On Point Technology LLC

On Point Technology Proposal Number: 20220310

State of West Virginia

Fraud Case Management Solution

CRFP 0323 WWV2200000001-4

Submitted to:
State of West Virginia
Department of Employment Security

On Point Technology, LLC
Thomas Kusnirik
Director of Software Service and Delivery
1515 W. 22nd Street, Suite 900
Oak Brook, IL 60523
609-289-4939
thomas.kusnirik@onpointtech.com

Submitted by:
On Point Technology, LLC
1515 W. 22nd Street, Suite 900
Oak Brook, IL 60523

Submitted	Expires
3-10-2022	5-10-2022

03/10/22 10:15:58
WV Purchasing Division

Table of Contents

1 Proposal Introduction

On Point technology, LLC has software that has automated over 6 million in investigation cases. For over two decades our software has performed automated case management for 14 state workforce agencies. With this experience, we have automated the letter writing and decision making process that meets DOL's UIPL 16/21 requirements. While we understand you are not asking for that piece now, later it can be added. We are thrilled to share our product capability with the state of West Virgnia.

Our Barts application, which ran in 14 state agencies and achieved the statistics, has been totally rewritten and rearchitected. The new system is named OPTimum Resolve. Resolve has the functionality for all investigation tasks. The key to its effectiveness is automation of the **completion** of investigation tasks. Most case management systems are task managers. They track claims issues, provide views, and remind staff of pending tasks. Resolve automates the clerical and complex tasks that currently burdening your investigation staff.

OPTimum Resolve **completes** the task:
- Auto import investigation tasks from any issue detection source
- Auto notifications
- Collect case facts for single and multi-party cases.
- Auto analysis of facts using state business rules
- Auto deliver electronically or by US mail determination notices to ALL applicable parties
- Auto update all pertinent information to the benefit system as the system of record
- Auto all the exhibits in the event of appeals, redetermination or Criminal Case proceedings

OPTimum Resolve will be deployed on-premises. The On Point technical team will work closely with Workforce West Virginia to ensure a successful implementation of Resolve as an on-prem solution utilizing Windows Server and Microsoft SQL.

The largest problem with inequitable benefit payments during the pandemic recession was and still is the massive number of identity theft claims, filed not by the wage earner, but by foreign, internal, and national operatives. Just tracking the sheer number of cases and the data that connects them to the same bad actor(s) scheme, not to mention any additional associated artifacts, is a daunting task for every SWA. This proposal gives Workforce West Virginia entrée to a proven case management suite. Any other choice would not alleviate the work burdening UI programs today. OPTimum Resolve will assist with the current backlogs, track the work, and fortify the program for the future.

2 Profile of the Organization

2.1 Vendor Profile

VENDOR PROFILE	
Business Name	On Point Technology, LLC
Year Established	Started in 1984, incorporated in 1996, converted to LLC in 2014
Company Website	www.onpointtech.com
State of Incorporation	On Point Technology, LLC (36-4116919) is a Delaware Limited Liability Company
Corporate Address	**Headquarters Office:** 1515 W. 22nd Street, Suite 900 Oak Brook, IL 60523
Federal Tax ID Number	36-4116919
DUNS #	008251196
Authorized Company Representative	Thomas Kusnirik Director of Software Services and Delivery Cell: 609-289-4939 thomas.kusnirik@onpointtech.com 1515 W. 22nd Street, Suite 900 Oak Brook IL 60523

2.2 Form of Business Entity

On Point Technology, Inc. (36-4116919), an Illinois Corporation, was converted to a Delaware Limited Liability Company, changing its name to On Point Technology, LLC (36-4116919) on January 10, 2014.

On Point Technology, LLC (36-4116919) became a wholly owned subsidiary of On Point Holdings, LLC (46-4506240). On Point Technology, LLC (36-4116919) is a single member LLC (corporation) disregarded for tax purposes.

2.3 Location

On Point Technology, LLC.
1515 W. 22nd Street, Suite 900
Oak Brook, IL 60523
(630) 522-7900
(866) 482-0189

2.4   Type of Business

On Point Technology employs a team of 50 knowledgeable and qualified professionals along with a pool of associated subject matter experts, as well as business and technical experts from which we can draw. For over 30 years, On Point Technology's staff has served as a trusted partners to State Unemployment Agencies to adjudicate civil overpayments, fraud, and criminal prosecution. Our staff and leadership are made up of highly experienced and knowledgeable business and technical professionals. Senior management alone possesses well over 400 years of unrivaled cumulative experience, our staff is skilled in every discipline within an unemployment insurance tax and benefits processes. That experience, combined with our exceptional technical expertise, uniquely and strategically qualifies On Point Technology to provide Workforce West Virginia with our verification and validation services.

On Point Technology is a recognized leader in the UI industry. Anchored in our core product offerings, On Point Technology also offers a broad spectrum of industry leading information technology and security services and solutions. Our core competencies include the following:

- Business Process Analysis
- Fraud Detection and Prevention
- Case Management of workload
- Creating fraud detection algorithms
- Writing manuals, UAT checklists, and training all things UI related
- Firsthand knowledge of working with federal and county agents and prosecutors
- Criminal case investigation/prosecution
- Data Analytics, Predictive Modeling, Machine Learning
- Requirements Definition Modernization (UI Tax and/or Benefit Systems)
- Enterprise Systems Architecture Analysis, Design, Development & Integration
- Custom Software Application Development
- Software Application & Data Migration
- Software Application/Infrastructure Development & Life Cycle Management
- Application Maintenance and Support
- Program & Project Management
- Data Center Support (Software Maintenance, Database & Server Administration)
- Quality Assurance & Testing
- Security & Information Assurance

2.5   Experience

On Point Technology has been in business for over 30 years, providing Unemployment Insurance fraud detection solutions and business process analysis with unparalleled success. On Point Technology is the only independent solution provider exclusively dedicated to Unemployment

Insurance (UI) Agencies. Unemployment insurance is not just one on a long list of practice areas for On Point.

Technology and expertise are our entire focus. Our mission is to provide the United States Workforce/Unemployment Insurance community with quality, relevant, modern, and cost-effective integrity solutions. We also provide an unequaled business process analysis for state and federal benefit programs which have been used to improve State processes' efficiency and increasing operational success. One strength which On Point Technology brings to the UI community is this combination of extensive historical experience and knowledge along with current up to date skills deploying the latest in information processing science and technology. Our goal has been and remains to provide a complete suite of services and products to meet the many divergent and complex needs of the UI program nationwide. On Point Technology customers can be sure their program will be more secure and increasingly productive while using processes and applications that are not only state of the art regarding technology, but are flexible as well as less costly to deploy, use and maintain. Our UI experts have worked on integrity and performance enhancing solutions in 25 State UI Agencies nationwide. There are no aspects of the UI Program that we have not been involved with as we have provided: custom software development, off the shelf software products, Business Process Analysis and improvement, IV&V, program integrity solutions, performance enhancement tuning, legacy VSAM/Mainframe support, and systems implementation and maintenance. The state agencies that we currently work with will attest to our knowledge, skills, level /quality of performance, commitment, professionalism, and dedication to, and passion for, the UI Program are included elsewhere in this response. We encourage you to contact them to verify our representations as set forth in this proposal.

On Point Technology understands Workforce West Virginia fraud case management monitoring challenges and needs because our experts have walked in your shoes and worked in the trenches at UI Agencies. We are not UI Agency outsiders trying to understand your terminology and business, like so many large consulting firms and system integrators where staff can routinely move from project to project and industry to industry. Instead, our experienced UI business and technology professionals remain focused exclusively on the latest trends, legislation, processes, and technology associated with the Unemployment Insurance program. This focus allows us to save valuable project time by working peer-to-peer and cutting through the laborious "education phase" that can be common for other consulting firms. Our deep industry knowledge helps prevent costly project missteps, and no one is better positioned to help Workforce West Virginia achieve success than On Point Technology.

3 Qualifications of Assigned Personnel

Thomas Kusnirik, Director of Software Services and Delivery

Thomas Kusnirik is the Director of Software Services and Delivery and has led On Point's OPTimum Integrity Cloud and its integration with our legacy systems. These efforts have, and continue to, assist states during the pandemic to adopt the latest fraud detection and prevention systems. Tom has 20 years' experience working in unemployment Insurance and has the knowledge, skills, and ability to manage this project by working directly with Workforce West Virginia. See his bio in the attachments section.

Mark Mayfield, Senior Software Implementation Project Manager

Mark Mayfield is a seasoned Lean Champion, charged with implementing the Lean methodology on various projects. He has successfully led individual teams in discovering and documenting the current state mapped, against a desired future state of workflow. He excels at identifying waste and inefficiencies while realizing areas for automation. He is experienced in developing a culture of continuous improvement. He was the Chief of Adjudication for Idaho Department of Labor and was charged with organizing the agencies first centralized adjudication bureau. In 2014, he led a team for the state of Idaho that successfully deployed a new web-based Unemployment Insurance Benefit and Tax application, replacing a 35-year-old mainframe. His team delivered the solution nearly four months ahead of schedule and 3 million dollars under budget. The implementation was nearly flawless, and the new system continues to support the UI program today. See his bio in the attachments section.

Becky Sperlazza, Senior Business Analyst

Becky Sperlazza served as UI director for the Virginia agency. Her knowledge of all historical and new, pandemic related payment types will be invaluable to Workforce West Virginia's efforts to find and adjudicate fraud. Her specialty is in all aspects of adjudication, in particular Work and Earnings non-fraud and fraudulent claims. Her expertise in Adjudication will assist Workforce West Virigina with a seamless implementation of the On Point Technology Adjudication product. See her bio in the attachments section.

Kathryn Moore, Senior Business Analyst

Kathy Moore's knowledge of all types of fraud comes from work as the Washington State UI Chief of Investigation. She has worked on some of the largest UI criminal cases ever successfully prosecuted in the U.S. Those experiences have given her a unique understanding of the value of fraud prevention and detection analytics using data. She has worked on all five OPT projects that developed a FraudX™ algorithm. The ID Theft Fraud X™ has prevented multi-billion dollars losses from one SWA's Trust Fund. Her UI Fraud knowledge will be valuable for Workforce West Virginia efforts to find solutions for the prevention, detection, and prosecution of fraud schemes. Her ability to find outliers in data patterns make it easy for her to spot the differences between real claims and fraudulent claims. See her bio in the attachments section.

Joe Pacheco, Senior Business Analyst

Joe Pacheco is an expert in unemployment insurance fraud. His knowledge of all types of fraud, especially Synthetic Claims, will be valuable to define fraud best practices. His specialty is knowledge, skill, and ability to discover fraud using pattern analysis. He has expertise in the use of the ID Theft FraudX™ and the Synthetic Claim FraudX™. Using behavioral analytics, he can shine a light on outliers in data patterns, that make it easy to spot the differences between real claims and fraudulent claims. He has the expertise to determine why different types of fraud were not detected and write recommendations as to how to close the gaps. See his bio in the attachments section.
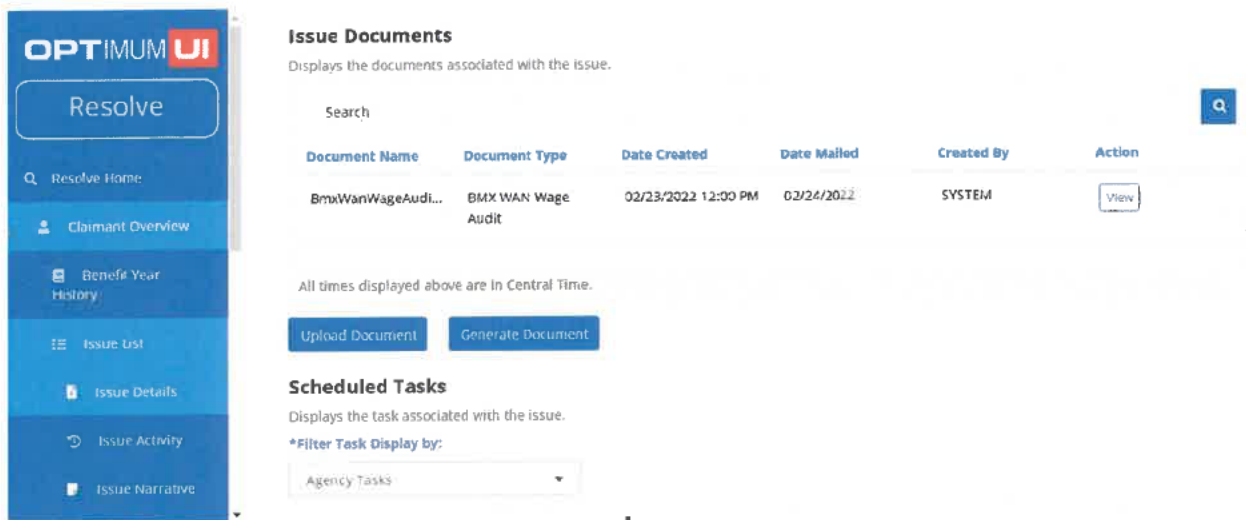
Dale Ziegler, Director of Government Relations

As a former Deputy Administrator for the USDOL Office of Unemployment Insurance (OUI), Dale worked with OUI's Administrator in overseeing the 53 states and territories that administer all the federal-state UI programs. Annually, UI programs serve seven to ten million beneficiaries, pay $30-$50 billion in unemployment benefits (depending on economic conditions), and collect some $40 billion in unemployment taxes. In that capacity, Dale was responsible for the Offices of Fiscal & Actuarial Services responsible for handling more than $2.6 billion in state administrative grants, UI Operations, Performance Management, and Legislation.

Prior to his tenure with the USDOL, Dale served as Assistant Commissioner for UI at the Washington Employment Security Department and as Deputy Assistant Secretary at the Maryland Department of Economic & Employment Development where he served co-directing the daily operations of the multi-unit division responsible for implementing policy and administering Maryland's UI program, Workforce Training programs, and Employment Service. In these capacities he excelled at testifying before the US Congress and the state legislative branches of both Maryland and Washington States.

Joseph Vitale, Senior IT Executive

Joseph Vitale is a Senior IT Executive functioning as a technical and business relations consultant for On Point. He provides advisory services on the OPTimum Integrity Cloud (OIC) solution. Joe has over 40 years' experience working in unemployment Insurance and unemployment insurance technology and assists states in integrating the OIC into their legacy and modern UI IT systems. He also advises states on the latest fraud detection and prevention systems. See his bio in the attachments section.

Norm Harelik, Senior Business Analyst Manager

Norm Harelik is a business process expert in unemployment insurance processing. His knowledge of all types of benefit fraud and analytics will be invaluable. He is an experienced Manager of Internal Investigations. His expertise in UI business processing and internal controls will assist Workforce West Virginia to determine why different types of fraud were not detected and write recommendations as to how to close the gap. See his bio in the attachments section.

4   Scope of Service

The On Point Technology (OPT) team will facilitate a project kick off session with Workforce West Virginia. The sessions will walk through the process and approach OPT team members will use throughout the project. OPT will then facilitate sessions with Workforce West Virginia discussing the following key areas required to execute the project.

1. Project Schedule: A dedicated Project Manager and other team members will walk Workforce West Virginia leadership teams through the timeline and milestones associated with the overall project. The project timeline is tight and limited so there will be a requirement for the teams to work closely together during the execution. The kickoff session will assure better awareness of each team's roles, the responsibility of all partners, and set up the appropriate cadences for the team to communicate.
2. Data Requirements: The OPT team will work with Workforce West Virginia to outline all data required for a comparative analysis.
3. Business Rules
4. Reporting
5. Training and Knowledge Transfer. Knowledge transfer begins during the UAT phase, continues with a walk through the User Manual and our certified trainers will complete the knowledge transfer during training with WV staff

Through our work with 25 states, we have learned well that laws and regulations differ, often widely, from state to state, and this experience has us well positioned to analyze and understand the uniqueness of Workforce West Virginia's base requirements, down to the smallest nuance, and how that relates to the information being handled. The OPT team has seasoned veterans that understand fraud, the UI investigation and determination processes. A summary of our approach to each phase of the project is listed below.

4.1   Formal Objective

The contract requires the vendor to provide a fraudulent unemployment case management monitoring solution. The solution must integrate directly with Workforce West Virginia's Data Science Library. Additionally, the solution must allow users to view, research, identify, upload single case or scheme documents and prioritize valid and fraudulent Unemployment Insurance claims in a single interface. To fulfil this directive, On Point Technology proposes the OPTimum Resolve solution in response to the State's request. OPTimum Resolve is a complete issue management system that automates all states of the UI investigation and adjudication process inclusive of identity, wage and earnings, and separation and non-separation issues. For a more comprehensive definition of system capabilities, see section 5.0 Deliverables (Proposed Solution).

4.2 Methodology and Approach

On Point's adheres to an agile implementation methodology. Overall, the implementation process is streamlined to provide the structure necessary to ensure success, while maintain a level of flexibility to best suit Workforce West Virginia's needs. The following provides some detail surrounding the process and terminology.

During the initiation phase of the project, the project manager from OPT and Workforce West Virginia will coordinate via virtual or on-site sessions on several key areas that are represented and documented in an overall project charter. These areas include the following main categories:

- Overall Scope and Selected Modules
- Deliverable Acceptance Criteria
- Priorities of Implementation
- Project Structure
- Communication Protocols
- Issues & Risk Registry
- Project Schedule
- High Level Architecture Diagram

These project launch/initiation sessions will facilitate the definition of the remainder of the project efforts and as well as define the priority of the modules. On Point understands the importance of conducting specific portions of the work in West Virginia, as well as being well-equipped for remote virtual meetings, based on the current environment. We are committed to spending as much time virtually or on-site as is necessary to ensure the project is successfully completed on time and within budget.

Once OIC modules have been prioritized, team members will finalize the project timeline. OPT will be using the State's expected delivery dates to drive the timeline. The timeline is used to develop a comprehensive work plan using On Point Technology's proposed work plan as a baseline. This deliverable serves to finalize the definition of the project.

Once the project definition has been finalized, the OPT team will facilitate coordination between our implementation team and Workforce West Virginia. It is expected that each module will have some or all the following stakeholders:

1. Project Managers
2. Subject Matter Experts
3. System Analyst
4. Business Analyst
5. System Engineer
6. Quality Assurance Team

7. Support Staff

These roles will involve members from both state and OPT and may require more than one member for a role depending on the complexity of the selected module.

All defined work for each module will be structured within Iterations. Each iteration will run 2-week sprints with well-defined scope in a backlog. The scope definition for each sprint will include all requirements to implement, configure, and customize the module for Workforce West Virginia. An implementation schedule can range based on the number of required capability modifications and backlog items, but the average implementation timeline per module is 3 sprints. This process allows for On Point to lower each implementation complexity and provide earlier access to the tools as the overall project continues to transition to the next module implementation.

Depending on the required timeline, On Point can coordinate multiple, concurrent Iterations, which can expedite the timeline of the project as necessary.

• Revise Work Plan – During the Project Initiation Sessions, team members will finalize the project timeline. We will be using the State's expected delivery dates to drive the timeline. The timeline is used to develop a comprehensive work plan using On Point Technology's proposed work plan as a baseline. This deliverable serves to finalize the definition of the project.

On Point's team will work closely with Workforce West Virginia to manage all artifacts that are required to get the appropriate modules implemented successfully. The following is a list the artifacts that are part of our implementation methodology and approach.

Project Charter: The project charter is considered a living document that overlaps both project management and technical documentations within the project. The document contains the following information:

- Overall Scope and Selected Modules
- Deliverable Acceptance Criteria
- Priorities of Implementation
- Project Structure
- Communication Protocols
- Issues & Risk Registry
- Project Schedule
- High Level Architecture Diagram

Configuration / Integration Document: This document will outline the required integration points between Workforce West Virginia and the subscribed modules. This information will incorporate all configuration requirements between Workforce West Virginia's benefits platform, the network, and OPTimum Resolve modules. This document will include a data dictionary, data mappings, and networking configuration.

Module Gap Document: The Module Gap Document outlines any additional scope requirements outlined by Workforce West Virginia that On Point modules need to align with. This could incorporate correspondence, branding, and minor workflow changes. This aligns all team members expectations and ensures proper acceptance criteria is defined in preparation for the final delivery of the OPTimum Resolve modules.

OPTimum Resolve is architected to provide configuration flexibility. All required documentation for the successful implementation of this project is discussed during the project kick-off phase, which allows Project Managers to appropriately plan and schedule the tasks to hit the ground running. Our implementation process is structured and well-defined; however, we also understand that Workforce West Virginia may require additional documentation or processes to deploy systems to production. With that said, On Point is committed to working with West Virginia's project leadership to define and share responsibility in creation of any additional artifacts and/or processes.

Project Plan:

On Point will develop an Overall Implementation Project Plan within 30 days, which will be actively managed by both On Point and Workforce West Virginia's project management team. The implementation plan is of critical importance to the success of the project. It defines the coordination of multiple efforts and processes which control the work of the project, as well as the roles and responsibilities of project staff who will execute the work. Our implementation plan serves as a guide for project team members, and a tool for project managers

Project Status Report:

The On Point Technology Project Manager will assemble and distribute an agenda for a weekly project status meeting to core project team members at least one business day prior to the weekly status meeting that the core project team members will attend. Before and during the weekly status meeting, the On Point Technology Project Manager will assemble the weekly status report. No more than one business day following the weekly project status meeting, the On Point Technology Project Manager will distribute a recap of the weekly project status meeting as well as a weekly project status report to all project stakeholders The weekly project status report shall include but is not limited to the following topics:

- Current reporting period accomplishments
- Planned activities and goals to be achieved during the following reporting period
  - An Earned Value Management assessment of the project's health to date including:
  - Project's actual feature delivery-to-date versus planned feature delivery-to-date
  - Project's current schedule versus baseline schedule
- Project action items closed, open, and new
- Project impediments closed, open, and new

- Project issues closed, open, and new
- Project risks closed, open, and new as well as active mitigation strategies for each
- Other topics as needed

5   Deliverables (Proposed Solution)

PURPOSE AND SCOPE: The West Virginia Purchasing Division is soliciting bids on behalf of Workforce to establish an open-end contract for a web-based fraudulent unemployment case-management monitoring software application.

The objectives of Workforce West Virginia will only be obtained through implementation of a **complete** UI case management system, one that supports and automates all the "required UI Integrity functions" and unique case management requirements of UI. Any gaps in the implemented case management system will result in workload backlogs, and inefficient workarounds that will burden valuable West Virginia staff and lengthen timelines of prevention, detection, investigation, and prosecution. On Point proposes implementation of the OPTimum Resolve system.

OPTimum Resolve is a complete investigation and adjudication system, built for UI by UI experts. It incorporates intimate UI knowledge enabling it to streamline each step of the process as required by UI, including but not limited to the following: importing of leads/suspects, automating claimant and/or employer outreach, fact-finding through utilization of dynamic question trees, determination of Fraud/Non-Fraud/No Fraud based on business rules and benefit precedent, proration of wages, calculation of overpayment amounts, generation of determination notices, establishing overpayments within the benefit system, flagging and documenting overpayments to present for collections and/or prosecutions.

OPTimum Resolve is ushering in a new way of managing issues/cases and streamlining resolution. On Point has leveraged two decades of adjudication experience, across 14 state workforce agency clients, over $6B in overpayments captured, and over 6M transactions fully automated. OPTimum Resolve is built on the latest microservices technology and includes powerful automated case management capabilities.

OPTimum Resolve utilizes a business process engine that is configured to follow Workforce West Virginia procedures, law, and benefit precedents to ensure investigation and adjudication are conducted in compliance with West Virginia policy and meets your objectives. OPTimum Resolve also supports presentation of details needed to prosecute fraud cases.

Investigation and adjudication processes are segmented by issue type. Depending on the type of issue, OPTimum Resolve will orchestrate, and most times automate, the activities required to complete investigation and adjudication. A typical process flow would include Detection, Fact-finding, Rebuttal, Resolution, and Determination.

Within the process flow phases, the following set of capabilities are available:
* Manual and automated issue creation

- Gathers and consolidates facts from Claimants and Employers through intelligent fact-finding question trees
- Intelligent analysis and presentation of side-by-side fact-finding results enabling agency staff to easily identify differences and similarities between employer and claimant responses
- Determination of fraud or non-fraud designation based on state-supplied business rules
- Generation of notices of determination fully customized for the state
- Robust automated interview scheduling that integrates directly with Google and Microsoft Outlook calendars
- Issue-based workflows allow for automated and manual task creation
- Automatic issue assignment based on state's business rules
- Provides ability to reassign issues in mass
- Allows uploading of documentation directly to the case
- Allows for manual and automatic creation/updating of case narratives
- Provides self-maintenance of state users and business rules
- Provides a view of benefit year, claim, continued claim, employer information, and issue Information
- Calculates overpayment and penalty amounts
- Allows for automatic and manual resolution of issues
- Automatically performs fraud analysis based on available evidence, then provides UI agents with "rapid review" recommendations for one-click determination generation
- Allows data and issue status integration with external sources such as Workforce West Virginia's Data Science Library and benefit system

To get a better sense of the value that OPTimum Resolve brings, we find it useful to provide insight into our vision of the integrity and adjudication business flow and how we have structured our solution to tightly align with the needs of the UI community. Here is a diagram that illustrates our thoughts on the integrity and adjudication workflow:
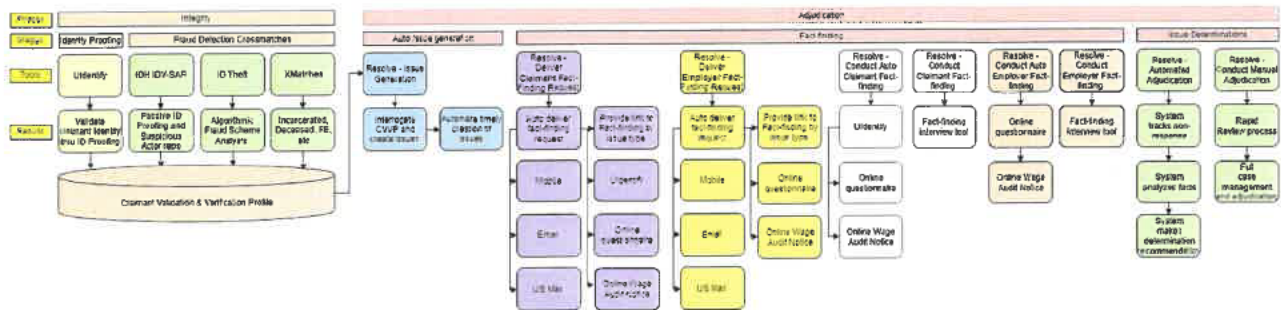
The OPTimum Integrity Cloud solves for the entire flow, from lead detection to the eventual determination. OPTimum Resolve, specifically, solves for all the steps outlined in the adjudication phase. The main objective of OPTimum Resolve is to **automate** and **complete** as much of the work for staff, while creating an intuitive user experience that anyone can use so determinations are reliable and consistent across the all staff.
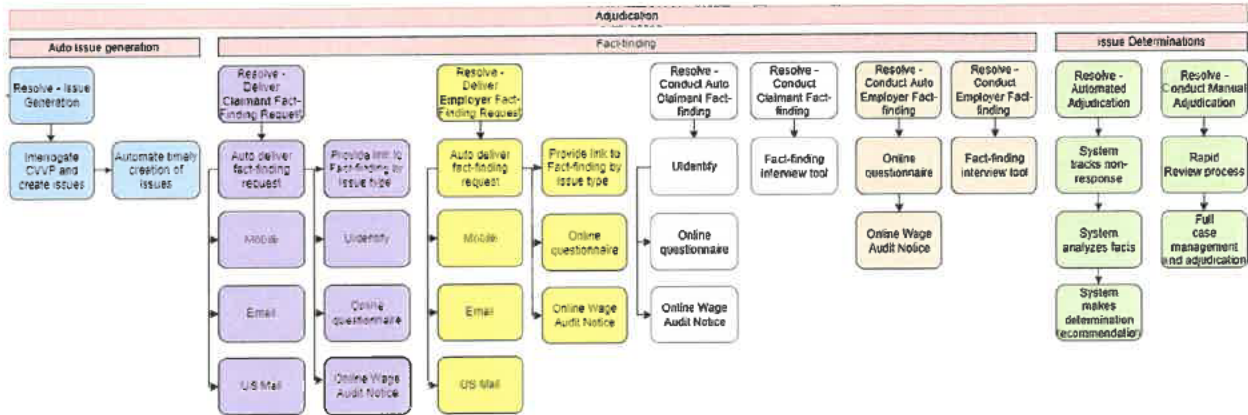
To achieve our objective, OPTimum Resolve does the following:
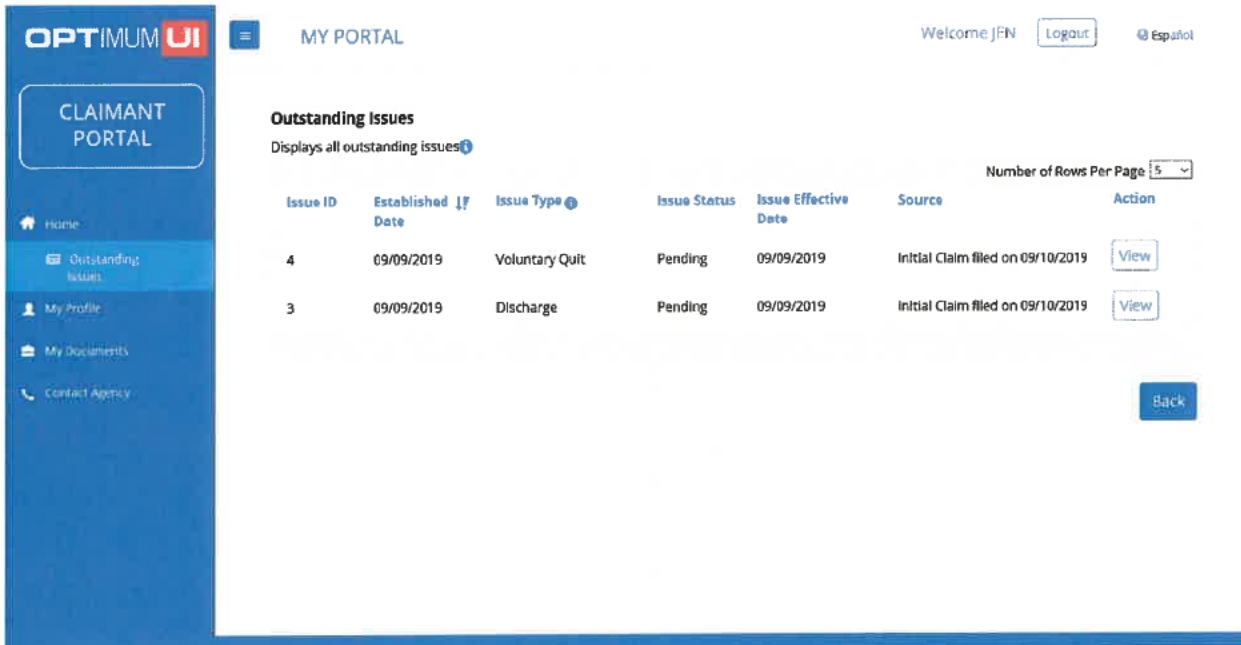
- Auto importing leads from any detection source

States have deployed a myriad of integrity solutions to detect fraud. UI benefits cannot be blocked solely based on detection, the issues must be fully investigated. To support states in gaining full benefit from there detection efforts, OPTimum Resolve automatically imports leads from any source, intelligently determines the issue type, and creates the case without any user intervention. All tasks can then be managed in one location, and the power of a streamlined case management workflow can be realized.
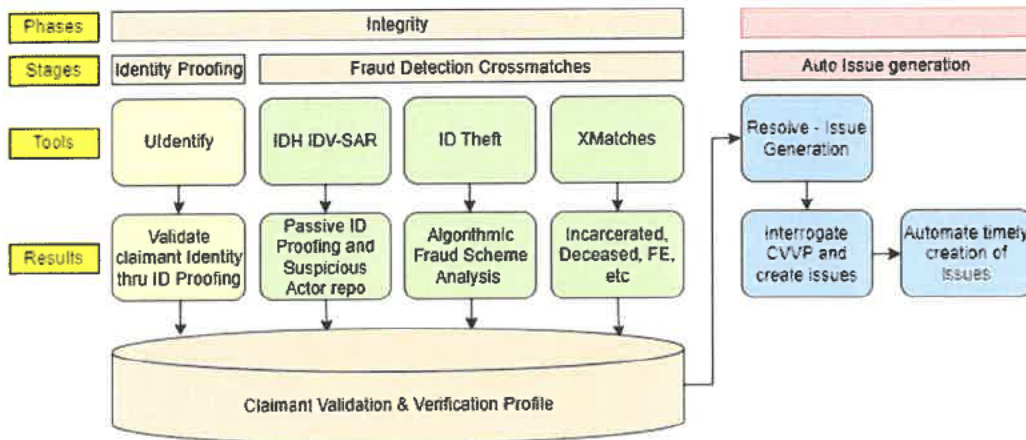
- Automatic notification generation to claimant and employers with built-in tracking of each correspondence

Per issue type, Resolve will automatically reach out to claimants and/or employers through email, text, or physical mail. Timely outreach to interested parties is critical to the timeliness goals of the agency. Resolve tracks all correspondence and the associated responses, and in the event of an unresponsive claimant, can automatically create a "Failure to respond" issue and recommend a denial immediately.

Copyright On Point Technology, LLC.© Powered by OPTimum

- Automatically collect case facts through Intelligent Fact-Finding questionnaire trees

Gathering thorough and consistent facts is a critical aspect of equity and quality. Resolve contains "Intelligent Fact-Finding" (IFF), a feature that presents a series of question based on issue type. Depending on the answers, IFF will present the next appropriate question. IFF can be made available through self-service claimant/employer portals or can be used by agency staff as an interview tool. Thorough and consistent fact-finding also has a positive effect on appeals.

Copyright On Point Technology, LLC.© Powered by OPTimum

- Auto analysis of facts using state business rules

OPTimum Resolve's business rules engine enables intelligent analysis of all facts supplied. Resolve will match responses from claimants to responses from employers and can propose fraud/non-fraud designation, or additional rebuttal actions based on state configuration.

- Auto generate complex determination notices

Determination notice generation is fully automated with Resolve. Depending on the investigation type, fraud/non-fraud designation, and state laws and regulations, OPTimum Resolve will generate the determination notice to state specifications including configurations related to letter head, laws, regulations, appeal rights and proper "barcoding" for imaging and mailing integration.
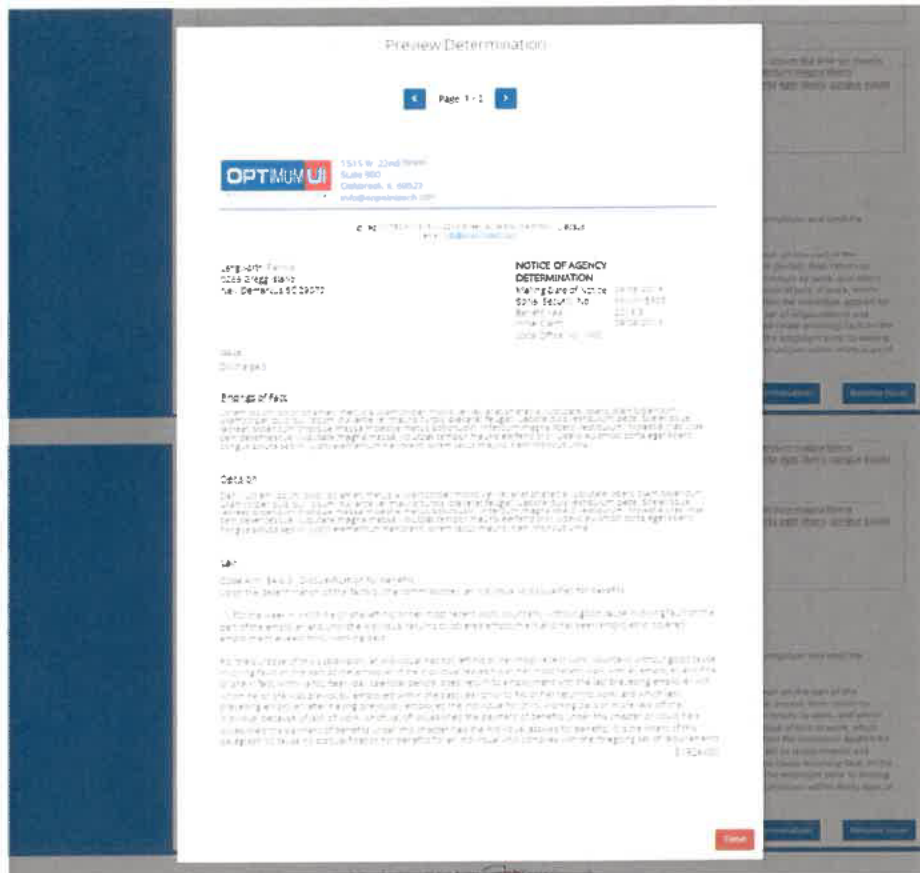
- Automatically deliver determination notices electronically or by US mail to ALL applicable parties

Resolve business rules engine determines which parties are subject to receipt of the determination notices and sends the notices though state communication channels. Recipients can be notified by email or text then prompted to download determinations via self-service portals, or determination notices can be sent through the US mail through full integration with the states existing printing and mailing facilities.

Issue Determinations
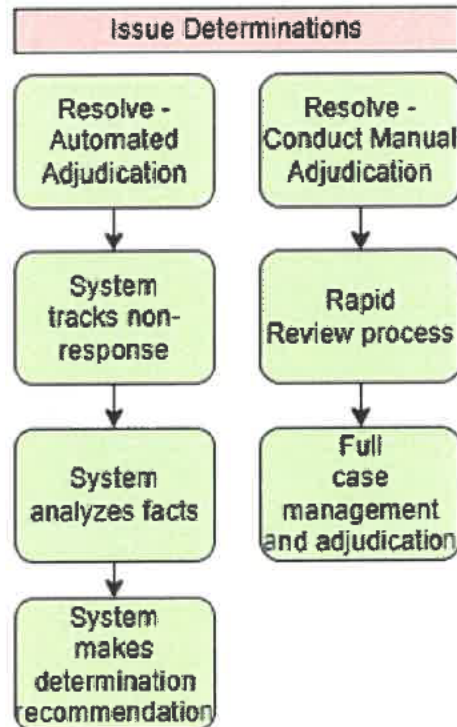
```
                    Issue Determinations

    Resolve -                      Resolve -
    Automated                    Conduct Manual
    Adjudication                  Adjudication
        |                             |
        v                             v
    System                         Rapid
    tracks non-                Review process
    response
        |                             |
        v                             v
    System                          Full
    analyzes facts                  case
                                 management
                               and adjudication
        |
        v
    System
    makes
    determination
    recommendation
```

- Streamlined benefit system integration for reliable data communication and transfer

Resolve adheres to the rule of the benefit system being the system of record. To that end, Resolve extracts information and posts data to the benefit system at required junctions of the investigation flow. Configured events, such as mailing of notices, will automatically trigger a data extract from the benefit system to obtain the most current details. Events such as the establishment on an issue and issue determinations will be posted back to the benefit system. These can all be achieve in real-time due to the API architecture of Resolve; however, benefit system limitation may require nightly batch updates.

Case management functionality for professional Investigators

Resolve contains powerful tools for investigators. Per business rules or when an in-person claimant or employer event occurs, Resolve provides tools to streamline the tasks and complete the fraud investigation.

- Automatic issue assignment

OPTimum Resolve has business rules that drive automatic issue assignment. Issues can be assigned by issue type, least allocated, round-robin, geographic location, language preference, and scheduling availability.

- Intelligent Fact-Finding as a standalone tool

OPTimum Resolve's Intelligent Fact Finding (IFF) solution is available as an interview tool. Investigators can conduct the Q&A just as the IFF tool orchestrates allowing even newer investigators to conduct a complete and thorough fact-finding session.
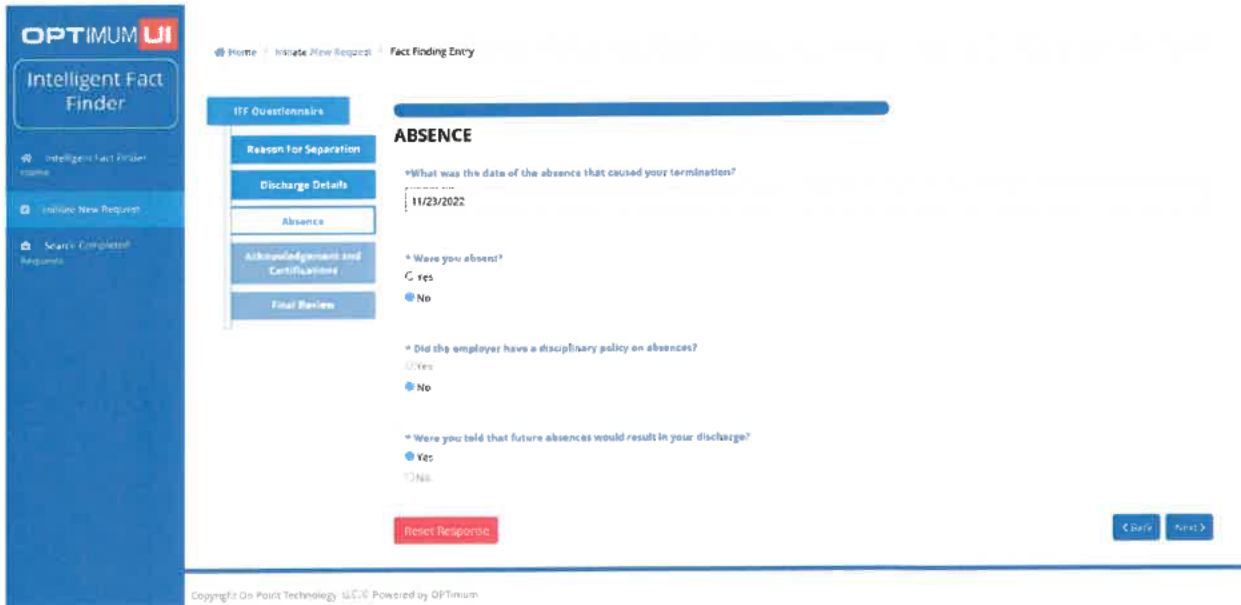
Additionally, Resolve includes the following features:

- Document Management
  - OPTimum Resolve can either integrate with Virginia's document management repository or provide a repository to support in the investigation and adjudication processes. Documents generated by OPTimum Resolve or manually uploaded as part of an investigation are stored locally with an option to integrate with an existing imaging process/solution. Agency staff will readily have access to all case/issue specific documents from within the applicable case management screens.
- Auditing/Logging
  - OPTimum Resolve monitors all updates made within the solution's database and captures event, user, and timestamp attributes. Audit logs are made available in real-time within the solution to staff with the appropriate role. Additional audit log reporting can be made available in a support capacity.
- Identity Access Management
  - OPTimum Resolve contains an Identity Access Management (IAM) component that serves to authenticate users through single-sign on. It is based on standard protocols and provides direct support for OpenID Connect, OAuth 2.0, and SAML. Additionally, OPTimum IAM provides the ability to authenticate workstations with

Kerberos (LDAP or Active Directory) so that staff can automatically be authenticated without having to provide their credentials again after they log on to their workstation. Additionally, OPTimum IAM provides an administrator console where users can centrally manage all aspects of identity access management. This is where the identity brokering and user federations are configured, as well as where authorization policies are created and managed inclusive of user management. This component is seamlessly integrated within OPTimum Resolve, allowing users to manage their own account through each application. Users can update their profile, change passwords, and setup multi-factor authentication.

6 Contract Terms and Conditions

On Point Technology, LLC has reviewed the state of Workforce West Virginia contract, and we are prepared to accept the contract as written without exceptions at this time.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Name, Title) Tom Kusnirik – Director of Software Services and Delivery
(Printed Name and Title)

1515 W. 22nd Street, Suite 900 Oak Brook, IL 60523

(Address)

Cell: 609-289-4939
(Phone Number)/ (Fax Number)

thomas.kusnirik@onpointtech.com
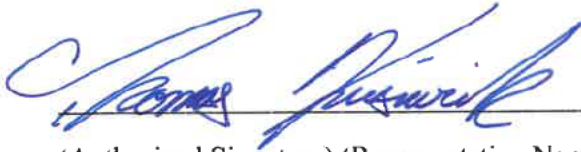
(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

On Point Technology

(Company)

(Authorized Signature) (Representative Name, Title)

Tom Kusnirik – Director of Software Services and Delivery

(Printed Name and Title of Authorized Representative)

3/8/22

(Date)

Cell: 609-289-4939

(Phone Number) (Fax Number)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ WWV22*3

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

☒ Addendum No. 1	☐ Addendum No. 6
☒ Addendum No. 2	☐ Addendum No. 7
☒ Addendum No. 3	☐ Addendum No. 8
☐ Addendum No. 4	☐ Addendum No. 9
☐ Addendum No. 5	☐ Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

On Point Technology
Company

Authorized Signature

3/9/22
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

8.1 Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

> **Contract Manager: Tom Kusnirik**
> **Telephone Number: 609-289-4939**
> **Fax Number:**
> **Email Address: thomas.kusnirik@onpointtech.com**

STATE OF WEST VIRGINIA

Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. *Va. Code* §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE **FOLLOWING SIGNATURE:**

Vendor's Name: ___On Point Technology___

Authorized Signature: Date:

_3/8/22_

State of _New Jersey_

County of _Camden_ , _to-wit:

Taken, subscribed, and sworn to before me this _9_ day of

March ,20 _22_ .My Commission expires _10/27_.20 _26_ .

AFFIX SEAL HERE   **NOTARY PUBLIC**

7 Appendix

7.1 Full Personnel Biographies

Thomas Kusnirik

Director of Software Services and Delivery

SUMMARY OF QUALIFICATIONS

Tom has over 20 years of experience working in guiding technologies and architecture. Throughout most of his career, Tom has specialized in technology specific to Unemployment Insurance. While technology has been a key focus in his career, he also has focused on project leadership, strategy, methodology, and execution, which he has demonstrated throughout his 20 -year career in UI.

ON POINT TECHNOLOGY EXPERIENCE

On Point Technology, LLC. *Director of Software Services and Delivery*

Tom transitioned to On Point Technology as the Director of Software Services and Delivery to lead the implementation and customer delivery. During his time with On Point, he has focused on states that are adopting On Point's OPTimum Integrity Cloud and integration with their legacy systems. These efforts assist states during the pandemic to adopt the latest fraud detection and prevention systems.

PREVIOUS WORK EXPERIENCE

National Association of State Workforce Agencies ITSC
Tom worked for the federal government, joining the National Association of State Workforce Agencies ITSC as the Assistant Technology Director in 2011. During his time with the organization Tom was able to work with all states throughout the country on both UI IT modernization projects as well as other technology-based implementations and strategies. Tom has also had the opportunity to work on some key federal initiatives such as UI IT Modernization Consortiums, Workforce Connect, and UI Integrity Center's Suspicious Actor's Repository (SAR) which was later rebranded to Integrity Data Hub (IDH).

- Develop road map for existing platforms and tools
  - Marketing strategies and approaches
  - Technology updates and concepts
  - Promotion of cross state impacts to the programs and tools

- – Enhanced strategies on re-use between states
- Conduct facilitated sessions and demos of platforms and tools for possible state partners
  - – Onboard new states for tools and platforms
  - – Work closely with state project teams on implementation strategies, architectural feasibility, and approach with NASWA / ITSC tools
  - – Work with new states on development of enhancements to each of the tools
- Work with USDOL and state partners on cloud-based strategies and approaches
- Manage team of Sr level staff which works on a variety of projects
- Oversee a project portfolio which varies in size based on year and the organization's contracts

Assistant Technology Director ITSC / NASWA

Working with multiple states throughout the country, NASWA / ITSC established a team of individuals to assist with common technology hurdles within the Unemployment Insurance domain. Joining the team early on, there was vision to build the organization to have both flexibility and agility to work with different technologies and projects, while providing expert services in all facets of technology and business process reengineering. We grew the organization from the original five employees to over 20 employees. Additionally, my time at ITSC was focused on managing / working multiple projects for both states and federally funded efforts to support multi-state technologies and implementations.

New Jersey Labor and Workforce Development

Tom started his UI career working for NJLWD (New Jersey Labor and Workforce Development) in late 1998, he led multiple efforts associated with call center applications, initial claims software, UI IT modernization, skill mentoring projects, and web-based agentless initial claims.

EDUCATION & TRAINING

Mercer County Community College

- Received President's Award in 2003
- Received Certificate for Information Systems Programming 2003
- Associates Degree for Information Systems Programming 2004
- Mercer County Vocational-Technical School, 1990-1992
- Electronics and Computer Technology

UI PROJECT EXPERIENCE

State Agency	Product/Project
Arkansas Dept. of Workforce Services	OPTimum UIdentify, OPTimum Integrity Data Hub Broker, OPTimum Resolve
Alaska Dept. of Labor	OPTimum Integrity Data Hub Broker
Arizona Dept. of Economic Services	OPTimum Integrity Data Hub Broker, OPTimum ID Theft Fraudx™, OPTimum Synthetic Claim Fraudx™
Massachusetts Labor & Workforce Development	OPTimum cloud conversion, OPTimum Integrity Data Hub Broker, OPTimum National Directory of New Hire Fraudx™, Aware, OPTimum Synthetic Claim Fraudx™

Mark Mayfield
Senior Software Implementation Project Manager

SUMMARY OF QUALIFICATIONS

Mr. Mark Mayfield is a dynamic and motivated software development professional with a proven record of generating and building relationships, managing projects from concept to completion, designing operational strategies, and mentoring teams to success. Adaptable and transformational leader with an ability to work independently, creating effective presentations, and developing opportunities that further establish organizational goals. Skilled in building cross-functional teams, demonstrating exceptional communication skills, and making critical decisions during challenges. With over 20 years initiating and delivering sustained results pertaining to the Unemployment Insurance program at the state and federal level both as a leader and expert consultant.

ON POINT TECHNOLOGY EXPERIENCE

On Point Technology, LLC. *Senior Software Implementation Project Manager*

Mr. Mayfield joined On Point Technology, June 2021 and has played an integral role to the organization, and has been a key collaborate on the following projects:

- Massachusetts transition to the OPTimum Integrity Cloud (OIC).
- Arkansas adoption of OPTimum Resolve application
- Arizona Identity Theft Hub Broker, Fictitious Employer

PREVIOUS WORK EXPERIENCE

Mr. Mayfield was Appointed a Lean Champion for a state agency, charged with learning, understanding, and implementing the Lean methodology. He successfully led individual teams in discovering and documenting the current state mapped against a desired future state of workflow. Easily identifying waste and inefficiencies while realizing areas for automation. Developing a culture of continuous improvement.

During his career, Mr. Mayfield was tasked with organizing and implementing a centralized UI Benefit Adjudication Bureau. The creation of a more cohesive team under a single management structure resulted in improved quality of determinations and an increase in timely decisions.

In 2014, Mr. Mayfield led a team that successfully deployed a new web-based Unemployment Insurance Benefit and Tax application, replacing a 35-year-old mainframe. Our team delivered the solution nearly four months ahead of schedule and 3 million dollars under budget. The implementation was nearly flawless, and the new system continues to support the UI program today.

Gap Analysis, Hawaii Department of Labor & Industrial Relations, Honolulu, Hi
February 2019 – November 2019

Executive Director, Ius Consortium (Idaho, Vermont, North Dakota)
June 2015 – January 2020

EDUCATION & TRAINING

- Schwiebert Group, Boise Idaho, Lean Champion Certificate
- Scrum Alliance, Boise Idaho, Product Owner Certificate
- Scrum Alliance, Boise Idaho, Scrum Master Certificate
- Boise State University, Boise Idaho, Project Manager Certificate
- Idaho State University, Pocatello Idaho

RECENT UI PROJECT EXPERIENCE

- UI IT Manager – State of Idaho Department of Labor (2015-2021)
- Executive Director – iUS Consortium (2015-2019)
- UI Benefits Project Manager – Idaho UI Modernization (2012-2015)
- UI Adjudication Manager – State of Idaho Department of Labor (2012-2013)
- UI Subject Matter Expert – AWIN Consortium (2009-2011)
- UI/Workforce – Field Office Asst. Manager (2005-2009)
- UI Supervisor – (2003-2005)
- UI/Workforce Consultant – (2001-2003)

KATHRYN MOORE

Senior Business Analyst

SUMMARY OF QUALIFICATIONS

Ms. Moore has a distinguished 42-year career in the Unemployment Insurance (UI) industry. While with the State of Washington's Employment Security Department (WSESD), she managed three state-wide integrity programs: Office of Special Investigations, UI Benefit Training, and Benefit Payment Control. She served on the Joint Legislative Audit and Review Committee, which audited the WA UI integrity program. She then served as the implementation project manager to complete all 200 recommendations. As Chief Investigator, Ms. Moore used her extensive investigator knowledge to identify and design applications needed to prevent, detect, and prosecute cases of unreported work and earnings, identity theft, synthetic claims, internal fraud, and pretexting. Under Ms. Moore's leadership her offices implemented five new fraud prevention and detection tools to protect the Washington State UI Trust Fund from losses.

ON POINT TECHNOLOGY EXPERIENCE

On Point Technology, LLC. *Senior Business Analyst*

Ms. Moore joined On Point Technology in 2012, working as a domain expert to ensure that the company's automated applications properly meet the business needs of UI agencies, as well as adhering to each state's law, regulations, and policy. She worked as a Business Analyst for the Barts implementations in Arkansas, and Puerto Rico. In that capacity, she assisted in gathering business requirements and writing configuration documents. Ms. Moore was the lead in the Aware Project for the Texas Workforce Commission (TWC). She worked with two OPT Data Scientists to build both the ID Theft FraudX™ and the Enhanced ID Theft FraudX™. She gathered the identity theft fraud detection attributes, led the scoring attributes decisions, and collaborated on the creation of the ID Theft Algorithm. She wrote the Business and Technical Design documents, lead user acceptance testing, provided training and wrote the TWC User and Training Manuals. She was also the lead for the Indiana Business Process Analysis. The recommendations that were in the final deliverables lead Indiana DWD to make major changes to their prevention, detection, collection, and prosecution efforts. Ms. Moore was instrumental in creating the Fictitious Employer FraudX™, the Identity Theft FraudX™, the Enhanced ID Theft FraudX™ (Awarded the *2016 Best Data Analytic/Business Intelligence Project* in Texas), the SSA Death Master Crossmatch, the enhanced NDNH crossmatch FraudX, the OPTimum SUTA Dumping Report, and the implementation of the Identity Theft Hub Broker for Massachusetts, Arkansas,

Alaska, and Arizona. Each of these applications have been successful in detecting and preventing billions in loss to State Workforce Agencies (SWA) Trust Funds.

PREVIOUS WORK EXPERIENCE

State of Washington Employment Security Department

Chief Investigator, Office of Special Investigations (OSI), Washington Management Service III (WMS)

Ms. Moore strategically planned, negotiated, managed, and monitored an annual budget of $1.6 million for the Office of Special Investigations (OSI). She managed specialized statewide programs designed to detect and prevent fraud and incorrect payments in UI. After closing complex civil and criminal cases Ms. Moore would conduct a thorough risk assessment to develop strategies to prevent future schemes. She was the project implementation and business manager for the following projects that protect the Washington State Trust Fund from improper payments and fraud:

- Crossmatch with the National and State Directory of New Hires
- Social Security Administration (SSA) crossmatch
- Aware Fraud IT and Workforce Reporter
- Telephone Fraud Detection tool

Recognized nationally as a subject matter expert in reducing fraud and incorrect payments, she participated in joint conference calls with USDOL, congressional staffers, and fellow state workforce personal regarding programs to improve UI payment integrity. Ms. Moore represented WAESD on the UI National New Hire Directory and the SSA Crossmatch DOL Planning Committees. WAESD was the third state to implement both programs and the first to use the SSA crossmatch to stop UI identity theft. Both projects were delivered on time and on budget. She then assisted ITSC (now NASWA) in writing the NDNH report as a guide for other SWAs. Eventually the US Department of Labor used it to write UIPL 19/11. Using Aware and other data collection tools multiple types of criminal fraud cases were uncovered, including Goldrush, the largest case of ID Theft successfully prosecuted, as well as fictitious employer and internal fraud. Ms. Moore was the business lead for design and enhancement of the Interactive Voice Response Fraud Telephone Tool. Having this tool allowed the detection of the first and largest pretexting case ever successfully prosecuted in the U.S., Dialing for Dollars. Ms. Moore's team was the first to discover the theft of information and in the end, it was uncovered that 47 SWAs were victims. She was awarded Manager of the Year, by Governor Gary Locke, for her work to prevent fraud loss to the WSESD Unemployment Trust Fund. Additionally, the National Foundation for UI and

Worker's Compensation (UWC), an employer group, awarded her for her efforts to prevent UI Fraud.

Washington Department of Personnel

Investigative Training Coordinator, Washington Management Service (WMS 2)

Ms. Moore created training curricula for all state agencies' investigators. She was in the process of hiring trainers when she was promoted to the WAESD Chief of Investigation.

EDUCATION & TRAINING

Robert Pike Group, certified training techniques
Central Washington State University, Tacoma Community College, Pierce College,
Federal Law Enforcement Training Center, Documents Examination & White-Collar Crime schools

RECENT UI PROJECT EXPERIENCE

State Agency	Product/Project
Arkansas Department of Workforce Services	Identity Theft Hub Broker
Alaska Department of Labor	Identity Theft Hub Broker
Arizona Department of Economic Services	Identity Theft Hub Broker
Louisiana Workforce Commission	Workforce Reporter, ID Theft FraudX™, SUTA Dumping Report
Indiana Department of Workforce Development	Business Process Analysis,
Massachusetts Labor & Workforce Development	Cloud OPTimum conversion upgrade of all application, Identity Theft Hub Broker, National Directory of New Hire FraudX™, SSA Death Master Crossmatch, Benefit Aware, Find Fraud Now Report 1 and 2
Nevada Department of Employment	Workforce Reporter
Texas Workforce Commission	ID Theft FraudX™, Enhancement ID Theft Report, Benefit Aware, Fictitious Employer FraudX™

Joe Pacheco

Senior Business Analyst

SUMMARY OF QUALIFICATIONS

Joe Pacheco has a distinguished 15-year career in the Unemployment Insurance (UI) industry. While with the Commonwealth of Massachusetts, Department of Unemployment Assistance, he managed numerous departments including revenue and integrity departments. During the modernization of the DUA's UI Tax system he served as the head UAT tester for most tax operations. Joe also served as the lead DUA investigator on the Governor's Council on the Underground Economy. The purpose of the Council was to share leads/data amongst multiple state and federal agencies to find individuals and employers that were committing fraud. Throughout his career Mr. Pacheco has used his data analytic skills, coupled with his extensive first-hand knowledge, to identify and design applications needed to prevent, detect, and prosecute fraud cases including identity theft, SUTA dumping, and fictitious employer schemes.

ON POINT TECHNOLOGY LLC EXPERIENCE

On Point Technology, LLC. *Senior Business Analyst*

Mr. Pacheco was instrumental in creating and designing the Synthetic Claim FraudX™, and the OPTimum SUTA Dumping Report. He was on the implementation of the Identity Theft Hub Broker for Massachusetts, Arkansas, Alaska, and Arizona. All these applications have been successful in detecting and preventing billions in losses to State Workforce Agencies (SWA) Trust Funds.

PREVIOUS WORK EXPERIENCE

Commonwealth of Massachusetts, Department of Unemployment Assistance

Deputy Director of Revenue

Director of Audit and Enforcement
- Managed a staff of 75+ people, including auditors, collection analysts and customer service representatives
- Oversaw the collection of 1.8 billion dollars annually
- Oversaw accounts receivable operations and point of contact for yearly third-party audit reviews.
- Developed and forecasted cash flow projections and budgets, in conjunction with CFO.

- Devised methods and procedures to monitor employer compliance with Massachusetts Unemployment Tax Law and Regulations and communicate non-compliance to employers
- Monitored Revenue call center operations. 10k+ weekly calls

Manager of Employer Liability
Business Transfer Unit Supervisor
Status Analyst
- Supervised Quality Control aspects of determinations issued by the Unit for compliance to state and federal laws including adherence to mandated performance standards established by the Department of Labor
- Completed predecessor/successor determinations
- Completed liability determinations on new employers

EDUCATION & TRAINING

Bentley University, Waltham, MA
Bachelor of Science in Marketing (minor in Finance)

RECENT UI PROJECT EXPERIENCE

Arkansas Department of Workforce Services	UIdentify and Identity Theft Hub Broker
Alaska Department of Labor	Identity Theft Hub Broker
Arizona Department of Economic Services	Identity Theft Hub Broker, Fictitious Employer FraudX, Identity Theft FraudX
Massachusetts Labor & Workforce Development	Cloud OPTimum conversion upgrade of all application, Identity Theft Hub Broker, Tax Aware, Workforce Reporter, Fictitious Employer FraudX

Dale Ziegler
Director of Government Relations

SUMMARY OF QUALIFICATIONS

Mr. Ziegler has over 27 years of UI program experience on both the federal and state levels, working at the U.S. Department of Labor (USDOL), the State of Washington's Employment Security Department, and the Maryland Department of Economic & Employment Development.

ON POINT TECHNOLOGY EXPERIENCE

On Point Technology, LLC. *Director of Government Relations*
Dale brings his significant industry insight and experience to On Point Technology, along with his extensive knowledge of strategic planning, resource management, operational planning, legislation, and budgeting.

PREVIOUS WORK EXPERIENCE

As a former Deputy Administrator for the USDOL Office of Unemployment Insurance (OUI), Dale worked with OUI's Administrator in overseeing the 53 states and territories that administer all the federal-state UI programs. Annually, UI programs serve seven to ten million beneficiaries, pay $30-$50 billion in unemployment benefits (depending on economic conditions), and collect some $40 billion in unemployment taxes. In that capacity, Dale was responsible for the Offices of Fiscal & Actuarial Services responsible for handling more than $2.6 billion in state administrative grants, UI Operations, Performance Management, and Legislation.

Prior to his tenure with the USDOL, Dale served as Assistant Commissioner for UI at the Washington Employment Security Department where he managed: UI Claims Processing and Adjudication, Tax Administration, Fiscal Administration, and Technology Systems. During his term at the Maryland Department of Economic & Employment Development, Dale served as Deputy Assistant Secretary, co-directing the daily operations of the multi-unit division responsible for implementing policy and administering Maryland's UI program, Workforce Training programs, and Employment Service.

Joe Vitale
Senior IT Executive

SUMMARY OF QUALIFICATIONS

Mr. Joe Vitale has over 40 years of diversified expertise in unemployment insurance, UI training and development, and UI technology.

ON POINT TECHNOLOGY EXPERIENCE

On Point Technology, LLC. *Senior IT Executive*

Mr. Joe Vitale joined On Point Technology in March 2019. He is a Senior IT Executive. He has led project managers and program management on large information technology projects including UI IT modernization initiatives.

PREVIOUS WORK EXPERIENCE

Mr. Vitale served 9 years with NASWA (National Association of State Workforce Agencies) where he was the Director of ITSC (Information Technology Support Center). When the Information Technology Support Center (ITSC) moved under the NASWA in September 2009 he became its first director under NASWA. He restructured ITSC with a strong customer focus and created an organization that provided accurate, cost effective, and timely service to the states, and encouraged the states to work together collaboratively and share their knowledge and resources.

Prior to working at NASWA, he spent 37 years with the New Jersey Department of Labor and Workforce Development and was instrumental in establishing the Division of Information Technology within NJLWD. He also served 6 years as the CIO for the Department.

EDUCATION & TRAINING

Mr. Vitale has a BA from Fairleigh Dickinson University and is a Certified Public Manager.

Norm Harelik

Business Analyst Manager

SUMMARY OF QUALIFICATIONS

Mr. Harelik has a distinguished career now spanning over 50 years in the Unemployment Insurance (UI) industry. During his tenure at the Illinois Department of Employment Security (IDES), he played a major role in developing all benefits-related systems implemented by the Agency, including a modernized benefit system that served Illinois well for 3 decades. His roles included UI Claims Adjudicator, Manager of Internal Investigations, and Supervisor of Benefit Systems. He also participated in numerous special projects for IDES. Since joining On Point Technology in 2002, Mr. Harelik has led the design and development of the company's software applications and has participated in each customer installation.

ON POINT TECHNOLOGY EXPERIENCE

On Point Technology, LLC. *Business Analyst Manager*

Mr. Harelik joined On Point Technology in 2002. He manages a team of subject matter experts responsible for providing requirements for the design, development, testing, and installation of On Point Technology's full suite of products. They also ensure that these off-the-shelf applications are properly configured to meet the business and legal needs of UI Agencies.

OTHER WORK EXPERIENCE

Illinois Department of Employment Security
Management Information Systems Supervisor, Benefit Systems

Mr. Harelik managed a team of 10 programmers and systems analysts responsible for the development and maintenance of all benefit system software supporting the Department's mission. He leveraged his considerable experience at the business end of the Unemployment Insurance program to create solutions meeting the requirements of all constituencies, from business end-users to information technology executives. His top-to-bottom exposure to software development allowed him to make significant contributions to the success of vendor-led projects as well.

Mr. Harelik served as project manager for IDES' implementation of Barts and for significant portions of the Y2K conversion effort. He also participated in all phases, including design, and gathering of business requirements, of projects to create a combined unemployment insurance/job service application process, an IVR telephone continued claims system, an

automated overpayment collections system, and a subsystem to automatically adjust employer charges based on adjudication and appeals outcomes.

Manager, Internal Investigations

Mr. Harelik was charged with developing and instituting a methodology to ensure the integrity of the Department's 2000+ employees. Partnering with the Illinois State Police, his staff of investigations professionals conducted security audits, proactively monitored areas of Department operations vulnerable to internal fraud schemes, conducted field investigations to follow up on tips and leads, and participated in the arrests and prosecutions of miscreants.

Special Projects

Mr. Harelik was a major contributor to the modernization of the IDES benefit system, providing the business expertise and requirements to drive the design, development, and testing of the overpayment and recovery subsystems. He later participated in a year-long process reengineering effort to improve initial point-of-contact service provided by Illinois' 50+ local UI and Job Service offices. He utilized Process Analysis Technique (PAT) to decompose the relevant business processes and develop improvements, with the result that average waiting time in pilot offices was reduced from over two hours to less than ten minutes. Mr. Harelik managed Illinois' participation in the pilot implementation of the Random Audit (now BAM) program. He supervised and reviewed the work of a team of claims adjudicators responsible for detailed analysis of benefit eligibility for sampled benefit weeks, and he verified the accuracy of statistics provided to the US Department of Labor.

EDUCATION AND TRAINING

University of Illinois at Chicago: BS in Psychology
Northeastern Illinois University, Chicago, IL: Graduate study in Education and Political Science
FBI Academy, Quantico, VA: Month-long intensive training course in detection of computer-related crimes

UI PROJECT EXPERIENCE

State Agency	Product/Project
Alabama Dept. of Industrial Relations	Aware, Barts, Recover
Alaska Dept. of Labor	Aware, Barts
Arizona Dept. of Economic Services	Aware, Barts
Arkansas Dept. of Workforce Services	Barts, Enforce, Recover, Core
Colorado Dept. of Labor and Employment	Aware, Barts
Georgia Dept. of Labor	Aware, Barts, Enforce, Recover
Kentucky Education & Workforce Development Cabinet	Aware, Barts, Recover
Massachusetts Labor & Workforce Development	Aware
Michigan Dept. Licensing & Regulatory Affairs	Barts, Recover
Nevada Department of Employment	Aware
North Carolina Dept. of Commerce	Aware, Barts, Recover
Ohio Department of Job & Family Services	Aware
Puerto Rico Dept. of Labor & Human Resources	Barts, Recover
South Carolina Dept. of Employment & Workforce	Barts
Tennessee Dept of Labor & Workforce	Aware
Texas Workforce Commission	Aware, Fictitious Employer FraudX, ID Theft FraudX
Washington Employment Security Dept.	Aware, Barts
Washington D.C. Dept. of Employment Services	Barts, Recover, WEBS, OPTimum Claimant Portal

Regional UI Director

Ms. Sperlazza administered the UI Benefits and Tax programs for the Field Offices within the Northern Virginia Region. She managed the activities of 10 Field Office Managers as well as the Benefit Payment Control Investigators and Quality Control Auditors stationed in the Region. She was responsible for the establishment and collection of overpayments, and for the prosecution of claimants found to be fraudulently collecting UI Benefits. She was also responsible for ensuring regional GPRA and other performance goals were met in the areas of First Payment timeliness, Status Determination timeliness, Non-monetary Determination timeliness and quality, Overpayments Established, Facilitation of Reemployment, Field Audit Penetration and Misclassified Worker Detection.

Field Office Manager

Ms. Sperlazza managed a staff of 25 in the UI Benefits and Tax programs, Job Service Programs, and the Workforce Investment Act Adult and Dislocated Worker programs and was the One Stop Operator for five jurisdictions. During that time, Ms. Sperlazza served as a member of the Customer Contact Center Project Team that developed procedures for the operation of the Agency's Call Centers. She also served as Project Manager for the On-line Job Service Registration Initiative and developed the business requirements that added JS Registration to the Agency's Internet Claim application. She also led the Business Process Re-engineering study of the Agency's Benefits, Tax, and Appeals divisions.

EDUCATION AND TRAINING

University of Mary Washington, Fredericksburg, VA – BS, Sociology and Psychology

- **Outstanding Achievement Award for Leadership & Innovation**
  Virginia Employment Commission
- **Outstanding Leadership Award for Workforce Investment Act Implementation**
  Virginia Employment Commission
- **Commissioner's Award for Innovation and Creativity**
  Virginia Employment Commission

Member of the NASWA Interstate Committee

UI PROJECT EXPERIENCE

State Agency	Product/Project
Alabama Dept. of Industrial Relations	Barts
Alaska Dept. of Labor	Aware, Barts
Arizona Dept. of Economic Services	Barts
Arkansas Dept. of Workforce Services	IRME
Georgia Dept. of Labor	Barts, Recover
Kentucky Education & Workforce Development Cabinet	Aware, Barts, Recover
Michigan Dept. Licensing & Regulatory Affairs	Barts, Recover
New Jersey Dept. of Labor, Licensing, & Regulation	Barts
North Carolina Dept. of Commerce	Aware, Barts, Recover
Puerto Rico Dept. of Labor & Human Resources	Barts
South Carolina Dept. of Employment & Workforce	Barts
Colorado Dept. of Labor and Employment	Barts
Washington D.C. Dept. of Employment Services	Barts, OPTimum Claimant Portal
Washington Employment Security Department	Barts