visits to the site rose from 254,439 in July 2008 to 743,030 the week of May 2, 2010, which is an increase of almost 300%. In 2015, Indiana Career Connect averaged more than 100,000 unique visits on the busiest day of the week. This is unprecedented traffic for a state of this size, easily surpassing that of much larger states.

In 2015, Indiana launched a free mobile app version of their site, giving job seekers an easy way to access thousands of jobs from more than 20,000 sources, including military, government, and federal jobs while on the go. The mobile app links directly to the Indiana Career Connect database.



[www.indianacareerconnect.com](http://www.indianacareerconnect.com)





*Indiana Career Connect Mobile Application*

In 2016, the Indiana Department of Workforce Development expanded Indiana Career Connect to include new case management and federal reporting functionality. The enhancement's on-site kick-off was held in October 2015 and case management went live in October 2016, two and a half weeks shy of a 12-month implementation. The advanced integrated system allowed workforce staff to collect data from across the state, leading to improved programs and services throughout Indiana's workforce system. The case management system is currently being used to manage services provided WIOA, as well as other partner programs within the state.

From January 2017 through October 2018, the Indiana Career Connect system went live with many enhancements. In January 2017, the system received an interface for Eligible Training Provider List (ETPL) and VOSGreeter functionality was added just three months later in March 2017 – further simplifying one-stop lobby management processes. Indiana also wanted to include an In-Demand Widget on the system's landing page with In-Demand indicator flames to signify the area's hottest jobs.

Enhancements continued and in May 2018, Indiana added the Worker Adjustment and Retraining Notification Module (WARN) and later a custom PIRL extract was created for the America's Promise Grant (APG) program in November 2018.

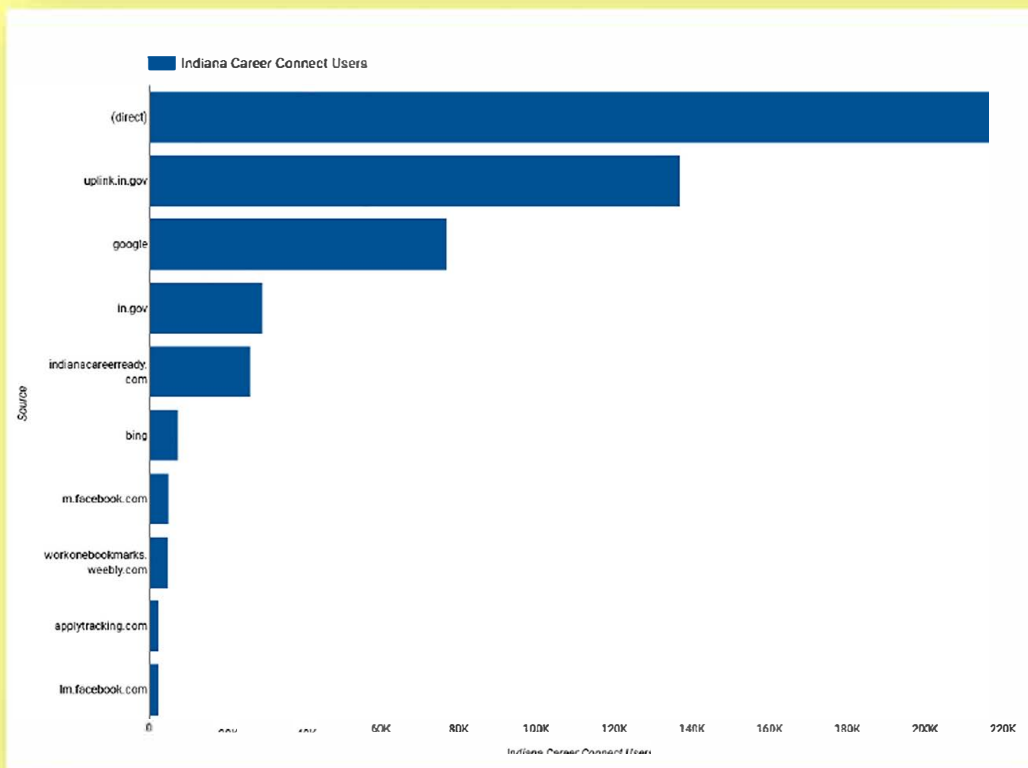
The Foreign Language Module, which Translates content for individuals and employers with manual translation in Spanish and automated translation of other



languages using Google Translate cloud translation services was added to Indiana Career Connect in April 2019.

In the Spring of 2020, the COVID pandemic swept across the country, resulting in sudden, mass unemployment, at a never-seen-before rate. During that time, state employment systems received an influx in traffic – and Indiana was no different. During the height of the pandemic, especially during the months of April and May 2020, Indiana Career Connect saw a 2,000% increase over normal rates of traffic (in pre-pandemic times). On August 30, 2020, traffic peaked with more than 31,000 users visiting the site. The system continues to see a steady flow of traffic, averaging 2,000 visitors and 80,000 pageviews per day. Also, in response to the pandemic and a shift in service delivery best practices, Indiana added Remote Signature functionality to better serve the Hoosier State.

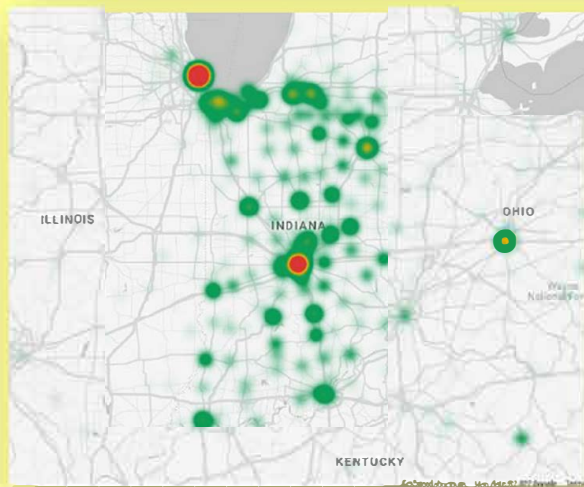
Today, Indiana Career Connect has proven itself successful and now is one of the most widely-used government workforce systems in the United States. The system seamlessly connects one statewide workforce development board, 12 local workforce development boards, and 74 American Job Centers - serving a population of 6,805,985.



*Indiana Career Connect Top Traffic Referrals*

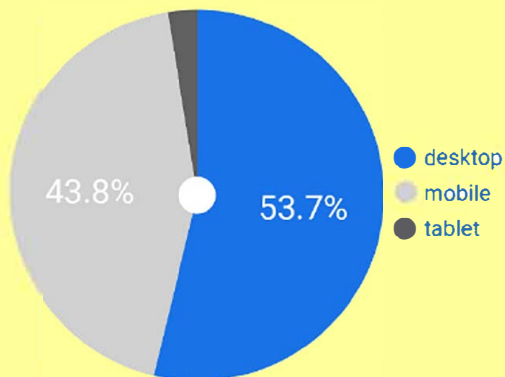
According to Google Analytics, traffic to the Indiana Career Connect website originates from a unique variety of sources. The Uplink Claimant Self Service System sends the most traffic, followed by IN.gov and Indianacareerready.com. Social media sites such as Facebook and LinkedIn also rank in the Top 10 Traffic-Referring Sites.

All counties, regions, and cities within the state of Indiana send traffic to Indiana Career Connect. And several cities outside of Indiana's state lines send traffic as well. Within the state, the top cities that sent traffic during a time period spanning October 1, 2021 - October 1, 2022 were Indianapolis, Fort Wayne, Kokomo, South Bend, Gary, and Evansville. Outside of the state, the system saw major



*Indiana Career Connect User Heat Map*

site traffic contributions from Chicago, Illinois; Ashburn, Virginia; San Jose, California; Michigan City, Michigan; and, New York, New York.



*Indiana Career Connect Device Report*

Traffic to Indiana Career Connect is most likely to come from desktop computers, bringing in 54% of the traffic over a period spanning October 1, 2021 – October 1, 2022. But traffic from mobile devices closely follows behind, accounting for 44% of all site traffic.

Indiana Career Connect continues to undergo enhancements, further expanding the efficiency, service delivery, and resources available to

those who use the system. Most recently, Indiana Career Connect added custom PIRL federal extract files for H-1B Rural Healthcare Grant (Region 4) in April 2022.

Virtual OneStop systems are modular in nature. The Indiana Career Connect system consists of components for Labor Exchange, Services for Employers, Services for Individuals, VOSJobs, Job Spidering, Résumé Spidering, Services for Providers, Assessments, WorkKeys, Case Management and Reporting, Attendance Tracking, Service Tracking, Standard and Advanced Fund Tracking, Document Management, Document Imaging, VOSGreeter, Worker Adjustment and Retraining Notification Module, Foreign Language Module, In-Demand Indicator Flames for In-Demand Widget, Mobile Application, Remote Signature, and VOSGreeter. The system also includes a custom PIRL extract for the America's Promise Grant (Region 4).

The system effectively provides case management for Wagner-Peyser, Workforce Innovation and Opportunity Act (WIOA), Agency-Defined Programs, Trade Adjustment Assistance (TAA), and Worker Adjustment Retraining Notification (WARN). The system also includes interfaces for Unemployment Benefit Claimants, Eligible Training Provider List (ETPL), and the National Labor Exchange.

During the duration of the partnership, Geographic Solutions has served as the primary contractor providing the following services for Indiana: System design and analysis, software development and customization, project management, system documentation, training, web hosting, legacy data conversion, system and data administration, system installation, and technical support and maintenance.

**2.3.14 Experience Serving Similar Clients** - Please describe your company's experience in serving customers of a similar size to the State with similar scope. Please provide specific clients and detailed examples.

Geographic Solutions specializes in the development and implementation of workforce development, case management, labor market information, and unemployment insurance systems for state and local government agencies.

**Experience with State Labor Exchange and Case Management Systems Utilizing Virtual OneStop Sapphire**

The table below represents all of the state-level agencies that are currently using *VOS Sapphire* to manage their labor exchange and case management of workforce programs:

#	System Name	Agency Name	Pop. in July 2021	Website URL	Dates of Service
1	CalJOBS	California Employment Development Department	39,237,836	<a href="http://www.caljobs.ca.gov">www.caljobs.ca.gov</a>	Jan-2011 to Present
2	WorkInTexas	Texas Workforce Commission	29,527,941	<a href="http://www.workintexas.com">www.workintexas.com</a>	Aug-2019 to Present
3	Employ Florida	Florida Department of Economic Opportunity/ CareerSource Florida	21,781,128	<a href="http://www.employflorida.com">www.employflorida.com</a>	Jan-2005 to Present
4	WorkSource Georgia	Technical College System of Georgia	10,799,566	<a href="http://www.worksourcegaportal.com">www.worksourcegaportal.com</a>	Feb-2013 to Present
5	NCWorks Online	North Carolina Department of Commerce	10,551,162	<a href="http://www.ncworks.gov">www.ncworks.gov</a>	Jan-2013 to Present
6	Virginia Workforce Connection	Virginia Community College System/Virginia Employment Commission	8,642,274	<a href="http://www.vawc.virginia.gov">www.vawc.virginia.gov</a>	Oct-2006 to Present
7	Indiana Career Connect	Indiana Department of Workforce Development	6,805,985	<a href="http://www.indianacareerconnect.com">www.indianacareerconnect.com</a>	Mar-2008 to Present

8	<b>JOBS4TN</b>	Tennessee Department of Labor and Workforce Development	6,975,218	<a href="http://www.jobs4tn.gov">www.jobs4tn.gov</a>	May-2013 to Present
9	<b>MOJobs</b>	Missouri Division of Workforce Development	6,168,187	<a href="http://app-jobs.mo.gov">app-jobs.mo.gov</a>	Sep-2015 to Present
10	<b>Maryland Workforce Exchange</b>	Maryland Department of Labor	6,165,129	<a href="http://www.mwejobs.maryland.gov">www.mwejobs.maryland.gov</a>	Jan-2010 to Present
11	<b>SC Works Online Services</b>	South Carolina Department of Employment and Workforce	5,190,705	<a href="http://jobs.scworks.org">jobs.scworks.org</a>	Dec-2001 to Present
12	<b>AlabamaWorks!</b>	Alabama Department of Commerce/ Alabama Department of Labor	5,039,877	<a href="http://alabamaworks.alabama.gov">alabamaworks.alabama.gov</a>	Apr-2020 to Present
13	<b>Helping Individuals Reach Employment (HiRE)</b>	Louisiana Workforce Commission	4,624,047	<a href="http://www.louisianaworks.net/hire">www.louisianaworks.net/hire</a>	Sep-2000 to Present
14	<b>CTHires</b>	Connecticut Department of Labor	3,605,597	<a href="http://www.cthires.com">www.cthires.com</a>	Mar-2014 to Present
15	<b>IowaWORKS</b>	Iowa Workforce Development	3,193,079	<a href="http://www.iowaworks.gov">www.iowaworks.gov</a>	May-2017 to Present
16	<b>EmployNV</b>	Nevada Department of Employment, Training and Rehabilitation	3,143,991	<a href="http://www.employnv.gov">www.employnv.gov</a>	Feb-2017 to Present
17	<b>New Mexico Workforce Connection</b>	New Mexico Department of Workforce Solutions	2,115,877	<a href="http://www.jobs.state.nm.us">www.jobs.state.nm.us</a>	Jun-2002 to Present
18	<b>NEworks</b>	Nebraska Department of Labor	1,963,692	<a href="http://neworks.nebraska.gov">neworks.nebraska.gov</a>	Mar-2010 to Present



19	<b>HireNet Hawaii</b>	Hawaii Department of Labor and Industrial Relations	1,441,553	<a href="http://www.hirenethawaii.com">www.hirenethawaii.com</a>	Jul-2006 to Present
20	<b>nhworks Job Match System</b>	New Hampshire Employment Security	1,388,992	<a href="http://nhworksjobmatch.nhes.nh.gov">nhworksjobmatch.nhes.nh.gov</a>	Sep-2008 to Present
21	<b>EmployRI</b>	Rhode Island Department of Labor and Training	1,095,610	<a href="http://www.employri.org">www.employri.org</a>	Aug-2008 to Present
22	<b>SDWORKS</b>	South Dakota Department of Labor and Regulation	895,376	<a href="http://www.southdakotaworks.org">www.southdakotaworks.org</a>	Dec-2015 to Present
23	<b>North Dakota Workforce Connection (JobsND)</b>	Job Service North Dakota	774,948	<a href="http://www.ndworkforceconnection.com">www.ndworkforceconnection.com</a>	Aug-2001 to Present
24	<b>Alaska Jobs</b>	Alaska Department of Labor and Workforce Development	732,673	<a href="http://alaskajobs.alaska.gov">alaskajobs.alaska.gov</a>	Jun-2020 to Present
25	<b>DCNetworks</b>	District of Columbia Department of Employment Services	670,050	<a href="http://www.dcnetworks.org">www.dcnetworks.org</a>	Jul-2000 to Present
26	<b>Wyoming at Work</b>	Wyoming Department of Workforce Services	578,803	<a href="http://www.wyomingatwork.com">www.wyomingatwork.com</a>	Sep-2005 to Present
27	<b>HireGuam</b>	Guam Department of Labor	168,801	<a href="http://www.hireguam.com">www.hireguam.com</a>	Sep-2013 to Present
28	<b>V.I. Electronic Workforce System (VleWS)</b>	Virgin Islands Department of Labor	104,226	<a href="http://www.vidolviews.org">www.vidolviews.org</a>	Oct-2011 to Present
29	<b>Hire American Samoa</b>	American Samoa Department of Human Resources	55,100	<a href="http://www.hireamericansamoa.com">www.hireamericansamoa.com</a>	May-2018 to Present
30	<b>HireMarianas</b>	CNMI Department of Labor	57,917	<a href="http://www.hiremarianas.com">www.hiremarianas.com</a>	May-2018 to Present

31	<b>HirePalau</b>	Palau WIOA Office	18,169	<a href="http://www.hirepalau.com">www.hirepalau.com</a>	May-2018 to Present
32	<b>Minnesota Works</b>	Minnesota Department of Employment and Economic Development	5,707,390	<i>Coming Soon!</i>	
<b>Total Population Served (Based on U.S. Census Data)</b>			<b>189,220,899</b>		

## Experience With State and Local Micro Portals Utilizing Virtual OneStop Sapphire

The following table represents the *VOS Sapphire* micro portals we have developed and implemented to assist targeted populations, geographic areas, and specific industries:

#	Portal Name	Agency Name	Pop. July 2021	Website URL	Dates of Service
1	<b>Texas Internship Challenge</b>	Texas Workforce Commission	29,527,941	<a href="http://www.txinternshipchallenge.com">www.txinternshipchallenge.com</a>	Dec-2015 to Present
2	<b>MyTXCareer</b>	Texas Workforce Commission	29,527,941	<a href="http://www.mytxcareer.com">www.mytxcareer.com</a>	Nov-2020 to Present
3	<b>Texas Apprenticeship Information Management System</b>	Texas Workforce Commission	29,527,941	<a href="http://apprenticeship.twc.state.tx.us">apprenticeship.twc.state.tx.us</a>	May-2020 to Present
4	<b>Employ Florida Veterans Portal</b>	Florida Department of Economic Opportunity/ CareerSource Florida	21,781,128	<a href="http://veterans.employflorida.com">veterans.employflorida.com</a>	Jun-2010 to Present

5	<b>Employ Florida Green Jobs Portal</b>	Florida Department of Economic Opportunity/ CareerSource Florida	21,781,128	<a href="http://greenjobs.employflorida.com">greenjobs.employflorida.com</a>	Nov-2010 to Present
6	<b>Employ Florida Silver Edition Portal</b>	Florida Department of Economic Opportunity/ CareerSource Florida	21,781,128	<a href="http://silver.employflorida.com">silver.employflorida.com</a>	Feb-2009 to Present
7	<b>Employ Florida Abilities Portal</b>	Florida Department of Economic Opportunity/ CareerSource Florida	21,781,128	<a href="http://abilitieswork.employflorida.com">abilitieswork.employflorida.com</a>	Sep-2014 to Present
8	<b>Employ Florida Workplace Training Portal</b>	Florida Department of Economic Opportunity/ CareerSource Florida	21,781,128	<a href="http://workplacetraining.employflorida.com">workplacetraining.employflorida.com</a>	Jan-2017 to Present
9	<b>Employ Florida Disaster Recovery Jobs Portal</b>	Florida Department of Economic Opportunity/ CareerSource Florida	21,781,128	<a href="http://disasterrecovery.employflorida.com">disasterrecovery.employflorida.com</a>	Sep-2017 to Present
10	<b>MARC Regional Green Jobs Portal</b>	The MARC Green Consortium	15,477,453	<a href="http://www.marcgreenworks.com">www.marcgreenworks.com</a>	Apr-2011 to Present
11	<b>Georgia Green Jobs Portal</b>	Georgia Department of Labor, Workforce Statistics and Economic Research	10,799,566	<a href="http://www.greenjobs4georgia.com">www.greenjobs4georgia.com</a>	May-2011 to Present
12	<b>NCWorks Veterans Portal</b>	North Carolina Department of Commerce	10,551,162	<a href="http://veterans.ncworks.gov">veterans.ncworks.gov</a>	Oct-2018 to Present

13	<b>Los Angeles County Portal</b>	Los Angeles County Department of Workforce Development, Aging and Community Services	10,039,107	<a href="http://caljobs.lacounty.gov">caljobs.lacounty.gov</a>	Nov-2016 to Present
14	<b>SC Works Online Veterans Portal</b>	South Carolina Department of Employment and Workforce	5,190,705	<a href="http://veterans.scworks.org">veterans.scworks.org</a>	May-2022 to Present
15	<b>Employ Miami-Dade Portal</b>	CareerSource South Florida	2,496,435	<a href="http://employ-miamidade.com">employ-miamidade.com</a>	Jul-2015 to Present
16	<b>Hawaii Green Jobs Portal</b>	Hawaii Department of Labor and Industrial Relations	1,441,553	<a href="http://greenjobshawaii.hirenethawaii.com">greenjobshawaii.hirenethawaii.com</a>	May-2011 to Present
17	<b>Ventura County Portal</b>	Ventura County Workforce Administration	846,006	<a href="http://www.venturacountyajcc.org">www.venturacountyajcc.org</a>	Feb-2019 to Present
18	<b>Virtual Job Link Center</b>	Sonoma County Human Services Department	494,336	<a href="http://www.caljobs.joblinksonoma.org">www.caljobs.joblinksonoma.org</a>	Aug-2020 to Present
19	<b>Employ Monroe Portal</b>	CareerSource South Florida	74,228	<a href="http://www.employ-monroe.com">www.employ-monroe.com</a>	Jan-2017 to Present
20	<b>Prison-to-Employment (P2E)</b>	Mother Lode Job Training/California Department of Corrections and Rehabilitation	N/A	<a href="http://p2ejobs.com">p2ejobs.com</a>	Mar-2022 to Present
21	<b>CT DOC REO</b>	Connecticut Department of Corrections	N/A	<a href="http://ctdocreo.com">ctdocreo.com</a>	Nov-2021 to Present
22	<b>Virginia Corrections Portal</b>	Virginia Department of Corrections	<i>Coming Soon!</i>		
			<b>108,719,620</b>		

Total Population Served  
(Based on U.S. Census Data)

## Experience with Case Management Systems

Geographic Solutions has implemented the proposed *VOS Sapphire* solution, including mechanisms to collect, manage, and produce all required US DOL quarterly and annual reports for other states and territories over 30 times. All implementations went according to plan and were on budget.

Geographic Solutions has extensive experience successfully developing and implementing comprehensive case management systems. Our staff includes subject matter experts on the implementation of federal workforce programs, including the Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser, Trade Adjustment Assistance (TAA), Adult Education, Vocational Rehabilitation, unemployment benefits and tax, and more.

We have been producing federal reports on U.S. Department of Labor programs at the state and local level since 1998. In 2001, Geographic Solutions was the first company certified as not having any significant edits on our WIASRD file used for federal reporting by Social Policy Research Associates. Today, our software is responsible for producing the federal reports that 28 states submit to the U.S. Department of Labor.

The following table summarizes the states and U.S. territories that have implemented *VOS Sapphire* including mechanisms to collect, manage, and produce all required US DOL quarterly and annual reports. The tables show the programs implemented and that they report on to the federal government:

#	Agency Name	Wagner-Peyser	WIOA	TAA	RESEA	Implementation Date
1	Alabama Department of Commerce/Alabama Department of Labor	Yes	Yes	Yes	Yes	Apr-20
2	Alaska Department of Labor and Workforce Development	Yes	Yes	Yes	Yes	Jun-20
3	American Samoa Department of Human Resources	Yes	Yes	No	No	May-22



4	California Employment Development Department	Yes	Yes	Yes	Yes	Mar-13
5	CNMI Department of Labor	Yes	Yes	No	No	May-18
6	Connecticut Department of Labor	Yes	Yes	Yes	Yes	Dec-15
7	District of Columbia Department of Employment Services	Yes	Yes	Yes	Yes	Oct-00
8	Florida Department of Economic Opportunity/ CareerSource Florida	Yes	Yes	Yes	Yes	Mar-05
9	Technical College System of Georgia's Office Workforce Development	No	Yes	No	No	Jul-13
10	Guam Department of Labor	Yes	Yes	No	No	Apr-14
11	Hawaii Department of Labor and Industrial Relations	Yes	Yes	Yes	Yes	Jul-06
12	Indiana Department of Workforce Development/WorkOne	Yes	Yes	Yes	Yes	Jun-08
13	Iowa Workforce Development	Yes	Yes	Yes	Yes	Jun-19
14	Louisiana Workforce Commission	Yes	Yes	Yes	Yes	Apr-01
15	Maryland Department Of Labor	Yes	Yes	Yes	Yes	Apr-11
16	Missouri Department of Economic Development	Yes	Yes	Yes	Yes	Jun-17
17	Nevada Department of Employment, Training, and Rehabilitation	Yes	Yes	Yes	Yes	Oct-17
18	New Hampshire Employment Security	Yes	Yes	No	Yes	Mar-09
19	Job Service North Dakota	Yes	Yes	Yes	Yes	Nov-02

20	Nebraska Department of Labor	Yes	Yes	Yes	Yes	Apr-10
21	New Mexico Department of Workforce Solutions	Yes	Yes	Yes	Yes	Nov-02
22	North Carolina Department of Commerce	Yes	Yes	Yes	Yes	Apr-13
23	Palau WIOA Office	Yes	Yes	No	No	May-18
24	Rhode Island Department of Labor and Training	Yes	Yes	Yes	Yes	May-09
25	South Carolina Department of Employment and Workforce	Yes	Yes	Yes	Yes	Oct-02
26	South Dakota Department of Labor and Regulation	Yes	Yes	Yes	Yes	Apr-17
27	Tennessee Department of Labor and Workforce Development	Yes	Yes	Yes	Yes	Apr-14
28	Texas Workforce Commission	Yes	No	No	Yes	Apr-19
29	Virginia Employment Commission/Virginia Community College System	Yes	Yes	Yes	Yes	Nov-07
30	Virgin Islands Department of Labor	Yes	Yes	Yes	No	May-12
31	Wyoming Department of Workforce Services	Yes	Yes	Yes	Yes	Nov-06

## Detailed Examples of References Similar in Scope

Geographic Solutions has provided the following three client projects as named references. We have included a detailed description and history for each named reference.

## Reference #1: Maryland Workforce Exchange

**Agency:** Maryland Department of Labor

**Contract Start:** Original labor exchange/case management contract awarded January 2010; second contract awarded January 2016; most recent contract awarded January 2022. REX contract awarded April 2017.

**Go Live:** Workforce development system launched April 2011. REX launched December 2017.

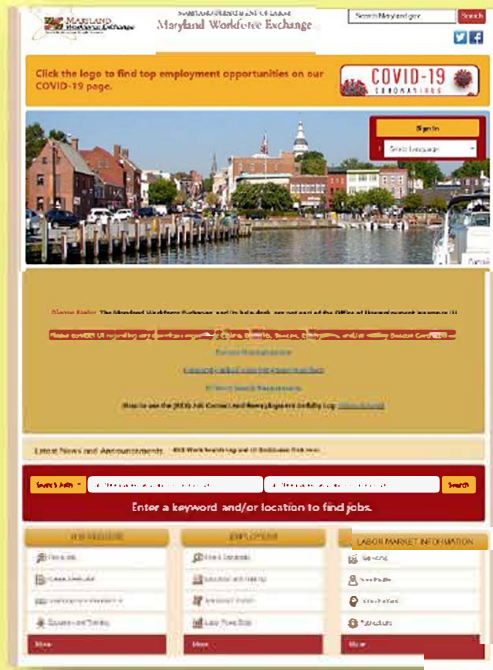
**Contract Finish:** Ongoing

**Summary:** In January 2010, Maryland contracted with Geographic Solutions to develop a labor exchange and case management system known as the Maryland Workforce Exchange (MWE). The state also wanted to incorporate an integrated labor market information component that included real-time jobs data.

Geographic Solutions developed custom programs to import legacy data including participant information, job orders, referrals, and services from the state's mainframes. In addition, the system was designed with integrated case management functionality for workforce programs such as Wagner-Peyser, Workforce Innovation and Opportunity Act (WIOA), Trade Adjustment Assistance and Agency-Defined Programs.

In January 2016, the Maryland Department of Labor awarded Geographic Solutions a second contract for the continuation of the MWE system. The new contract added the Help Desk Management, VOSGreeter, Résumé Aggregation, Worker Adjustment and Retraining Notification (WARN) and Customer Relationship Management (CRM) modules, as well as a mobile application, which shares a common database with the web-based system.

In June 2017, Maryland further expanded the functionality of their system by adding Reemployment Services and Eligibility Assessment (RESEA) program management.



*mwejobs.maryland.gov*

In September 2020, Maryland added the Registered Apprenticeship module. All programs managed through the Maryland Workforce Exchange follow and comply with Federal reporting guidelines.

Throughout 2020, the Maryland Department of Labor utilized the Virtual Recruiting/Virtual Job Fair platform within the MWE system to hire for targeted industries and to aid in general hiring efforts. Through use of the platform, Maryland local offices and regional workforce boards were able to set up hiring events, facilitate interaction between job seekers and area employers, and aid in employment efforts. Maryland also added Remote Electronic Signature and the Big Interview module in 2020 to align with the state's needs during the pandemic and into the recovery phase.

Most recently in 2022, the Maryland Workforce Exchange added Virtual Job Fairs to assist Maryland staff with connecting state employers and job seekers in a remote setting.

**Services Provided:** Geographic Solutions provides the following services: System design and analysis, software development and customization, project management, system documentation, web hosting, legacy data conversion, system and data administration, system installation, and technical support and maintenance.

**Components:** Core Services for Individuals, Additional Services for Individuals, Labor Exchange for Individuals, Mobile Application, Core Assessment, Big Interview, Core Services for Employers, Additional Services for Employers, Employer Labor Exchange, WorkKeys®, Consumer Reports, Core Services for Staff Managing Individuals, Core Services for Staff Managing Employers, Customer Relationship Management, Labor Exchange for Staff, Service Tracking, Attendance Tracking, Core Case Management, WIOA Case Management, Wagner Peyser Case Management, Worker Adjustment Retraining Notification (WARN), Agency-Defined Programs, Trade Act, Registered Apprenticeship, Standard Individual Fund Tracking, Manage Providers, Services for Providers, Historic Labor Market Analysis, Current Labor Market Analysis, ReEmployment Exchange (REX) Level 1, Administration System, Web Content Management, Data Assistant, Document Management, Document Imaging, Remote Electronic Signature, VOScan Automated Service Tracking, Help Desk Management, VOS Greeter, Virtual Job Fair Plus, Full Job Aggregation, Resume Aggregation, Foreign Language Interface, Visually Impaired Interface, Customized Single Sign-on and RESEA Interfaces

**Programs Managed Through Case Management:** Workforce Innovation and Opportunity Act (WIOA), Trade Adjustment Assistance (TAA), Wagner-Peyser, Agency-Defined Programs, Reemployment Services and Eligibility Assessment (RESEA),

Worker Adjustment and Retraining Notification (WARN), Registered Apprenticeship, Labor Market Information

**Interfaces:** Unemployment Benefit Claimants, UI Wage Data, Workforce Information Database, Work Search UI Web Interface and Reemployment Exports

**System Reach:** One statewide workforce development board, 12 workforce development boards, and 29 American Job Centers. The system serves a population of 6,165,129 and is available to all job seekers, employers, and staff within Maryland.

## Reference #2: NCWorks Online

**Agency:** North Carolina Department of Commerce

**Contract Start:** Original contract awarded January 2013. Latest contract awarded January 2018.

**Go Live:** August 2013

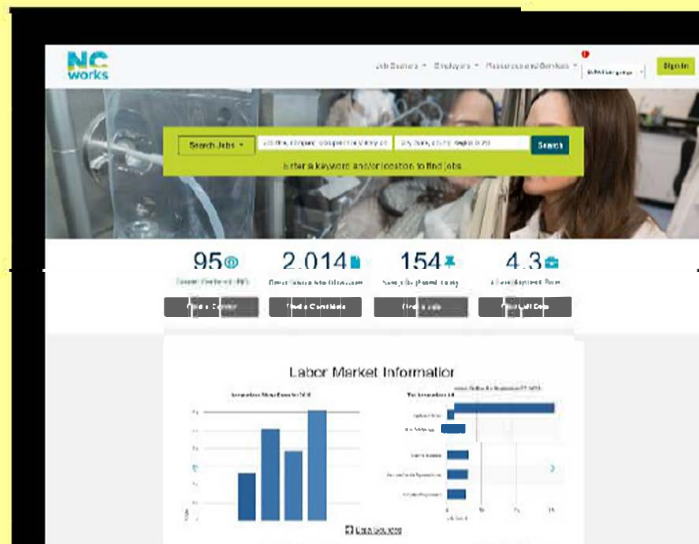
**Contract Finish:** Ongoing

**Summary:** In January 2013, North Carolina contracted with Geographic Solutions to develop NCWorks Online, a comprehensive one-stop operating system that provides services to multiple workforce development boards and their partners throughout North Carolina.

Geographic Solutions developed custom programs to import legacy data, including participant information, job openings, referrals, and

services. Launched in August 2013, NCWorks Online currently provides self-service one-stop access, integrated case management, and labor exchange for the State of North Carolina and its 23 local workforce investment boards. The system also provides services for analysts, job seekers, and employers seeking labor market information.

In early 2015, NCWorks Online went live with a mobile app version of their system. The free app, available for iPhone and Android, gives job seekers an easier



[www.ncworks.gov](http://www.ncworks.gov)



way to access thousands of jobs from more than 20,000 sources, including military, government, and federal jobs while on the go. The mobile app is linked directly to the NCWorks Online database.

In November 2018, the North Carolina Department of Commerce launched the NCWorks Veterans Portal ([veterans.ncworks.gov](http://veterans.ncworks.gov)), which enhanced online services provided to veterans and transitioning service members in the state. Linked to NCWorks Online, the Veterans Portal offers job seekers quick access to employment services, including easy-to-use job search tools, career fairs, education/training options, and helpful resources. Employers can also use the portal to recruit candidates with military experience.

"We're grateful for veterans' service to our nation, and proud that so many veterans choose to call North Carolina home when they leave the military," Governor Roy Cooper said. "This new portal gives veterans a direct way to connect critical skills and experience gained through military service to new careers in high-demand fields, and it will also connect North Carolina employers looking to hire these proven hard workers."

The NCWorks Veterans Portal is part of Governor Cooper's NC Job Ready strategy to prepare North Carolinians for the jobs of today and tomorrow. NC Job Ready has three core principles: skills and education attainment, employer leadership to remain relevant to evolving industry needs, and local innovation to take great ideas and apply them statewide.

Designed specifically with veterans in mind, the NCWorks Veterans Portal features tabs that provide quick access to employment services, job fairs, education/training options, helpful tips and other resources. In addition, a tab for employers helps businesses recruit candidates with military experience.

"The new NCWorks Veterans Portal is an excellent example of our state's innovative efforts to enhance services to those North Carolinians who have served our country in the armed services," Commerce Secretary Anthony Copeland said. "As the nation prepares to celebrate Veterans Day, we should recommit ourselves to the cause of connecting our veterans to training and employment opportunities so that they can use their talents and skills in new careers."

The portal incorporates veterans' Military Occupation Codes in an easy-to-use job search tool, so that users can find job postings that match their prior experience and training from any of the five branches of the armed services. Veterans who already have NCWorks Online accounts were able to use the same login credentials on the new portal. The site also helps veterans find their nearest NCWorks Career Center,

where they can access free services in person and talk with professionals who specialize in helping veterans.

A few years later in September 2020, the North Carolina Department of Commerce further enhanced the base NCworks system by adding a new module to manage the Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T).

In the spring of 2020, the COVID-19 pandemic swept across the U.S., creating mass unemployment and newly-posed challenges to safely serving individuals remotely. At the 2021 virtual Workforce Technology Conference hosted by Geographic Solutions, the North Carolina Department of Commerce, Division of Workforce Solutions was recognized with the Innovative Service Delivery Effort Award for their outstanding use of remote service delivery tools during the height of the pandemic.

Using several features in Virtual OneStop Sapphire, this team overcame multiple challenges posed by remote work and social distancing.

To collect and verify required form items using one solution across 23 workforce boards, the team leaned on VOS Sapphire's custom navigation menus. The second challenge involved obtaining signatures from individuals remotely. The team utilized VOS remote signature functionality. When staff members encountered a roadblock and reaching and assisting customers while working remotely, the NCDWS coordinated with the NCWorks centers throughout the state to use live chat.

And for those calling in, the team modified VOSGreeter so that visitors could check in electronically. VOSGreeter sent alerts to staff who were actively using VOS and who were associated with visit reasons. Once alerted, staff could then begin assisting the visitors via a check in list pop up.

Since its public debut, the functionality in NCWorks Online has evolved to meet and exceed the needs of all users. The partnership between the North Carolina Department of Commerce and Geographic Solutions remains strong as the site continuously evolves to include additional functionality to serve North Carolina's workforce.

**Conversion Effort:** North Carolina technical resources collaborated with Geographic Solution conversion resources to extract their legacy data in a pre-defined format as defined by Geographic Solutions. Data was provided on the SFTP in pipe-delimited flat files. Using technology put in place by Geographic Solutions, the flat files were imported into Microsoft SQL Server. Geographic Solutions conversion resources developed custom programs to import legacy data, including participant information, job openings, referrals, providers, services for WP and enrollments for WIA and TAA programs.

**Services Provided:** Geographic Solutions serves as the sole contractor providing the following services: System design and analysis, software development and customization, project management, system documentation, training, web hosting, legacy data conversion, system and data administration, system installation, and technical support and maintenance.

**Components:** Core Services for Individuals, Labor Exchange For Individuals, Mobile Application, Core Assessment, Core Services For Employers, Employer Labor Exchange, WorkKeys®, Consumer Reports, Core Services For Staff Managing Individuals, Core Services For Staff Managing Employers, Labor Exchange For Staff, Service Tracking, Attendance Tracking, Core Case Management, Job Seeker Engagement, WIOA Case Management, Wagner Peyser Case Management, Worker Adjustment Retraining Notification (WARN), Agency Defined Programs, Trade Act Program, SNAP E&T, Standard Individual Fund Tracking, Advanced Fund Tracking, Manage Providers, Services for Providers, Historic Labor Market Analysis, Current Labor Market Analysis, Data Assistant, Administration System, Web Content Management, Full Job Aggregation, VOSGreeter, Document Management, Document Imaging, Remote Electronic Signature, Help Desk Management, Foreign Language Interface, Web Interface, Text Interface, Visually Impaired Interface

**Programs Managed Through Case Management:** Labor Market Information, Wagner-Peyser, Workforce Innovation and Opportunity Act (WIOA), Trade Adjustment Assistance (TAA), Worker Adjustment and Retraining Notification (WARN), Agency-Defined Programs, Supplemental Nutrition Assistance Program (SNAP)

**Interfaces:** Unemployment Insurance Wage Data, UI Claim Data, RESEA, Trade interface to SCUBI for Waivers and Training, Workforce Information Database, Job Central/National Labor Exchange (NLX)

**System Reach:** One statewide workforce development board, 23 local workforce development boards, and 90 American Job Centers. The system serves a population of 10,551,162 and is available to all job seekers, employers, and workforce staff within North Carolina.

### Reference #3: SDWORKS

**Agency:** South Dakota  
Department of Labor and  
Regulation

**Contract Start:** Original contract  
awarded December 2015.

**Go Live:** April 2017

**Contract Finish:** Ongoing

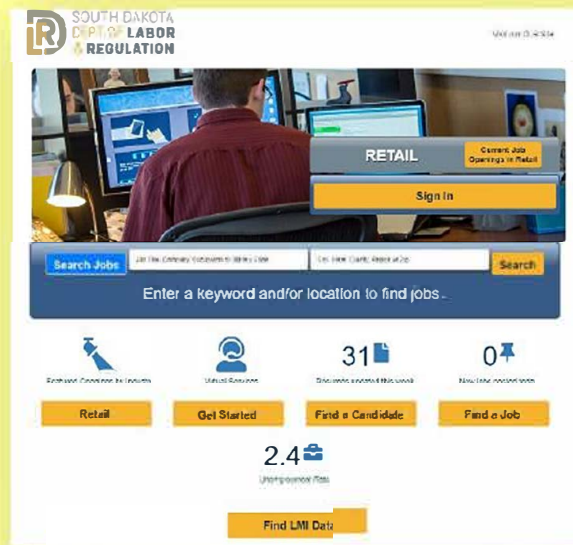
**Summary:** In December 2015, the South Dakota Department of Labor and Regulation contracted with Geographic Solutions to implement the Virtual OneStop solution to replace their current legacy system. During implementation, Geographic Solutions converted data from multiple databases into the new system, which integrated the labor exchange and case management systems.

Geographic Solutions also implemented a single sign-on solution for the SDWORKS system, which stores all usernames and passwords within an external repository. Each partner system accesses the repository through a series of web service calls, which includes services to add, modify, delete, authenticate, and retrieve usernames and passwords. The South Dakota Department of Labor and Regulation used the external repository option to provide single sign-on between the SDWORKS system and the state's unemployment benefits system.

In December 2019, SDWORKS went live with functionality to track and manage the Eligible Training Provider List (ETPL) and within the next year added the Apprenticeship Module to track and manage registered apprenticeships within the state in October 2020.

In line with the effects of the COVID pandemic and the resulting mass unemployment, South Dakota added Big Interview to the SDWORKS system in November 2021 to assist job seekers with practice interviews and better preparing them for reemployment.

And more recently in June 2022, the SDWORKS system went through a Single Sign-On rewrite and the entire site transitioned to Microsoft Azure hosting. Looking to the



[www.southdakotaworks.org](http://www.southdakotaworks.org)



future, South Dakota is anticipating the addition of the Work Opportunity Tax Credit (WOTC) module which is currently in development.

Today, the SDWORKS system offers advanced job matching capabilities, real-time labor market data, as well as improved case management and reporting tools to help meet federal performance requirements.

**Services Provided:** Geographic Solutions is the sole contractor providing the following services: System design and analysis, software development and customization, project management, system documentation, training, web hosting, legacy data conversion, system and data administration, system installation, and technical support and maintenance.

**Components:** Labor Exchange, Services for Individuals, Services for Employers, Customer Relationship Management (CRM), Service Tracking, Case Management and Reporting, Standard and Advanced Fund Tracking, Provider Management, Job Spidering, Résumé Spidering, Document Management, Registered Apprenticeship Module, Mobile Application, and Big Interview

**Programs Managed Through Case Management:** Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser (WP), Trade Adjustment Assistance (TAA), Eligible Training Provider List (ETPL) (in development), Work Opportunity Tax Credit (WOTC), and Agency-Defined Programs

**Interfaces:** Single Sign-On, Federal Report Extracts, Wages, and Payments Interface

**System Reach:** One workforce development board and 13 American Job Centers. The system serves a population of 895,376 and is available to all job seekers, employers, and staff within South Dakota.

**2.3.15 Indiana Preferences** – Removed at the request of the agency.

**2.3.16 Payment** – Removed at the request of the agency.

**2.3.17 Extending Pricing to Other Governmental Bodies** – Removed at the request of the agency.