Request for Response – QUESTIONS & ANSWERS
NJ Department of Labor & Workforce Development
Unemployment Insurance Fraud Detection - Identity Proofing Solution

1. **QUESTION: Since there are many different definitions of the term "Software as a Service, or SaaS" in the industry and you make mention in the RFR about the "…software and services purchased by the state…" can you please clarify whether the state intends to buy services only or both services and software?**

    ANSWER: The Department is looking to pay for the use of software and services for identity proofing. At this time, we are not interested in purchasing an application or software licenses.

    As background information, the Department is in the process of analyzing the existing application and infrastructure components that make up the unemployment insurance (UI) environment. This analysis will result in a multi-year plan and roadmap to continue current efforts to modernize UI processing.

    We seek a solution that can easily be added to the front end of the existing web-based application environment and that will not have a significant impact on future modernization efforts. The standard commercially available software service will be one where the UI environment hands off information that is used for the identity proofing and receives information from the service that can be used by the UI environment.

    The Department recognizes that there are a number of different service models available and it believes that an existing service provider can meet our needs without customization to the service for web-based claimant filing. The only component that may not be readily available is the IVR solution, which will require the vendor solution to work with the Avaya application to transfer calls to State personnel when successful identity criteria is not met.

2. **QUESTION: Would the state consider a model whereby the State of New Jersey would purchase the software licenses and have those application(s) hosted and managed by a services provider?**

    ANSWER: At this time, LWD is not interested in purchasing licenses for the long-term use of a software application. As stated in the Answer to Question #1, we are looking for an immediate solution that will not impact modernization efforts and, if necessary, can be terminated at the end of the three-year agreement if modernization planning results in the need for a different solution.

3. **QUESTION: Can you estimate the total number of transactions that will be processed annually as a result of this proposal?**

    ANSWER: Approximately 750,000 transactions annually.

4. **QUESTION: On page 3 you state that the "LWD is only interested in a total vendor-hosted-and-supported, commercially-available SaaS solution that can be procured from State Contract M0003." Will you please provide specific capabilities and features to be included in the solution? For example, does a "hosted" solution include creation of user interface screens using the Department's look and feel, or does the Department envision the vendor providing an XML feed only?**

ANSWER: LWD is not looking for any customized screen development. In the response to the RFR, each vendor must identify the data and its format that is required from the UI filing process, as well as identifying the data that will be returned to the UI process.