

AMENDMENT #1 FOR RFP NUMBER 0A1162

DATE AMENDMENT ISSUED: October 20, 2015

The State of Ohio, through the Department of Administrative Services, for the Ohio Department of Job and Family Services, Ohio Department of Higher Education, and Opportunities for Ohioans with Disabilities is requesting proposals for:

Workforce Innovation and Opportunity Act (WIOA): Performance Reporting System

INQUIRY PERIOD BEGINS: September 30, 2015
INQUIRY PERIOD ENDS: October 19, 2015
OPENING DATE: ~~October 28, 2015~~ *November 4, 2015
OPENING TIME: 1:00 P.M.
OPENING LOCATION: Department of Administrative Services
General Services Division
Bid Desk
4200 Surface Road
Columbus, Ohio 43228-1313

This RFP consists of five parts and ten attachments, totaling 81 consecutively numbered pages. Supplements also are attached to this RFP with a beginning header page and an ending trailer page. Please verify that you have a complete copy.

Note: In lieu of taking exceptions to RFP requirements, including but not limited to terms and conditions, scope of work statements, service levels requirements, etc., or providing assumptions that may be unacceptable to the State, offerors are strongly encouraged to use the inquiry process in Part Three of the RFP in order to work through these issues.

PART FIVE: ACCEPTANCE AND MAINTENANCE

Standards of Performance and Acceptance. There will be a period for performance testing of the completed **Project *System**. During the performance period, the State, with the assistance of the Contractor, will perform acceptance testing. The performance period will last up to ~~90~~ *180 calendar days during which time the **Project *System** must meet the standard of performance required by the RFP Documents ~~for 30 consecutive calendar days~~. The performance criteria in the RFP Documents will be supplemented with the relevant user manuals, technical materials, and related writings, to the extent that the specifications in those writings supplement and refine rather than contradict the performance criteria in the RFP Documents. Acceptance of the **Project *System** depends on a successful completion of the performance period defined in this section and the RFP Documents. This section applies to the **Project *System**, and any part of it, as well as replacements or substitutes for the **Project *System** after completion of a successful performance period.

If the **Project *System** does not meet the standard of performance during the initial performance period, the State will give the Contractor details about the problems in a timely manner and in a useful and relevant form. Until the Contractor demonstrably corrects all outstanding problems, the second performance period will not start, and the State will not accept the **Project *System** (or part thereof). The second performance test will continue on a day-by-day basis until the standard of performance is met ~~*for a total of 30 consecutive calendar days~~ or until the ~~*90-day~~ performance period has ended without meeting the standard of performance.

If the **Project *System** fails to meet the standard of performance after ~~90~~ *180 calendar days from the start of the second performance period, the Contractor will be in default and will not have a cure period. In addition to all other remedies the State may have under this Contract, the State may request a correction or replacement of the relevant portion of the **Project *System**.

The **Project *System** may have components that can be tested for acceptance individually. If that is so, there may be acceptance criteria listed on the RFP Documents for each part of the **Project *System** that will be independently tested and accepted. However, unless the RFP Documents expressly provide otherwise, the failure of any independently tested component to meet its acceptance criteria will give the State the right to reject the entire **Project *System**. Alternatively, if the State determines that it is in the State's interest to reject only the part of the **Project *System** that was independently and unsuccessfully tested, it may do so. If the State chooses this option, the State will be entitled to a refund or credit toward the Contractor's Fee equal to the cost of acquiring a replacement for the rejected component.

~~The acceptable level of performance for the Project *is specified in Supplement 3, Project Service Level Agreement Requirements. will be 98.5%, unless otherwise specified in the RFP Documents. The performance level for the Project is computed by dividing the sum of the uptime by the number of working hours during the test time. "Uptime" means the total hours, rounded to the nearest quarter hour, during which all components of the Project are operational and all functions of the Project are available to its users. The number of "working hours" means the total number of working hours for the period during which the Project was scheduled to be available to its users. Uptime and downtime will be measured in hours and quarter hours.~~

The Project "downtime" is that period when any part of the Project is inoperable due to failure of the Project or a particular Deliverable to operate according to the specifications in the RFP Documents, the user documentation, or the published technical specifications. During a period of downtime, the State may use operable components of the Project when that will not interfere with repair of inoperable components of the Project. Downtime will start from the time the State notifies the Project Manager of the inoperable condition of the Project until the Project is returned in proper operating condition.

The **Project *System** will not be accepted until the performance period is complete.

Should it be necessary, the State may delay the start of the performance period, but the delay will not exceed 30 consecutive calendar days after the scheduled date for implementation of the **Project *System**. Such a delay will not be considered a suspension of work under the Suspension and Termination section of this Contract.

Resource Rate Card

Single Resource Commitment

Project Resources	Commitment Level →	Adhoc	1 Year+
Management / Leadership	Senior Executive		
	Program Manager		
	Project Manager		
	Contract Manager		
	Functional Lead / Manager		
Technical, Application, and Infrastructure Leads	Database Administrator		
	Technical Lead or Architect		
	Configuration Lead		
	Release Manager		
	*Business Intelligence Lead		
Change Management	Change Management Lead		
	Process Change Analyst		
	Communications/Change Mgmt. SME		
	Training Lead/Manager		
	Training Delivery Consultant		
Specialist / Support	Business Analyst		
	Programmer/Developer		
	Jr Programmer/Developer		
	Security Specialist		
	System Analyst		
	Quality Assurance Manager		
	Technical Writer		
	Test Lead/Manager		
	Tester		
	Help Desk Process Analyst		
	*Business Intelligence Analyst		

Supplement 1

Workforce Innovation and Opportunity Act: Performance Reporting System

1.0 Workforce Innovation and Opportunity Act - Performance Reporting System

The State, as part of its continual effort to drive efficiency and quality in systems that support public programs has determined that an opportunity exists to increase its capabilities in measuring program performance through assembly and analysis of cross-agency data as well as to comply with evolving U.S. Departments of Labor and Education electronic reporting requirements of the Workforce Innovation and Opportunity Act (WIOA).

In general, the State's requirements are to:

- Develop and implement changes to existing Workforce Investment Act (WIA) reporting to support the enhanced WIOA requirements;
- Improve cross-data and performance measurement of State Programs and Services provided by a variety of Agencies to offer a better service to the public;
- Create system of shared accountability within core Programs across Agencies through sharing of common data, development of common views and reports using the data, and implementing data analytics functions that are designed to enhance and refine the State's programs;
- Establish mechanism for tracking performance using common performance indicators across agencies and programs, core programs, training provider; and common methods for establishing and monitoring levels of performance through performance reports and analytics;
- Incorporate in State reporting and analysis (and onward via WIOA reporting) additional data elements as required by the U.S. Department of Labor (USDOL) and U.S. Department of Education (USDOE) that follows issued guidance and technical standards including: Credentials attainment; Measurable skills gain; Training-related costs; and Employer engagement;
- Ensure that the delivered solution complies with USDOL and USDOE reporting timing, requirements and regulations (collectively Standards) which the State acknowledges are an evolving set of requirements that are anticipated to be finalized in January 2016. Therefore the solution must incorporate flexibility in its conception, design, implementation and deployment to accommodate changes to USDOL and USDOE Standards;
- ***Notwithstanding the changes in Federal requirements on the January 2016 date, the Contractor must deliver the working solution to the State as to comply with any and all Federal reporting requirements according to the timeline in Section 2.19. *no later than July 1, 2016; and**
- Ensure that the delivered solution is delivered in such a manner as to support The State of Ohio's certification under USDOL and USDOE reporting requirements from a content, quality and timeliness perspective for initial certification requirements as well as to support the State in meeting its reporting requirements thereafter through the design, development and production deployment of the system in a highly reliable and repeatable fashion that are well documented from a technology, process, operations and maintenance perspective;

The Contractor Team will execute the deployment plan which will describe the plan to manage the go-live. The tasks and activities to be performed include the following:

- Execute required data conversions or migrations as applicable.
- Perform required data matching activities and error reporting as applicable.
- Document data issues and provide to the State for resolution as applicable.
- ***Perform source to target audit and provide validation report for initial and incremental loads; and**
- ***Perform report accuracy validation with source and target data.**
- Compile and maintain solution issue lists
- Produce an end-to-end final validation of the operational architecture and corresponding operational documentation for the upgraded and implemented modules
- Conduct quality and progress reviews with appropriate State personnel
- Develop, and thereafter maintain and make available to the State, a knowledge base of documentation gathered throughout the Project's life and allow for re-use of such within the State for future Project Phases or upgrades.
- Transition solution support responsibility according to the Deployment & Stabilization Plan.

The production deployment schedule will be agreed upon mutually by the State and the Contractor and utilize the State's managed service provider. The Contractor will comply with all existing production deployment standards and processes which will be made available to the Contractor at the commencement of the project.

Production migration activities will adhere to the State Production Acceptance Criteria (PAC) and will not be considered for production migration until all such criteria are met or otherwise accepted by the State. Any deviation, partial acceptance or waiver of requirements in the Production Acceptance Criteria must be agreed to in writing by the State in advance of presentation of any deliverables associated with, or determined to be part of these Production Acceptance Criteria.

Key Tasks	State	Contractor
Create production deployment plan	Support	Perform
Create detailed task lists and work plans for deployment	Support	Perform
Create production deployment staffing schedule	Support	Perform
Create production deployment roles and responsibilities	Support	Perform
Perform cutover activities	Support	Perform
Support technical environments, including patches and fixes	Support	Perform
Coordinate PAC items for Deployment	Perform	Support
Deploy the Solution	Support	Perform
System Turnover	Support	Perform

2.18 Final Acceptance Timeline Requirements

The Final Acceptance of the System shall be governed by these key dates:

- | | |
|---|---------------------------------------|
| State Acceptance Testing of the System: | No Later than May 30, 2016 |
| State Migration to Production Operations, System Stabilization Period | June 1 – June 30, 2016 |
| Production Release of the System | No Later than June 30, 2016 |
| First submission to the Federal Government of required reports | No Later than August 15, 2016 |
| Federal Government indication of acceptance of the required reports | anticipated September 30, 2016 |

Post Implementation *System Acceptance Support Obligations (180 day) Period Commences July 1, 2016

*Final Acceptance of System

anticipated ~~October 15, 2016~~ December 28, 2016

*12-Month Warranty Commences

anticipated December 28, 2016

2.19 Knowledge Transfer, Production Handoff and State Support

The Contractor will perform knowledge transfer support to the State in keeping with State Production Acceptance Checklist (PAC) process which will be made available to the Contractor at the commencement of the project to support knowledge transfer to the State. In general, the PAC will include, at a minimum the following work products as a deliverable:

The PAC Deliverable will include, at a minimum:

- Final Requirements Traceability Matrix for the Project as Implemented
- A list of all customizations and objects as implemented
- Detailed System Test Cases and Demonstration of Successful Completion of Same
- Detailed Performance Testing Results showing at least one high volume process (e.g., a Fiscal Quarter or Year or Seasonal Processing as mutually agreed)
- Completion of State User Acceptance Testing and an affirmation of same by State
- Operational Readiness Testing Results and an affirmation of same by State
- Complete User and System Administration Documentation that represent the system as implemented
- Complete operational documentation sufficient for the State or the State's managed service vendor to operate and maintain the system in the State's environments inclusive of Production, DR, Demo/Train and at least one non-Production replica of the system as delivered

2.20 ~~Post Implementation~~ *System Acceptance Support Obligations

Following one hundred eighty (180) *calendar days of successful execution (defined as no Severity 1 or 2 issues) by the Contractor to the State production environment, the Contractor ~~*shall be relieved of Project requirements contained herein~~ shall submit the system for acceptance. During the 180 day period immediately following the introduction of the Contractor provided enhancements, configurations or extensions to the State's production environment the Contractor must:

- Ensure adequate staffing from the Contractor Project Team is on hand (or available remotely) to ensure that during this 180 day period all defects identified by the State and mutually committed to resolve by the Contractor in this RFP ~~*or under any SOW or any approved changes to the Contract~~ are adhered to.
- This responsibility shall specifically include:
 - Prompt isolation, triage and repair of any Severity 1 or 2 issues;
 - Performance Monitoring of the System to ensure that there are no statistically significant (i.e., +5%) deviations from actual production performance as compared to the system performance prior to the implementation of Contractor developed elements;
 - All interfaces, and system functions perform and function as specified;
 - Compile all final versions of the upgrade documentation, work products and delivery materials and locate /organize them as 'FINAL' on the State provided SharePoint site.
 - Obtain a final *system acceptance document from the State and the Contractor confirming that all of the above has been delivered and accepted as final.

5.5 Functional Requirements (**Offerors may increase the space size for the Offeror's Response row in order to appropriately address each requirement.*)

REQ Id	Description	Source	Dependency on Data	Guidance Required? (Yes/No)	Guidance Received? (Yes/No/NA)
FR-1	The Workforce BI solution report shall incorporate the following agencies to satisfy the Workforce Innovation and Opportunity Act Performance measures across the four titles of WIOA in a common report to be submitted by the JFS. The agencies include JFS, OOD and BOR.	Public Law 113-128	No	No	No
Offeror's Response					
FR-2	The Workforce BI solution report shall incorporate the following programs under the Workforce Innovation and Opportunity Act: Adult/Dislocated Worker Youth Wagner-Peyser Adult Education Vocational Rehabilitation Jobs for Veterans State Grants (JVSG)	Public Law 113-128	No	No	No
Offeror's Response					
FR-3	The following reports are in scope within the Workforce Innovation and Opportunity Act ETA 9090 ETA 9091 ETA 9002 -A ETA 9002 - B ETA 9002 - C ETA 9002 -D ETA 9002 - E ETA 9002 - F ETA 9002 EUC ETA VETS 200 A ETA VETS 200 B ETA VETS 200 C Quarterly Common Performance Indicator Report (template to be provided by Federal Government) Annual Common Performance Indicator Report (template to be provided by Federal Government)	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-4	The Workforce BI solution shall store WIOA common performance measure data beginning July 1st, 2016.	Public Law 113-128	Yes	Yes	Yes
Offeror's Response					
FR-5	The Workforce BI solution shall store historical WIA as well as WIOA data for a period of three preceding program years.	Public Law 113-128	Yes	Yes	No
Offeror's					

REQ Id	Description	Source	Dependency on Data	Guidance Required? (Yes/No)	Guidance Received? (Yes/No/NA)
Response					
FR-6	The Workforce BI solution shall create a common unique identifier across all agency data for reporting common performance measures.	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-7	The Workforce BI solution shall provide the ability to store multiple SSNs for a particular participant that are accumulated over a period of time.	Public Law 113-128	Yes	No	No
Offeror's Response					
FR-8	The Workforce BI solution shall enforce receipt of unique identifiers from agency data sources in order to uniquely identify agency data.	Public Law 113-128	Yes	No	No
Offeror's Response					
FR-9	<p>The Workforce BI solution shall allow the capability to enforce precedence on agency data sources with the following overlapping data attributes: SSN Date Of Birth The following precedence shall apply to the above mentioned attributes SSN (1. AWARE, 2. JFS, 3. BOR) Date of Birth (1. BOR, 2. AWARE, 3. JFS)</p> <p>Note: Since the State utilizes SVES and the SSN, DOB, and name must match in order for SSA to give us verification, The Contractor will ensure that the Workforce BI solution will allow BOR's date of birth to enforce precedence over other and seek direction from the State should other "data precedence" rules need to be included when they are identified during the project.</p>	Data	Yes	No	N/A
Offeror's Response					
FR-10	The Workforce BI solution shall provide the ability to perform manual review of agency data that is rejected due to reference data constraints and/or unresolvable data integration.	Data	Yes	No	N/A
Offeror's Response					
FR-11	In the case of an individual being a participant in multiple WIOA programs, the Workforce BI solution shall calculate common measures based on the following participation period: the earliest participation date among all programs and the latest exit date among all programs.	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-12	The Workforce BI solution shall allow the ability to store the original agency data source copies in addition to the integrated versions.	Public Law 113-128	Yes	Yes	No

REQ Id	Description	Source	Dependency on Data	Guidance Required? (Yes/No)	Guidance Received? (Yes/No/NA)
FR-13	The Workforce BI solution shall allow the ability to store participants who have not only exited programs but are also current participants. This is determined by the date of exit of each participant for a particular program.	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-14	The ETA - 9090 report will report data to the Department of Labor on a quarterly basis and is due 45 days after each quarter. The data reported on a quarterly basis will be for the prior quarter	TEGL 6-14 Attachment F	Yes	Yes	Yes
Offeror's Response					
FR-15	The ETA-9091 report will report data to the Department of Labor annually no later than September 15. The data reported will be for the prior state fiscal year.	TEGL 6-14 Attachment F	Yes	Yes	Yes
Offeror's Response					
FR-16	The ETA 9002 report will report data to the Department of Labor on a quarterly basis and is due 45 days after each quarter. The data reported on a quarterly basis will be for the prior quarter.	TEGL 6-14 Attachment F	Yes	Yes	Yes
Offeror's Response					
FR-17	The VETS-200 report will report data to the Department of Labor on a quarterly basis and is due 45 days after each quarter. The data reported on a quarterly basis will be for the prior quarter.	TEGL 6-14 Attachment F	Yes	Yes	Yes
Offeror's Response					
FR-18	The Workforce BI solution report shall include Performance Indicator 1: the percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program.	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-19	The Workforce BI solution shall include Performance Indicator 2: the percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program.	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-20	The Workforce BI solution shall include Performance Indicator 3: the median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program.	Public Law 113-128	Yes	Yes	No
Offeror's					

REQ Id	Description	Source	Dependency on Data	Guidance Required? (Yes/No)	Guidance Received? (Yes/No/NA)
Response					
FR-21	The Workforce BI solution shall include Performance Indicator 4: the percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent (subject to clause (iii)), during participation in or within 1 year after exit from the program.	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-22	The Workforce BI solution shall include Performance Indicator 5: the percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment.	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-23	The Workforce BI solution shall include Performance Indicator 6: the indicators of effectiveness in serving employers established pursuant to clause.	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-24	The Workforce BI solution shall include Youth Performance Indicator 1: the percentage of program participants who are in education or training activities, or in unsubsidized employment, during the second quarter after exit from the program	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-25	The Workforce BI solution shall include Youth Performance Indicator 2: the percentage of program participants who are in education or training activities, or in unsubsidized employment, during the fourth quarter after exit from the program; and	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-26	The Workforce BI solution shall include Youth Performance Indicator 3: Percentage of participants in education, training or unsubsidized employment during 2nd quarter after exit	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-27	The Workforce BI solution shall include Youth Performance Indicator 4: Percentage of youth participants who obtain a recognized credential or secondary diploma during participation or within 1 year after exit	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-28	The Workforce BI solution shall include Youth Performance Indicator 5: Percentage of participants in education leading to credential or employment during program year, achieving measurable gains towards the credential or employment.	Public Law 113-128	Yes	Yes	No

REQ Id	Description	Source	Dependency on Data	Guidance Required? (Yes/No)	Guidance Received? (Yes/No/NA)
Offeror's Response					
FR-29	The Workforce BI solution shall include a performance indicator for eligible training providers and include the Percentage who enter employment 2nd quarter after exit	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-30	The Workforce BI solution shall include a performance indicator for eligible training providers and include the Percentage who are in employment 4th quarter after exit	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-31	The Workforce BI solution shall include a performance indicator for eligible training providers and include the Median earnings of those who are in employment during the 2nd quarter after exit	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-32	The Workforce BI solution shall include a performance indicator for eligible training providers and include the Percentage who obtain a recognized credential or secondary school diploma or its recognized equivalent during participation in or within 1 year after exit	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-33	The Workforce BI solution shall include a performance indicator for eligible training providers and include the Total number exiting from their program of study	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-34	The Workforce BI solution shall include a performance indicator for eligible training providers and include the Total number who received training through the adult and dislocated worker program, disaggregated by program that provided the training, during the most recent program year and the 3 preceding program years	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-35	The Workforce BI solution shall include a performance indicator for eligible training providers and include the Total number who exited training, disaggregated by program that provided the training, during the most recent program year and the 3 preceding program years	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-36	The Workforce BI solution shall include a performance indicator for eligible training providers and include the Average cost per participant for participants who received training, disaggregated by program that provided the training, during the most recent program year and the 3 preceding program years	Public Law 113-128	Yes	Yes	No

REQ Id	Description	Source	Dependency on Data	Guidance Required? (Yes/No)	Guidance Received? (Yes/No/NA)
Offeror's Response					
FR-37	The Workforce BI solution shall include a performance indicator for eligible training providers and include the Number of individuals with barriers to employment served by adult and Dislocated Worker, disaggregated by each subpopulation and by race, ethnicity, sex and age	Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-38	The Workforce BI solution shall collect the following for the Annual State Performance report -Outcome information on individuals with barriers to employment, disaggregated by each barrier, and by race, ethnicity, sex and age	State Measures Section 116(d)(2) - Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-39	The Workforce BI solution shall collect the following for the Annual State Performance report - Percentage who entered training-related employment after completion of training services	State Measures Section 116(d)(2) - Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-40	The Workforce BI solution shall collect the following for the Annual State Performance report - Average cost per participant of those who received career services and training services during the most recent program year and the 3 preceding program years	State Measures Section 116(d)(2) - Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-41	The Workforce BI solution shall collect the following for the Annual State Performance report - Number of individuals with barriers to employment served by each of the programs, disaggregated by each barrier	State Measures Section 116(d)(2) - Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-42	The DAS-WIOA report will collect the following for the Annual State Performance report - Total number of participants served by each of the programs under WIOA	State Measures Section 116(d)(2) - Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-43	The Workforce BI solution shall collect the following for the Annual State Performance report - Total number of exiters from career services and training services and training services during the most recent program year and the 3 preceding program years	State Measures Section 116(d)(2) - Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-44	The Workforce BI solution shall collect the following for the Annual State Performance report - Number who received career services and training services during the most recent program year and the 3 preceding program years, and the amount of funds spend on each type of service	State Measures Section 116(d)(2) - Public Law 113-128	Yes	Yes	No

REQ Id	Description	Source	Dependency on Data	Guidance Required? (Yes/No)	Guidance Received? (Yes/No/NA)
Offeror's Response					
FR-45	The Workforce BI solution shall collect the following for the Annual State Performance report - Number enrolled in more than one of the programs that are a part of WIOA	State Measures Section 116(d)(2) - Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-46	The Workforce BI solution shall collect the following for the Annual State Performance report - Percentage of the State's annual allotment spent on administrative costs	State Measures Section 116(d)(2) - Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-47	The Workforce BI solution shall collect the following for the Annual State Performance report - If implementing pay-for-performance contracts, outcome information of training providers in those contracts, as well as an evaluation and satisfaction of those providers	State Measures Section 116(d)(2) - Public Law 113-128	Yes	Yes	No
Offeror's Response					
FR-48	The Workforce BI solution shall collect the following for the Annual State Performance report - Other information that allows comparison between states	State Measures Section 116(d)(2) - Public Law 113-128	Yes	Yes	No
Offeror's Response					

5.9 Data Requirements: Standard Rules (**Offerors may increase the space size for the Offeror's Response row in order to appropriately address each requirement.*)

REQ Id	Rule	Source System	Exception Criteria (Reject/Warning)
DS-1	The Workforce BI solution must not associate an email address to a citizen if the email address is not consistent with email-address naming standards or does not contain a valid domain (i.e. com, gov, edu, etc.).	All	Reject
Offeror's Response			
DS-2	The Workforce BI solution must standardize all dates to the 'YYYYMMDD' string format.	All	N/A
Offeror's Response			
DS-3	The Workforce BI solution must substitute invalid dates with NULL values.	All	N/A
Offeror's Response			
DS-4	The Workforce BI solution must not associate a phone or fax number to a citizen if it contains more or less than 10 digits.	All	Reject
Offeror's Response			
DS-5	The Workforce BI solution must have the capability to uppercase fields that are used in case sensitive de-duplication rules.	All	N/A
Offeror's Response			
DS-6	The Workforce BI solution must standardize all phone or fax numbers to the 'XXX-XXX-XXXX' string format.	All	N/A
Offeror's Response			
DS-7	The Workforce BI solution must de-duplicate source data during ingestion.	All	N/A
Offeror's Response			
DS-8	The Workforce BI solution must reject source data values that are not part of the approved reference data list of values (LoVs) (see tab # 8 for approved LoVs).	All	Reject
Offeror's Response			
DS-9	The Workforce BI solution must not create a citizen if the first or last name field provided by a source is blank.	All	Reject
Offeror's Response			
DS-10	The Workforce BI solution must not create a citizen if the first or last name field provided by a source contains any non-alphabetic characters other than hyphens, apostrophes, or quotation marks.	All	Reject
Offeror's Response			

REQ Id	Rule	Source System	Exception Criteria (Reject/Warning)
DS-11	The Workforce BI solution must not associate an address to a citizen if the street address field provided by a source is blank.	All	Reject
Offeror's Response			
DS-12	The Workforce BI solution must have the capability to standardize inbound domestic address data according to United States Postal Service reference data.	All	Warning
Offeror's Response			
DS-13	The Workforce BI solution must have the capability to standardize Social Security Numbers (SSNs) to the 'XXX-XX-XXXX' string format	All	N/A
Offeror's Response			
DS-14	The Workforce BI solution must have the capability to flag records with blank SSNs.	All	Warning
Offeror's Response			
DS-15	The Workforce BI solution must not associate a SSN to a citizen profile if the SSN is not 9 digits.	All	Reject
Offeror's Response			
DS-16	The Workforce BI solution must not associate a SSN to a citizen profile if the SSN contains non-numeric characters.	All	Reject
Offeror's Response			
DS-17	The Workforce BI solution must ensure a unique identifier for each source data record, i.e. multiple records with the same identifier within the source data are not allowed.	All	Reject
Offeror's Response			

5.10 Data Requirements: Transfer Specs (**Offerors may increase the space size for the Offeror's Response row in order to appropriately address each requirement.*)

REQ ID	Source	Description	Delivery Frequency	Delivery Mechanism	Delivery Type	Delivery Location Type	Real-time VS Batch	Encryption (Yes/No)	Format (Embedded Excel Workbook)
DT-1	OWCMS	WIA Extract	Scheduled Quarterly or on demand as required	Flat file Pipe-delimited or Database Pull	Full Refresh	SFTP/Database Staging Area	Batch	Yes	 WIA Extract table fields.xlsx
Offeror's Response									
DT-2	OWCMS	LE Extract	Scheduled Quarterly or on demand as required	Flat file Pipe-delimited or Database Pull	Full Refresh	SFTP/Database Staging Area	Batch	Yes	 LE Extract Header.xlsx
Offeror's Response									
DT-3	OWCMS	Additional Citizen Data	Scheduled Quarterly or on demand as required	Flat file Pipe-delimited or Database Pull	Full Refresh	SFTP/Database Staging Area	Batch	Yes	 JFS_Additional_Citizen_Attributes.xlsx
Offeror's Response									
DT-4	AWARE	RSA 911	Scheduled Quarterly or on demand as required	Flat file Pipe-delimited or Database Pull	Full Refresh	SFTP/Database Staging Area	Batch	Yes	 RSA-911_Header.xlsx
Offeror's Response									
DT-5	AWARE	Additional Citizen Data	Scheduled Quarterly or on demand as required	Flat file Pipe-delimited or Database Pull	Full Refresh	SFTP/Database Staging Area	Batch	Yes	 OOD_Additional_Citizen_Attributes.xlsx
Offeror's Response									

REQ ID	Source	Description	Delivery Frequency	Delivery Mechanism	Delivery Type	Delivery Location Type	Real-time VS Batch	Encryption (Yes/No)	Format (Embedded Excel Workbook)
DT-6	ABLE	Student Information	Scheduled Quarterly or on demand as required	Flat file Pipe-delimited or Database Pull	Full Refresh	SFTP/Database Staging Area	Batch	Yes	 BOR_Student_Data_Attributes.xlsx
Offeror's Response									

5.12 Data Requirements: Integration (**Offerors may increase the space size for the Offeror's Response row in order to appropriately address each requirement.*)

REQ Id	Integration Rule	Precedence
DI-1	The Workforce BI Solution shall provide the ability to integrate data sources based on the following: SSN, First Name, and Last Name	1
Offeror's Response		
DI-2	The Workforce BI Solution shall provide the ability to integrate data sources based on the following: SSN and Data of Birth	2
Offeror's Response		
DI-3	The Workforce BI Solution shall provide the ability to integrate data sources based on the following: First Name, Last Name, Gender, and Date of Birth.	3
Offeror's Response		
DI-4	The Workforce BI Solution shall provide the ability to integrate data sources based on the following: First Name, Last Name, SSN, and Date of Birth.	4
Offeror's Response		
DI-5	The Workforce BI Solution shall provide the ability to integrate data sources based on the following: First Name, Last Name, Gender, Date of Birth, and Zip Code.	5
Offeror's Response		
DI-6	The Workforce BI Solution shall provide the ability to integrate data sources based on the following: First Name, Last Name, Date of Birth, Address Line 1, and Zip Code.	6
Offeror's Response		
DI-7	The Workforce BI Solution shall provide the ability to integrate data sources based on the following: First Name, Last Name, Gender, Address Line 1, and Zip Code.	7
Offeror's Response		
DI-8	The Workforce BI Solution shall provide the ability to integrate data sources based on the following: First Name, Last Name, Gender, Zip, and Phone.	8
Offeror's Response		
DI-9	The Workforce BI Solution shall provide the ability to integrate data sources based on the following: First Name, Last Name, Gender, Zip, and Email.	9
Offeror's Response		

REQ Id	Integration Rule	Precedence
DI-10	The Workforce BI Solution shall provide the ability to integrate data sources based on the following: First Name, Last Name, Address Line 1, and Zip Code.	10
Offeror's Response		
DI-11	The Workforce BI Solution shall provide the ability to integrate data sources based on the following: First Name, Last Name, Address Line 1, City, State, and Zip Code.	11
Offeror's Response		

5.13 Non-Functional Requirements (**Offerors may increase the space size for the Offeror's Response row in order to appropriately address each requirement.*)

REQ Id	Description
NF-1	The Workforce BI solution shall be in compliance with the Health Insurance Portability and Accountability Act (HIPAA) privacy law as it applies to the State of Ohio as per the security policies outlined by OIT-DAS. Refer to http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITPolicies.aspx for information on security policies.
Offeror's Response	
NF-2	The Workforce BI solution shall be in compliance with the Family Educational Rights and Privacy Act (FERPA) as it applies to the State of Ohio.
Offeror's Response	
NF-3	The Workforce BI solution shall be in compliance with all data security and encryption policies as outlined by OIT-DAS pertaining to Personally Identifiable Information (PII). Refer to http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITPolicies.aspx for information on security policies.
Offeror's Response	
NF-4	The Workforce BI solution shall comply with solution security requirements of at least the following Federal agencies/entities: Social Security Administration (SSA) IRS - 1075 US Department of Education (DOE) US Department of Labor (DOL)
Offeror's Response	
NF-5	The Workforce BI solution shall conform with the sub-parts of Section 508 of the Americans with Disabilities Act (ADA), Ohio RC4112-05 and any other appropriate State or Federal disability legislation.
Offeror's Response	
NF-6	The Workforce BI solution shall adhere to all legal, statutory, and regulatory requirements, as determined by Ohio leadership.
Offeror's Response	
NF-7	The Workforce BI solution shall be designed and developed to support a 24/7 production environment reporting system.
Offeror's Response	
NF-8	The Workforce BI solution shall provide a mechanism to limit access to view/update information, based on user role and access rights.
Offeror's Response	
NF-9	The Workforce BI solution shall maintain a record (audit trail) of all changes made to data in the solution - automation initiated changes or user initiated changes. This should be readily searchable by user ID, system ID or SSN. This must include but is not limited to: i. The user ID of the person who made the change or system ID if the change was automation generated ii. The date and time of the change iii. The information that was changed iv. The data before and after it was changed
Offeror's Response	

REQ Id	Description
	v. The data source if the change was automation generated
Offeror's Response	
NF-10	The Workforce BI solution shall prohibit modification/deletion of audit records.
Offeror's Response	
NF-11	The Workforce BI solution shall provide administrators the ability to read all audit information stored in the solution either through database queries or through logs.
Offeror's Response	
NF-12	The Workforce BI solution shall authenticate users before allowing access to functionality by requiring a proper user id. Integrate authentication with State LDAP solution
Offeror's Response	
NF-13	The Workforce BI solution shall prohibit all users read access to the audit records, except those user (administrators) that have been granted explicit read access.
Offeror's Response	
NF-14	The Workforce BI solution shall be able to support Application to Application (A2A) synchronous and asynchronous data retrieval. The messaging capabilities will be able to support a wide variety of A2A patterns including, but not limited to, the following: - Data look-up and retrieval - Data look-up with services provided by other applications - Simple bulk data transfer to/from other Systems
Offeror's Response	
NF-15	If an extract-based data exchange process is implemented, the Workforce BI solution shall provide the capability to perform source to destination file confirmation checks for exchange of data and alert appropriate parties with issues.
Offeror's Response	
NF-16	The Workforce BI solution shall be committed to an advanced approach to interoperability using web services and Service Oriented Architecture (SOA) aligned with State standards and vision for interoperability.
Offeror's Response	
NF-17	The Workforce BI solution shall provide the ability for concurrent users to simultaneously view the same record or report.
Offeror's Response	
NF-18	The Workforce BI solution shall use a state-approved reporting tool for viewing required reports.
Offeror's Response	

5.14 Allowable Assumptions *(*Offerors may increase the space size for the Offeror's Response row in order to appropriately address each requirement.)*

No	Assumptions
1	<p>The data elements have been captured with the intent of the following:</p> <p>a) To fulfill new requirements from the Department of Labor (DOL) for the creation of existing reports IN-HOUSE using the existing WIA and LE extracts</p> <p>b) To fulfill new requirements from the WIOA law for the creation of NEW reports (template to be provided by DOL) using data across the three agencies. Therefore, if any of the aforementioned statements do not hold after final guidance is received, the requirements pertaining to the portion mentioned by the statements will be invalidated.</p>
Offeror's Response	
2	For the WIOA performance measures, agreed upon interpretation of the public law has been used to determine requirements, which will need to be validated once final guidance is received
Offeror's Response	
3	It is expected that appropriate upstream data capturing processes will be modified to fulfill the data requirements of this project that have been mandated by the Federal government, e.g. SSN requirement
Offeror's Response	
4	It is expected that source systems from corresponding agencies will increase their frequency of data match processes with external sources so that data extracts that contain information from such external sources contain the most recent information before being delivered to the Workforce BI Solution. The frequency will be determined based on guidance from the WIOA law.
Offeror's Response	
5	It is expected that an interface agreement (MOU) will be finalized between the Workforce BI Solution and the agency data sources to operationalize the data exchange between Ohio BI and agency systems. Any changes to the MOU due to revised federal guidance will require revision and approval from both parties.
Offeror's Response	
6	The Workforce BI solution is expected to follow existing data security policies/standards currently in place at Ohio Business Intelligence (BI). Any new security policies/standards arising between the completion of requirements and implementation will result in re-evaluation of appropriate data requirements.
Offeror's Response	
7	It is expected that any change in definition of key participant types such as adults, youths, veterans, dislocated workers, disabled individuals and other such citizen types defined in the public law is transparent to the delivery of data to Ohio BI for this project. Such definition changes result in impact to agency data capture processes as opposed to report requirements.
Offeror's Response	
8	It is expected that the on-going extracts/data received from the three agency data sources will incorporate rules to filter or add data based on any changes in definition pending final guidance for key participant types.
Offeror's Response	
9	It is expected that the wage data required for the creation of the reports will be included as part of the extracts/data received from the three agency data sources. This means that the Workforce BI solution is not expected to interface with the Wage Record Information System (WRIS) to match up agency data for this phase of the project.

No	Assumptions
Offeror's Response	
10	It is expected the DOL will provide additional reporting templates for reporting common performance measures across the three agencies. These will have to be evaluated against requirements in this document.
Offeror's Response	
11	Even though new WIOA data elements are being configured into agency data capturing solutions, it is expected that the use of those data elements is yet to be determined, i.e. how they fit into the extracts being sent to Ohio BI for reporting common measures is still to be decided by Federal government.
Offeror's Response	
12	It is expected that existing data security and auditing standards/policies for Ohio BI shall be leveraged to meet WIOA requirements.
Offeror's Response	
13	It is expected that the literacy and skills gain common measure under WIA will be eliminated under WIOA.
Offeror's Response	
14	It is expected that the integration rules will be further validated through an actual test-run of production-like data from each of the data sources. This exercise could result in the creation of additional or deletion of the proposed rules.
Offeror's Response	
15	The following is the expected technology capabilities available for use in implementation of these requirements at Ohio BI: Oracle version 11.2.0.3 - Operational Data Store (ODS) Cognos version 10.2 - Reporting Tool Informatica Power Center version is 9.5.1 - Extract, Transform, Load (ETL) Tool Informatica Master Data Management (MDM) version 9.0 - MDM Tool WebLogic Application Server 10.3.5 - Application Server for MDM
Offeror's Response	
16	It is expected that Higher Education Information (HEI) system and Ohio Department of Education (ODE) systems will be considered as additional data sources to be integrated along with the three sources mentioned in this document to fulfill final federal requirements.
Offeror's Response	
17	It is expected that the GED at exit and the Post-Secondary Education at Exit for ABLE program will be made available within the ABLE system once final guidance is received. If the feasibility is not there, then this data will be integrated through ODE.
Offeror's Response	
18	It is expected that additional data will be required from JFS to incorporate the Eligible Training Providers Online (ETPO) templates. This will require a refinement to the requirements.

No	Assumptions
Offeror's Response	
19	It is expected that any latest Information Collection Requests (ICR) (including the ICR published on 07/22/15) from the DOL as well as DOE will be incorporated as part of the final requirements for WIOA by refining the requirements mentioned in this document.
Offeror's Response	
20	JFS may request the vendor to include additional data elements, functionality, or processes be captured in this project in order to support the Comprehensive Case Management Program. If additional data elements, functionality or processes are requested, the parties will amend the contract to include this additional work. The Contractor will not perform this work until such time as a written request that includes the scope, timing, applicable deliverables and cost is presented to and approved by the State.
Offeror's Response	

Supplement 2:

State Security and Privacy Requirements

State IT Computing Policy Requirements

State Data Handling Requirements

- Security patch management
- Detailed diagrams depicting all security-related devices and subsystems and their relationships with other systems for which they provide controls
- Secure communications over the Internet

The Security Plan must detail how security will be controlled during the implementation of the System and Services and contain the following:

- High-level description of the program and projects
- Security risks and concerns
- Security roles and responsibilities
- Program and project security policies and guidelines
- Security-specific project deliverables and processes
- Security team review and approval process
- Security-Identity management and Access Control for Contractor and State joiners, movers, and leavers
- Data Protection Plan for personal/sensitive data within the projects
- Business continuity and disaster recovery plan for the projects
- Infrastructure architecture and security processes
- Application security and industry best practices for the projects
- Vulnerability and threat management plan (cyber security)

1.1. State Network Access (VPN)

Any remote access to State systems and networks, Contractor or otherwise, must employ secure data transmission protocols, including the secure sockets layer (SSL) protocol and public key authentication, signing and encryption. In addition, any remote access solution must use Secure Multipurpose Internet Mail Extensions (S/MIME) to provide encryption and non-repudiation services through digital certificates and the provided PKI. Multi-factor authentication is to be employed for users with privileged network access by leveraging the State of Ohio RSA solution.

1.2. Security and Data Protection.

All Services must also operate at the [moderate level baseline] as defined in the National Institute of Standards and Technology (“NIST”) 800-53 Rev. 4 [moderate baseline requirements], be consistent with Federal Information Security Management Act (“FISMA”) *and SANS Critical Security Controls requirements, and offer a customizable and extendable capability based on open-standards APIs that enable integration with third party applications. Additionally, they must provide the State’s systems administrators with 24x7 visibility into the services through a real-time, web-based “dashboard” capability that enables them to monitor, in real or near real time, the Services’ performance against the established SLAs and promised operational parameters.

1.3. State Information Technology Policies

The Contractor is responsible for maintaining the security of information in environment elements under direct management and in accordance with State Security policies and standards. The Contractor will implement information security policies and capabilities as set forth in Statements of Work and, upon review and agreement by the State, based on the Offeror’s standard service center security processes that satisfy the State’s requirements contained herein. The Offeror’s responsibilities with respect to security services include the following:

- Support intrusion detection & prevention including prompt agency notification of such events, reporting, monitoring and assessing security events.

information in the system is “protected health information” under the HIPAA Privacy Rule, these principles shall be implemented in alignment with the HIPAA Privacy Rule. To the extent that there is PII in the system that is not “protected health information” under HIPAA, these principles shall still be implemented and, when applicable, aligned to other law or regulation.

All parties to this agreement specifically agree to comply with state and federal confidentiality and information disclosure laws, rules and regulations applicable to work associated with this RFP including but not limited to:

- United States Code 42 USC 1320d through 1320d-8 (HIPAA);
- Code of Federal Regulations, 42 CFR 431.300, 431.302, 431.305, 431.306, 435.945,45 CFR164.502 (e) and 164.504 (e);
- Ohio Revised Code, ORC 173.20, 173.22, 1347.01 through 1347.99, 2305.24, 2305.251, 3701.243, 3701.028, 4123.27, 5101.26, 5101.27, 5101.572, 5112.21, and 5111.61; and
- Corresponding Ohio Administrative Code Rules and Updates.
- Systems and Services must support and comply with the State’s security operational support model which is aligned to NIST 800-53 Revision ~~3~~ *4 and SANS critical-security-controls.
- - Social Security Administration (SSA)
- - Department of Health & Human Services (DHHS)
- - Center for Medicare & Medicaid Services (CMS)
- - HHS Administration for Children & Families (ACF)
- - U.S. Department of Education (ED)
-

1.4. Protection of State Data

Protection of State Data. To protect State Data as described in this agreement, in addition to its other duties regarding State Data, Contractor will:

- Maintain in confidence any personally identifiable information (“PI”) and State Sensitive Information (“SSI”) it may obtain, maintain, process, or otherwise receive from or through the State in the course of the Agreement;
- Use and permit its employees, officers, agents, and independent contractors to use any PI/SSI received from the State solely for those purposes expressly contemplated by the Agreement;
- Not sell, rent, lease or disclose, or permit its employees, officers, agents, and independent contractors to sell, rent, lease, or disclose, any such PI/SSI to any third party, except as permitted under this Agreement or required by applicable law, regulation, or court order;
- Take all commercially reasonable steps to (a) protect the confidentiality of PI/SSI received from the State and (b) establish and maintain physical, technical and administrative safeguards to prevent unauthorized access by third parties to PI/SSI received by Contractor from the State;
- Give access to PI/SSI of the State only to those individual employees, officers, agents, and independent contractors who reasonably require access to such information in connection with the performance of Contractor’s obligations under this Agreement;
- Upon request by the State, promptly destroy or return to the State in a format designated by the State all PI/SSI received from the State;
- Cooperate with any attempt by the State to monitor Contractor’s compliance with the foregoing obligations as reasonably requested by the State from time to time. The State shall be responsible for all costs incurred by Contractor for compliance with this provision of this subsection;
- Establish and maintain data security policies and procedures designed to ensure the following:
 - a) Security and confidentiality of PI/SSI;
 - b) Protection against anticipated threats or hazards to the security or integrity of PI/SSI; and
 - c) Protection against the unauthorized access or use of PI/SSI.

- In case of an actual security breach that may have compromised State Data, the Contractor must notify the State in writing of the breach within two (2) hours of the Contractor becoming aware of the breach and fully cooperate with the State to mitigate the consequences of such a breach. This includes any use or disclosure of the State data that is inconsistent with the terms of this Contract and of which the Contractor becomes aware, including but not limited to, any discovery of a use or disclosure that is not consistent with this Contract by an employee, agent, or subcontractor of the Contractor.
- The Contractor must give the State full access to the details of the breach and assist the State in making any notifications to potentially affected people and organizations that the State deems are necessary or appropriate. The Contractor must document all such incidents, including its response to them, and make that documentation available to the State on request.
- In addition to any other liability under this Contract related to the Contractor's improper disclosure of State data, and regardless of any limitation on liability of any kind in this Contract, the Contractor will be responsible for acquiring one year's identity theft protection service on behalf of any individual or entity whose personally identifiable information is compromised while it is in the Contractor's possession. Such identity theft protection must provide coverage from all three major credit reporting agencies and provide immediate notice through phone or email of attempts to access the individuals' credit history through those services.

2. Security Review Services

As part of a regular Security Review process, the Contractor will include the following reporting and services to the State:

2.1. Hardware and Software Assets

The Contractor will support the State in defining and producing specific reports for both hardware and software assets. At a minimum this should include:

- Deviations to hardware baseline
- Inventory of information types by hardware device
- Software inventory against licenses (State purchased)
- Software versions and then scans of versions against patches distributed and applied

2.2. Security Standards by Device and Access Type

The Contractor will:

- Document security standards by device type and execute regular scans against these standards to produce exception reports
- Document and implement a process for deviation from State standards

2.3. Boundary Defenses

The Contractor will:

- Work with the State to support the denial of communications to/from known malicious IP addresses*
- Ensure that the **OAKS *Ohio BI** network architecture separates internal systems from DMZ and extranet systems
- Require remote login access to use two-factor authentication
- Support the State's monitoring and management of devices remotely logging into internal network
- Support the State in the configuration firewall session tracking mechanisms for addresses that access **OAKS *Ohio BI**

2.4. Audit Log Reviews

The Contractor will:

- Work with the State to review and validate audit log settings for hardware and software
- Ensure that all **OAKS *Ohio BI** systems and environments have adequate space to store logs
- Work with the State to devise and implement profiles of common events from given systems to both reduce false positives and rapidly identify active access
- Provide requirements to the State to configure operating systems to log access control events
- Design and execute bi-weekly reports to identify anomalies in system logs
- Ensure logs are written to write-only devices for all servers or a dedicated server managed by another group.

2.5. Application Software Security

The Contractor will:

- Perform configuration review of operating system, application and database settings
- Ensure software development personnel receive training in writing secure code

2.6. System Administrator Access

The Contractor will

- Inventory all administrative passwords (application, database and operating system level)
- Implement policies to change default passwords in accordance with State policies, particular following any transfer or termination of personnel (State, existing MSV or Contractor)
- Configure administrative accounts to require regular password changes
- Ensure service level accounts have cryptographically strong passwords
- Store passwords in a hashed or encrypted format
- Ensure administrative accounts are used only for administrative activities
- Implement focused auditing of administrative privileged functions
- Configure systems to log entry and alert when administrative accounts are modified
- Segregate administrator accounts based on defined roles

2.7. Account Access Privileges

The Contractor will:

- Review and disable accounts not associated with a business process
- Create daily report that includes locked out accounts, disabled accounts, etc.
- Implement process for revoking system access
- Automatically log off users after a standard period of inactivity
- Monitor account usage to determine dormant accounts
- Monitor access attempts to deactivated accounts through audit logging
- Profile typical account usage and implement or maintain profiles to ensure that Security profiles are implemented correctly and consistently

2.8. Additional Controls and Responsibilities

The Contractor will meet with the State no less frequently than annually to:

- Review, Update and Conduct Security training for personnel, based on roles
- Review the adequacy of physical and environmental controls

- Verify the encryption of sensitive data in transit
- Review access control to information based on established roles and access profiles
- Update and review system administration documentation
- Update and review system maintenance policies
- Update and Review system and integrity policies
- Revised and Implement updates to the ~~OAKS~~ *Ohio BI security program plan
- Update and Implement Risk Assessment Policies and procedures
- Update and implement incident response procedures

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Supplement 3

Project Service Level Agreement (SLA) Requirements

<p>The System Test Execution Exit Quality Rate will, prior to UAT, be determined using the results of Contractor generated pre-test strategy, executed testing cases including functionality, performance, integration, interfaces, operational suitability and other test coverage items comprising a thorough Contractor executed system testing effort. Regression Testing must be performed as necessary. "System Test Execution Exit Quality Rate" means the inventory of all test cases performed in conjunction with Contractor system testing, or testing otherwise preceding the State's User Acceptance Testing efforts, presentation of resultant test performance inclusive of identified errors or issues (by priority), impact areas and overall testing results to the State otherwise referred to as "Testing Results".</p> <p>This Service Level begins upon Contractor presentation of the aforementioned Testing Results to the State prior to the State conducting UAT. The initial service level shown for this SLA will be 90.0%, exclusive of *critical and high Severity 1 and 2 defects (which must be resolved prior to presentation to the State) and will be validated during an initial measurement period. The initial and subsequent measurement periods will be as mutually agreed by the Parties. Following the initial measurement period, and as a result of any production use the Service Level will be adjusted to 95%.</p>	<p>Compliance with the System Test Execution Exit Quality Rate is expected to be greater than or equal to 90% prior to UAT and greater than or equal to 95% in production</p>	
<p>The Mean Time to Repair/Resolve *critical Severity 1 Service Level will be calculated by determining time (stated in hours and minutes) representing the statistical mean for all in-scope * critical Severity 1 Defect service requests in the Contract Month. "Time to Repair" is measured from time a Defect is received by the Contractor to point in time when the Defect is resolved by the Contractor and the Contractor submits the repair to the State for confirmation of resolution. "*critical Severity 1 Defect Service Request" affects critical functionality or critical data. No work-around exists.</p>	<p>System Test Quality Exit Rate =</p> <p>Mean Time to Repair/Resolve pre-implementation *critical Severity 1 Defects is expected to be less than or equal to 24 hours*</p>	<p>Total Test Cases Passing Contractor System Test Efforts</p> <hr/> <p>Total Test Cases Executed during System Testing Effort</p> <p>Mean Time to Repair/Resolve post-implementation *critical Severity 1 Defects is expected to be less than or equal to 24 hours</p>

<p>* In lieu of any specifically stated SLA determined by the project sponsor, the default requirement shall apply.</p>		
<p>The Mean Time to Repair/Resolve *-high Severity 2 Service Level will be calculated by determining time (stated in hours and minutes) representing the statistical mean for all in-scope high-high Severity 2 Defect service requests in the Contract Month. "Time to Repair" is measured from time a Defect is received by the Contractor to point in time when the Defect is resolved by the Contractor and the Contractor submits the repair to the State for confirmation of resolution. "*high Severity 2 Defect Service Request" affects critical functionality, but there is a temporary work-around however it is difficult to implement.</p>	<p>Mean Time to Repair/Resolve pre-implementation *-high Severity 2 Defects is expected to be less than or equal to 72 hours</p>	<p>Mean Time to Repair/Resolve post-implementation *-high Severity 2 Defects is expected to be less than or equal to 72 hours</p>
<p>* In lieu of any specifically stated SLA determined by the project sponsor, the default requirement shall apply.</p>	<p>Mean Time to Repair/Resolve (*critical Severity 1 Defects) =</p>	<p>Total elapsed time it takes to repair *-critical Severity 1 Defect Service Requests</p> <hr/> <p>Total *-critical Severity 1 Defect Service Requests</p>

		<p>Mean Time to Repair/Resolve (*high Severity 2 Defects)</p>	<p>Total elapsed time it takes to repair *high Severity 2 Defect Service Requests</p> <hr/> <p>Total *high Severity 2 Defect Service Requests</p>
7	<p>The Mean Time to Repair *medium Severity 3 Service Level will be calculated by determining time (stated in hours and minutes) representing the statistical mean for all in-scope *medium Severity 3 Defect service requests in the Contract Month. "Time to Repair" is measured from time a Defect is received by the Contractor to point in time when the Defect is resolved by the Contractor and the Contractor submits the repair to the State for confirmation of resolution. "*medium Severity 3 Defect Service Request" affects minor functionality or non-critical data. There is an easy, temporary work-around.</p>	<p>Mean Time to Repair/Resolve pre-implementation *medium Severity 3 Defects is expected to be less than or equal to 7 calendar days</p>	<p>Mean Time to Repair/Resolve post-implementation *medium Severity 3 Defects is expected to be less than or equal to 7 calendar days</p>

$$\begin{array}{ccc} \text{Mean Time} & & \text{Total elapsed time it takes to repair *medium Severity 3 Defect} \\ \text{to Repair/Resolve} & = & \text{Service Requests} \\ \text{(*medium Severity 3 Defects)} & & \hline & & \text{Total *medium Severity 3 Defect Service Requests} \end{array}$$