

## **Determination and Finding**

**(D&F)**

**Finance and Administrative Cabinet**

**On Behalf Of**

**Education and Labor Cabinet (ELC)**

**Kentucky Unemployment Insurance Portal**

**Request for Proposal**

**Solicitation No.: RFP 758 2300000217**

**Stacy Blank, CPPO, CPPB, NIGP-CPP  
Holly McDonald, KCPM**

**Commonwealth Buyers**

**April 18, 2024**

The Office of Procurement Services (OPS) issued a Request for Proposal (RFP), Solicitation RFP 758 2300000217 on December 09, 2022, to solicit responses from vendors to procure the services of a vendor to outsource the fully designed, development, and implementation of an Information Technology (IT) solution for the operation of Kentucky's Unemployment Insurance (UI) Portal. This RFP closed on February 22, 2023.

Capgemini America, Inc., Capitol Bridge LLC, Deloitte Consulting LP, FAST Enterprises, Inc., Geographic Solutions, Inc., Ionate, Inc., Quantiphi, Inc., and TATA Consultancy Services Limited submitted responses to the referenced RFP.

Ionate, Inc. and Quantiphi, Inc. were deemed non-responsive.

I. Ionate, Inc. was deemed non-responsive per the following:

Per Section 20.2 of the RFP:

The current operations for the Commonwealth consist of the following functional and operational components and stakeholders:

- UI Employer Contributions (Tax System) - These areas determine employer contribution liability and rates; maintain employer accounts; conduct field audits; perform contribution enforcement; process protests and hearing requests from employers; process inquiries and reports; and interface with State revenue organizations.
- Unemployment Insurance Benefit Claims - These areas process requests for UI benefits arising from intrastate, federal, military, combined wage, or interstate claims,

in addition to special claims programs including DisasterUnemployment Assistance, Trade Readjustment Assistance (TRA), and Trade Adjustment Assistance (TAA); determine monetary entitlement, employer benefit charges, penalties, and continued eligibility; perform adjudication (fact- finding of issues); issue and process claim determinations and registration of lower authority appeals from both employers and claimants; produce benefit payments; perform benefit payment control and UI integrity through the identification and recovery of overpayments; follow leads of possible fraud, perform cross matches, including the Directory of New Hire Cross match, for possible fraud detection; and process inquiries and reports.

- Appeals - The Commonwealth has reengineered its appellate processes within the last decade, but the current appeals system has limited functionality and depends on the current Siebel system.
- Stakeholders - Those served by the Solution can be divided into three primary groups:
  1. Users - Staff of the primary operational areas that perform transactions on the system or retrieve information on behalf of customers.
  2. Customers - Employers, benefit recipients and third-party agents doing business with KYOUI (using self-service applications or receiving direct services) and employers, benefit recipients, and third party agents involved in the appeal process.
  3. Partners - Other agencies of the Commonwealth, federal agencies, or other external entities with which the UI Division exchanges information.

Most of these entities connect via the interfaces, but some agencies have users that lookup or run simple searches within our system. For example: they may run a SSN query for wage records for social assistance programs.

Per Section 50.6.2 of the RFP:

Number of Implementations

The Vendor shall have conducted a minimum of one (1) successful implementation of a complex government service IT system of a comparable size and scope in the United States prior to the closing of this solicitation. The Commonwealth prefers a vendor that has experience building a detailed UI system or its prior version equivalent.

The Prime contractor must not rely solely on subcontractors for technical solutions. The prime must have technical experience and have completed the design, development and implementation of an Unemployment Insurance solution or some functional or operational component of section 20.2.

Vendor's Technical Response:

Ionate's Technical Response did not demonstrate they or their sub-contractor had experience and have completed the design, development and implementation of an Unemployment Insurance solution or some functional or operational component of the UI System per Sections 20.2 and 50.6.2 of the RFP.

II. Quantiphi, Inc. was deemed non-responsive per the following:

Per Section 20.2 of the RFP:

The current operations for the Commonwealth consist of the following functional and operational components and stakeholders:

- UI Employer Contributions (Tax System) - These areas determine employer contribution liability and rates; maintain employer accounts; conduct field audits; perform contribution enforcement; process protests and hearing requests from employers; process inquiries and reports; and interface with State revenue organizations.
- Unemployment Insurance Benefit Claims - These areas process requests for UI benefits arising from intrastate, federal, military, combined wage, or interstate claims, in addition to special claims programs including Disaster Unemployment Assistance, Trade Readjustment Assistance (TRA), and Trade Adjustment Assistance (TAA); determine monetary entitlement, employer benefit charges, penalties, and continued eligibility; perform adjudication (fact-finding of issues); issue and process claim determinations and registration of lower authority appeals from both employers and claimants; produce benefit payments; perform benefit payment control and UI integrity through the identification and recovery of overpayments; follow leads of possible fraud, perform cross matches, including the Directory of New Hire Cross match, for possible fraud detection; and process inquiries and reports.
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  1. Users - Staff of the primary operational areas that perform transactions on the system or retrieve information on behalf of customers.
  2. Customers - Employers, benefit recipients and third-party agents doing business with KYOUI (using self-service applications or receiving direct services) and employers, benefit recipients, and third party agents involved in the appeal process.
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Most of these entities connect via the interfaces, but some agencies have users that lookup or run simple searches within our system. For example: they may run a SSN query for wage records for social assistance programs.

Per Section 50.6.2 of the RFP:

Number of Implementations

The Vendor shall have conducted a minimum of one (1) successful implementation of a complex government service IT system of a comparable size and scope in the United States prior to the closing of this solicitation. The Commonwealth prefers a vendor that has experience building a detailed UI system or its prior version equivalent.

The Prime contractor must not rely solely on subcontractors for technical solutions. The prime must have technical experience and have completed the design, development and implementation of an Unemployment Insurance solution or some functional or operational component of section 20.2.

Vendor's Technical Response:

Quantiphi, Inc. included experience with the State UI Program in their Technical response; however, the referenced work, while benefiting the UI program, did not demonstrate they had experience and have completed the design, development and implementation of an Unemployment Insurance solution or some functional or operational component of the UI System per Sections 20.2 and 50.6.2 of the RFP.

III. Capgemini America, Inc., Deloitte Consulting LP, FAST Enterprises, Inc., Geographic Solutions, Inc., and TATA Consultancy Services Limited were deemed responsive.

**EVALUATION PROCESS**

1) Technical Proposal (maximum pts=13000)

The Technical Proposals were evaluated and scored by an evaluation team. The scoring and evaluation were conducted pursuant to Section 70 of the RFP. Proposals with a combined technical score less than 50% of the maximum technical points possible will not be considered for award and neither cost proposals nor oral demonstrations/presentation evaluations will be evaluated regarding that proposal. A proposal's combined technical score is the combined total points of all scored criteria in the technical proposal portion of an evaluation. Capitol Bridge, LLC did not meet this threshold.

1) Cost Proposal (maximum pts=4000)

Pursuant to Section 70 of the RFP, Cost Proposals were evaluated and scored by the Buyer.

2) Oral Presentation/Demonstration (maximum pts=6500)

Pursuant to Section 70 of the RFP, Oral Presentations/Demonstrations were held with Capgemini America, Inc., Deloitte Consulting LP, FAST Enterprises, Inc., Geographic Solutions, Inc., and TATA Consultancy Services Limited.

3) Final Scoring

Pursuant to Section 70 of the RFP, based on the combined scoring of the Evaluation Criteria, Deloitte Consulting LLP was ranked the highest ranked vendor.

5) Negotiation

Pursuant to Section 80 of the RFP, Negotiations conducted with Deloitte Consulting LLP were successful and MA 758 2400000505 was awarded.

Commonwealth Buyers:  
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