The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 1

List View

General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 1003912

Procurement Type: Central Contract - Fixed Amt

Vendor ID: 000000180206

Legal Name: ON POINT TECHNOLOGY LLC

Alias/DBA:

Total Bid: $5,757,087.81

Response Date: 04/05/2022

Response Time: 13:00

Responded By User ID: mayfieldm

First Name: Mark

Last Name: Mayfield

Email: mark.mayfield@onpointtc

Phone: 2083174589

SO Doc Code: CRFQ

SO Dept: 0323

SO Doc ID: WWV2200000007

Published Date: 3/29/22

Close Date: 4/5/22

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum No5 Data Science-Fraud Detection Software and

Total of Header Attachments: 1

Total of All Attachments: 1

Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Solicitation Response

Proc Folder:	1003912
Solicitation Description:	Addendum No5 Data Science-Fraud Detection Software and Suprt
Proc Type:	Central Contract - Fixed Amt

Solicitation Closes	Solicitation Response	Version
2022-04-05 13:30	SR 0323 ESR04042200000006098	1

VENDOR

000000180206
ON POINT TECHNOLOGY LLC

Solicitation Number: CRFQ 0323 WWV2200000007

Total Bid: 5757087.809999999590218067169 **Response Date:** 2022-04-05 **Response Time:** 13:00:43

Comments:

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X **FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Setup, and Implementation				263303.53

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

Cost for One-Time Setup of System -Full Production
Vendors must enter the subtotal amount for Section A of the Pricing page here
Vendors must include Exhibit A Pricing Page with their Bid.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Licensing & Maintenance				753784.28

Comm Code	Manufacturer	Specification	Model #
81112200			

Commodity Line Comments:

Extended Description:

Licensing & Maintenance
Vendors must enter the subtotal amount for Section B of the Pricing page here
Vendors must include Exhibit A Pricing Page with their Bid.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Customization				4740000.00

Comm Code	Manufacturer	Specification	Model #
81112200			

Commodity Line Comments:

Extended Description:

Customization
Vendors must enter the subtotal amount for Section C of the Pricing page here
Vendors must include Exhibit A Pricing Page with their Bid.

On Point Technology LLC

On Point Technology Proposal Number: 20220405

State of West Virginia

Data-Science Fraud Detection Software and Support

CRFQ 0323 WWV2200000007

Submitted to:
State of West Virginia
Work Force West Virginia

On Point Technology, LLC
Thomas Kusnirik
Director of Software Service and Delivery
1515 W. 22nd Street, Suite 900
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Submitted by:
On Point Technology, LLC
1515 W. 22nd Street, Suite 900
Oak Brook, IL 60523

Submitted	*Expires*
4-05-2022	6-05-2022

Table of Contents

1. PURPOSE AND SCOPE: PROPOSAL INTRODUCTION

1.1. Proposal Introduction

On Point Technology, LLC is pleased to present this response to your Request for Data Science Fraud Software and Support. In the pages that follow, On Point Technology identifies how we will meet the objectives cited for the required enhancement of the On Point Technology Aware FraudX system. As the incumbent and only provider of this product, On Point Technology is uniquely qualified to continue to provide these services.

On Point Technology is confident that we will meet or exceed expectations as described in the RFQ and we have included our responses to each question outlining our capabilities and organization. On Point Technology will ensure that only the highest quality work will be provided for this engagement.

For over 30 years, On Point Technology's mission has remained constant, to provide the United States Unemployment Insurance (UI) community with the highest quality, modern Information Technology services and software applications. In 2015, NASWA and the Integrity Center of Excellence published the results of a survey identifying On Point Technology as the overall leading solution provider to the UI community nationwide.

At On Point Technology, we combine deep industry expertise with powerful technology solutions to help UI Agencies optimize their operations. We bring together a full and comprehensive team of 45 UI management and user experts, including software architects, designers, engineers, user support and QA analysts – all with significant experience in UI software development and support. While other firms may have a few UI experts they may shuffle around between projects, On Point Technology is all dedicated experts. Having worked in 25 states, we bring a national perspective of best practices and comprehensive technical knowledge and expertise.

On Point Technology has assembled an expert team that possesses comprehensive technical talent and UI knowledge for this engagement. We are confident our staff is unrivaled in its skill set, knowledge, experience, and ability to carry out the objective and requirements set forth in this RFQ and to support the Agency's ability to deliver quality services to the claimants and employers with whom it engages.

1.2. 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

1.3. 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.

1.4. 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, Prevention and prosecution
- Data Center Support (Software Maintenance, Database & Server Administration)
- Creating fraud detection algorithms
- Writing manuals, UAT checklists, and training all things UI related
- Data Analytics, Predictive Modeling, and Machine Learning
- Data Mining associated with predicting outcomes
- Extract, Transform and Load (ETL) – Data Management
- 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
- Quality Assurance & Testing
- Security & Information Assurance

1.5. 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 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.

2. DEFINITIONS:

On Point Technology LLC understand the Terms and Definitions as laid out in West Virginia's RFQ numbers 2.1 through 2.5.

3. GENERAL REQUIREMENTS:

3.1. Contract Items and Mandatory Requirements:

Vendor shall provide Agency with the Contract Items listed below on a continuing basis. Contract Items must meet or exceed the mandatory requirements as shown below. This contract shall be awarded to one vendor. There shall be no third-party vendors.

On Point Technology acknowledges their understanding of the contract terms and mandatory requirements.

3.1.1. Scope of Service will include:

3.1.1.1 Front-end (BI) software for enterprise reporting including the following: ad hoc query and analysis, dashboards, state requested special reports, and analytics.

3.1.1.1.1 5 Cal (Client Access Licenses),

On Point Technology does not place a limit to Client Access Licenses

3.1.1.1.2 5 Test cases

On Point Technology will provide a minimum of 5 Test cases and expects there to be additional test cases for this project.

3.1.1.2 Data Management Software, which includes Tier 1 ETL (Extract, Transform, Load) tools, Data Quality Management tools, cleansing, standardization, Merge/Match/Deduplication tools, Data Governance tools, Data Profiling, Matapedia/data dictionary/business glossary and a Metadata repository.

OPTimum ID Theft uses Apache Spark (PySpark) running on serverless clusters to perform ETL, cleansing, standardization, merge/match/deduplication operations. Apache spark is a highly scalable distributed computing analytic engine used for big data and machine leaning purposes. Running Apache spark on serverless clusters gives us the option to pay only for resources only when you use it. This strategy makes it really cost effective and eliminates the need for buying, maintaining and running extremely large servers. This is technology used in OPTimum ID Theft, FE and other OIC products.

AWARE, uses ETL tool- Pentaho Kettle. Most of the data cleansing, transformation, standardization, merging and matching in the tool as per requirements. Experion Correct Address software is used to standardize Addresses. Some of the data transformation and cleansing is also done through MySQL scripts.

3.1.1.3 Data Science Software. Proven Data Science methodology from Use Case definition to data cleansing, to automated analysis, to model development, to model management, to adoption and buy in,

and to deployment to ensure the algorithms are prescriptive and triggering action to support business process improvement.

We'll use Data Profiling tools that provide the ability to review the data to analyze cardinality, quality of data, percent of nulls, and other data type analysis used for appropriate modeling of the data and understanding data quality issues and opportunities.

Data profiling would be done using the pandas-profiling library, which will work from the pandas framework we already have in place in our ID Theft Detection products. Expansive data mining tools to evaluate a very large range of variables to narrow the focus on key variables that are associated with predicting the outcomes.

We'll be using the following tools:

DGFraud, which "integrates the implementation & comparison of state-of-the-art GNN-based fraud detection models."

Auto-SKLearn, built on the framework of scikit-learn, which we have experience with. Auto-SKLearn is designed to automatically search for the best algorithm and optimize its hyperparameters.

We'll be using the automated capacity of Auto-SKLearn for model management and automated optimization. While we have done extensive predictive modeling internally, we have not sold the ID Theft FraudX with modeling.

3.1.1.4 *Data Mining Software. Expansive data mining tools to evaluate a very large range of variables to narrow the focus on key variables associated with predicting outcomes.*

The ID Theft FraudX was developed to use approximately 90 claimant attributes, both numerical and categorical, which included the ability for a SWA to add known suspicious Internet Service Providers and domains. These were evaluated using a variety of approaches, including ridge and lasso regression, PCA and RFE with cross validation.

3.1.1.5 *Predictive Analytics Software includes automated analysis tools to speed the process of identifying the optimal algorithms to support the predictive models and outcomes. Integrated deployment of predictive models and algorithms into visualizations, reports, dashboards, analytics, and applications.*

On Point Technology acknowledges and meets this description of Predictive Analytic requirements. The way OPT will meet these requirements is explained in detail in section 4 below.

3.1.1.6 *Project Management*

On Point's adheres to an agile implementation methodology. Overall, the implementation process is streamlined to provide the structure necessary to ensure success, while maintaining a level of flexibility to best suit Workforce West Virginia's needs. The following provides some details 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. Data Scientists
3. Subject Matter Experts
4. System Analyst
5. Business Analyst
6. System Engineer
7. Quality Assurance Team

8. 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 of 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 Aware 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 are defined in preparation for the final delivery of the OPTimum Aware modules.

OPTimum Aware 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:

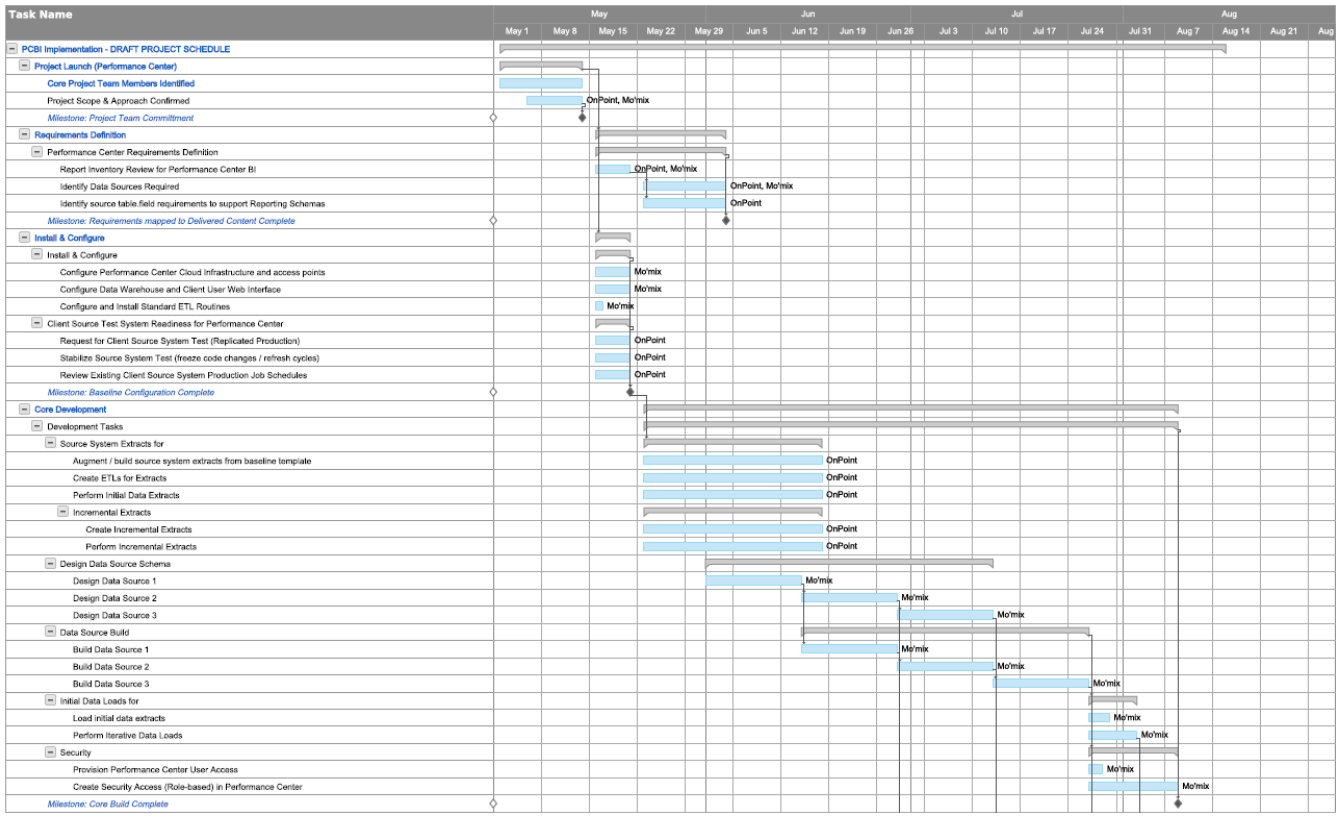
On Point will develop an Overall Implementation Project Plan within 30 days, which will be actively managed by both On Point and Workforce West Virginia's project management team. The implementation plan is of critical importance to the success of the project. It defines the coordination of multiple 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

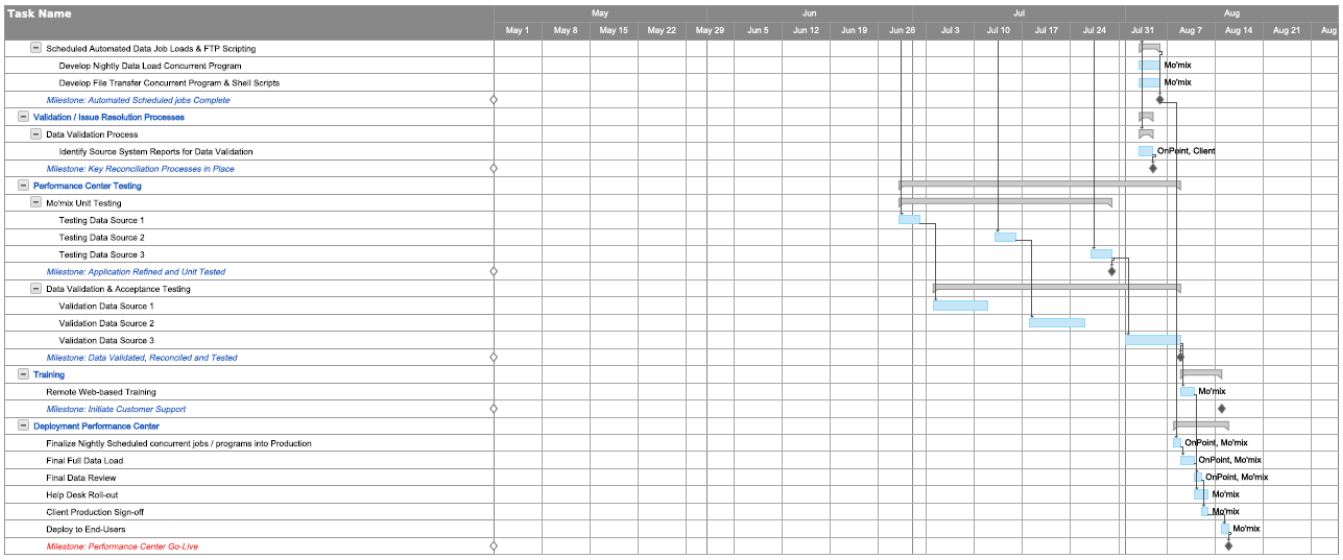
Project Status Report:

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





3.1.1.7 Setup services to integrate software with existing mainframe extract reporting.

3.1.1.8 Support Windows Server 2019 and later, Microsoft Office 365, SQL Server 2015 and later.

The OPTimum architecture will run on traditional infrastructure or the cloud, and no prohibitive or non-standard technological support is required. OPTimum applications are both robust and scalable and are built atop the OPTimum Framework, which will meet these requirements.

3.1.2. Licensing and Maintenance Fees will include:

3.1.2.1 Business Intelligence Portal, Enhanced Auditing, Backup Tools, Query Platter, Universe Platter, Predicative Analytics Suite, Data Management Suite, or equal
3.1.2.2 Custom Audit Reports
3.1.2.3 Data Science integration updates as required

On Point Technology acknowledges their understanding of the Licensing and Maintenance Fees requirements.

3.1.3. Schedule:

One time service listed in 3.1.1 to take between two - four months.

On Point Technology acknowledges their understanding of the contract schedule requirements.

3.1.4. Deliverables:

Proprietary bundle product via web-based application that will deliver the following functionality.

3.1.4.1. BI tools for enterprise reporting, self-service reporting, ad hoc reporting, dashboarding, what-if analysis, and visualizations.

3.1.4.2. "Embedded BI' application integration capability, which allows vendor to expose BI functionality into other web- based applications (like SharePoint, Salesforce, Extranets, or other web applications).

3.1.4.3. Front-end BI Portal application that provides a customizable, brandable, easy-to-use front-end user interface for internal and external customers

3.1.4.4. Self-service scheduling engine to deliver reports and other information. Secure web-based, interactive, viewing, editing, creating, and scheduling environment.

3.1.4.5. The BI Platform provides secure access to content and reports with auditing and monitoring capabilities.

3.1.4.6. ETL tool for robust data extraction, transformation, and loading capabilities.

3.1.4.7. Integrate and view Microsoft Power Bl, SSRS reports, SAP BusinessObjects, Crystal Reports, Microsoft Office documents, Google documents and agnostic documents via portal user interface.

3.1.4.8. Mobile information delivery via responsive design application that supports iPad, Tablet and mobile devices.

3.1.4.9. Ability to use Data Lineage to review reports and see the lineage of where the calculations or transformations took place.

3.1.4.10. Impact Analysis that gives the ability to evaluate the impact of a table change to downstream BI application.

3.1.4.11. Data Profiling tools provide the ability to review the data to analyze cardinality, quality of data, percent of nulls, and other data type analysis used for appropriate modeling of the data and understanding data quality issues and opportunities.

3.1.4.12. Expansive data mining tools to evaluate a very large range of variables to narrow the focus on key variables that are associated with predicting the outcomes.

3.1.4.13. Predictive Model management and automated model optimization.

3.1.4.14 *Provide on-going annual support.*

On Point Technology acknowledges their understanding of the Deliverable requirements. The requirements are addressed specifically in Section 4. Performance Center Overview below.

3.2. Customization Services must include:

3.2.1 *A yearly total of an estimated six thousand hours (6,000) of professional services will be used each year to support, enhance and change, and tailor the product consistent with Work Force West Virginia's unique and changing needs.*

On Point Technology acknowledges the requirements associated with the support and enhancement hours.

4. Performance Center Overview

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 Data Management system, one that supports and automates all the "required UI Integrity functions" and unique data requirements of UI.

The earlier machine models begin track outcomes, the more effective they are in preventing and detecting future fraud schemes.

The models incorporate diverse kinds of data, from numeric data (such as base period wages) to categorical (claimant's separation reason) to unique identifiers (such as internet protocol addresses or the time it takes, in seconds, to file an initial claim. This flexibility allows for the easy incorporation of external data from any source.

Fraud Detection will incorporate Python libraries designed around automated model evaluation and refinement, including DGFraud, a neural network-based approach to fraud detection, and Auto-SKLearn, an automated suite of tools based on the robust sckit-learn library.

Analytical work principally utilizes Python libraries, such as matplotlib. Data models and results will also be connected to a BI visualization suite such as MOMIX, Tableau, Power BI for collaboration with users and SMEs.

Within the process flow phases, the following set of capabilities are available:

- Fraud lead generator – using our proprietary One-click Audits, quickly find organized fraud leads.
- Ad-hoc query tool – provides access to query the desperate data you have today for insights not possible before without extensive IT help. Gain insight never before possible.
- Lead management portal – this portal provides functionality to track leads, execute workflows, and perform investigations.
- Real-time, predictive analysis of your data
- Consolidates data into single repository to quickly identify trends and patterns
- Performs advanced queries via pre-programmed one-click audits
- Automatically ranks potential fraud and abuse
- Immediately generates real-time reports. Aware has an ad hoc query tool which displays the resulting data in a Grid. The Grid allows the user to order the data in any desired sequence and remove any unnecessary data not needed for the report's purpose. The grid is especially functional as the best evidence exhibited in a criminal case.
- Aware includes dashboards
- Maximizes your existing data store

- Incorporates new data i from any source including Workforce West Virginia's Investigator Case Management System, SSA/NTIS Death Master File, and other State Agencies data including State prison data.
- Fully configurable, flexible, and scalable
- Available on the OPTimum platform of microservice architecture

Technology Overview

On Point Technology has developed the OPTimum Framework, a flexible and stable architecture built with the latest technologies and industry best practices to address the challenges inherent in legacy systems and even so called "current" and transfer systems, which are themselves built on decade's old technology.

This software platform is built and designed to reduce the risk of investment while lowering the total cost of ownership, allowing a complex system to be built from individual components organized into accessible architectural layers. The component-centric design is especially advantageous in environments where operational process changes occur frequently and timely integration of those changes into the software products is necessary. The architecture will run on traditional infrastructure or the cloud, and no prohibitive or non-standard technological support is required. OPTimum Aware is both robust and scalable and is built atop the OPTimum Framework.

Mobile Friendly

Apps created by On Point Technology are responsive and will work equally well on desktops and mobile devices. To achieve this, we use a responsive web app template composed of jQuery, AngularJS and Bootstrap.

Performance Center addresses the barriers that block your organization's ability to get value from all your data. Our reporting platform is software agnostic allowing clients to bring multiple source systems data into one platform. Our easy-to-use interface is customizable and includes role level security to ensure that the right data is accessible to the right people across any organization. We supply a simplified and interactive approach to customer data that empowers business users to access, discover and blend all types and sizes of data seamlessly.

Unlimited User Access. Performance Center allows for unlimited user licenses. If desired, the agency can continually deploy the reporting solution to as many new users as needed at their own discretion.

Primary Report Types. Summary Reports (Analyzers), Detail Reports (Interactive), Standard Reports (Parameter-driven).

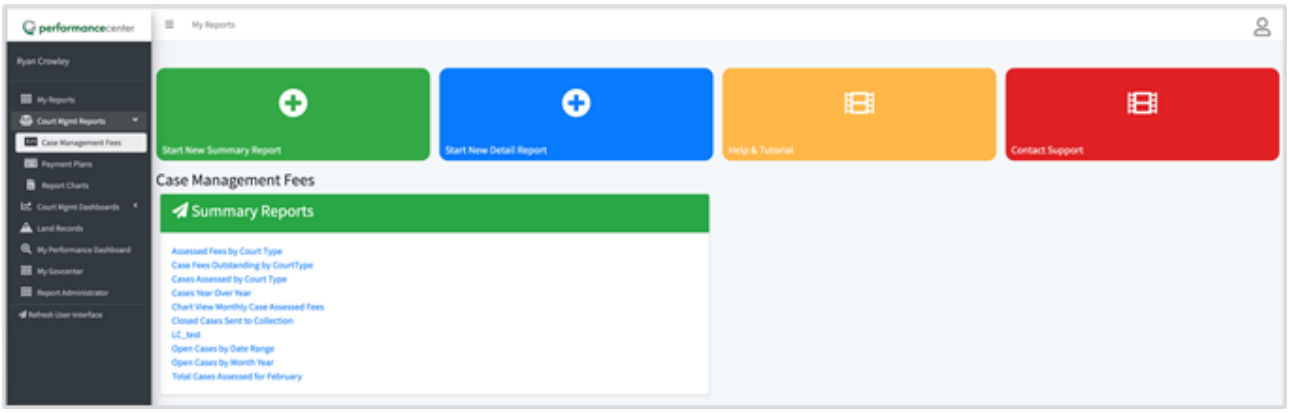
4.1. User Interface Product Highlights Features

User Interface. Web-based portal for accessing, publishing, and sharing reports, dashboards and analyzers.

The Performance Center user interface is designed for users to quickly navigate through the menus, allowing them to access information quickly and efficiently.

My Reports. Report repository specific to the user logged in. Users can create, augment, and save reports to their own My Reports folders.

Customizable Menu Path. Clients can customize their navigation menu path based on 'like' or 'grouped' reporting in business areas. This supplies a clear path and or hierarchy for users to access reports in which they have access to for their business area.



Report Administrators. Admin capabilities include, report sharing, report publishing, user setup, report scheduling and access to all users My Report repository.

Start a New Summary or Detail Report. Provides quick access to data sources to build a new report from scratch. Simply click on the tile to select the data source you have access to and build your new report.

Help & Tutorials. Gain quick access to client specific user reporting guides, frequently asked questions, and store specific organizational information. Report Administrators can post documents and videos.

4.2. ID Theft/FraudX

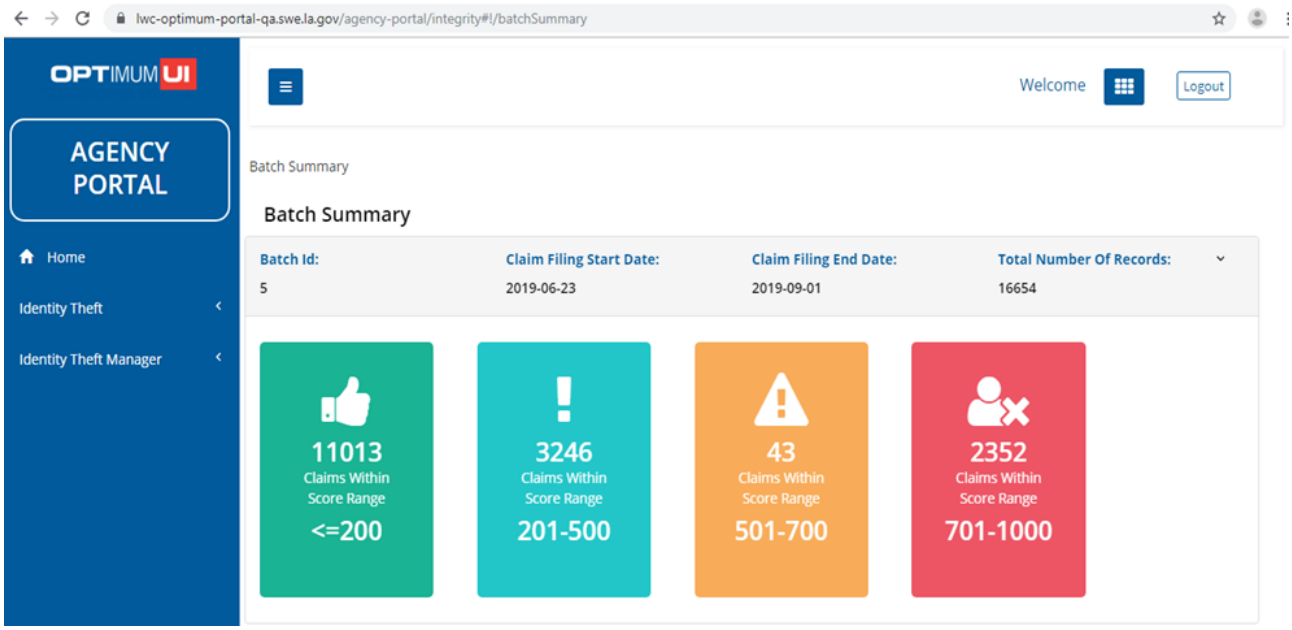
Individual identities and payroll information are stolen and then used to apply for UI benefits. Identity theft victims are usually unaware that someone is using their identity. Unfortunately, fraud detection in these cases is complicated because any preliminary fraud screening that may be done would disclose that the employer and wage earner/identity owner exist.

Stolen identities and wage information are obtained by various methods. In recent schemes, the records have come from: stolen medical records, payroll companies, purchased on the dark web, and schemes offering aid if identifications of children are provided. One state's UI operation also reported theft of data by an employee.

Today with tools like prepaid cards, spoofed IP address and telephone numbers, and dark web purchase of stolen identities including driver's license numbers, it is quite easy to commit UI Identity fraud.

In 2014 On Point data scientists, UI business analysts, and engineers created and developed the ID Theft FraudX. The scored features and variables were set by two former managers of BPC operations, each with extensive criminal investigation and prosecution success. The features and variables which they selected are widely circulated as the best for prevention and detection. Most recently the U.S. Department of Labor published them in UIPL 16-21, page 8, 5th bullet. In collaboration with State Workforce Agencies more features and variables have been added over time that have exceptional predictive value because the information cannot be bought off the dark web. One feature not listed in the UIPL but included in the ID Theft Fraudx has a high 98% prediction value.

What has not been shared is the scoring created by the OPT data scientist and business analysts. The Enhanced ID Theft FraudX has an easy-to-use Scoring Weight Tool. When machine learning tools show features and variables have less value or greater predictive value, the SWA Administrator can increase or decrease the value of those features and variables. This allows the SWA to maintain the highest level of fraud prediction using the Weight Tool and saving the cost of paying another contractor to change the scoring.



SWA's have a fiduciary duty to protect their State Trust Fund from fraud and abuse. The ID Theft FraudX and Aware products have prevented billions from leaving the Texas Workforce Commision (TWC) Trust Fund, Massachusetts Department of Workforce Development and others. TWC so trust the product that they automatically send questionnaires for any claim with a score over a certain amount and have investigators review the rest. The application is UIPL 16-21 complaint, was awarded the best in Texas automation product and was touted at the NASWA Investigator conference in 2018. Not only does the ID Theft FraudX prevent Billions from leaving a SWA's Trust Fund it also causes these outcomes:

1. The identity owner/wage earner does not have to take the time to straighten out the issue with the agency and their employer
2. Workforce Reporter Data Grid makes an easy-to-understand exhibit for preparation for criminal cases and trials.
3. The employer does not need to spend time responding to the agency
4. The employer tax charging is correct and does not have to be corrected by the tax unit
5. Investigator time is greatly reduced with better results
6. Sending out questionnaires and processing responses is made easy
7. An overpayment determination does not have to be written if stopped before payment is made
8. The number of overpayments moved to a pseudo-SSN is reduced
9. Key stakeholders have more confidence in the SWA abilities to stop fraud schemes
10. IRS 1099 reporting is improved

The ID Theft FraudX algorithm adjust as new data is introduced. Each week after the refresh occurs, the ID Theft FraudX Report is run. There are two parts to the ID Theft Algorithm.

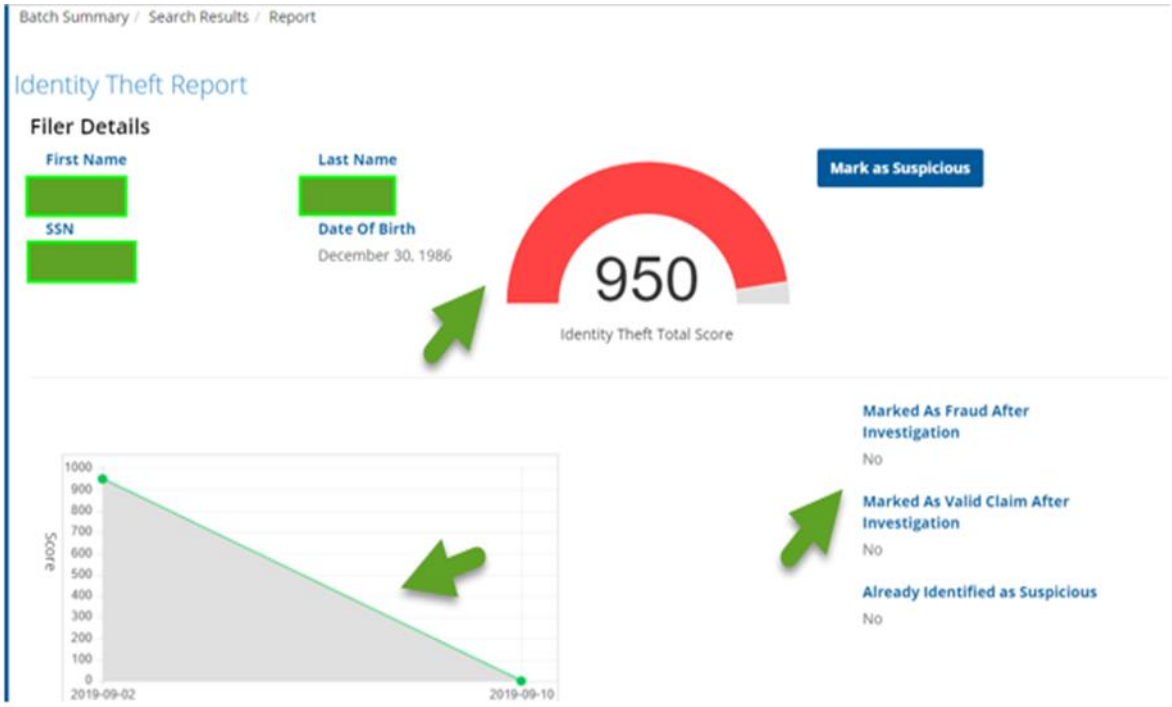
Part One

After the refresh, the past ten weeks of data is crossmatched to find fraud patterns. Patterns for example: Multiple claims from the same mailing address, multiple claims using the same IP Address, patterns using the same combination of password and security question answer etc. The algorithm then scores the results.

Part Two

The tool picks up all of the denied West Virginia ID theft case written last week. That data is added to the Bad Actor Locked Master (displayed below in the Process Flow as the FraudX Database). The Bad Actor Locked Master is an accumulation of every denied claim's data. The Bad Actor Locked Master data is then compared to the last ten weeks data and is scored. This includes both initial and continued claims.

The scores from Part One and Part Two are added together and are displayed for the user in the application. The algorithm has combination features scoring too that is highly predictive.



4.3. Report Query Examples

The following is a short list of query examples that can easily be written in Work Force Reporter.

1. Multiple Claims from same Internet Protocol (IP) Address
2. Out of Country IP Addresses by country
3. Repeated (IVR Call-In) Telephone Number

4. Multiple Claims to One Address
5. Multiple Claims paid to the same bank account
6. Multiple claims to the same bank
7. Same (Claimant Provided Contact) Telephone Number
8. Multiple claims using the same security answer with the same or similar email address
9. In Care of C/O addressing grouped
10. Prison addresses can be checked for claims
11. Minors Filing for UI
12. Domain used by bad actors grouped

4.4. Training and Support

Workforce West Virginia will have its own dedicated email address which is monitored by ten On Point staff working in four different time zones including Eastern. Several direct phone numbers will also be provided. Weekly, biweekly, bi-monthly or monthly meetings will be offered to you with agendas and notes taken. 100% of our products are unique to the customer who is buying it.

Learning transfer will start and be continuous from the beginning through production launch and formal training. It is our understanding that Workforce West Virginia has been provided with the budget to hire more investigators. In collaboration with your Investigation Manager, we can create a curriculum for the unit's needs. Our best guess is some new hires will come from within the UI Division, and some may know investigation but not UI. Both your trainers have extensive civil and criminal case experience with the following type of cases:

1. Internal theft: travel reimbursement, high jacked claims, miss use of State property, theft of work source funding to relatives and theft of a returned UI Check
2. Successful prosecution of ID Theft cases
3. Successful prosecution of Fictitious Employer cases
4. SUTA (State Unemployment Tax Assessment) dumping and Misclassified Worker tax abuse
5. Largest pretexting case successfully prosecuted in the US.

Beyond product training use can also include:

- The five points (or how many points there are) of fraud in West Virginia law that need to be included to determine civil fraud, or a prima facia criminal case, (California VS Judith Jarvis; pay when due), and UIPL 19-21. Additionally, case studies use data to prove an ID theft, hijacking or a fictitious employer case. How to link multiple claims to the same suspect using data. Level of proof needed for: non-fraud determination, fraud or criminal case. Time constants under West Virginia law. What parts must a legal non-monetary determination contain. Introduction class to Unemployment, UI Fraud and Tax Abuse. Our certified trainer can create the curriculum according to the West Virginia Investigation Unit's needs.

5. CONTRACT AWARD:

Cost Sheet for Data Science Fraud Detection

Implementation of software for fraud detection and data science services. Implementation includes Project Management, Software Installation, Configuration, Testing, Training, and Reporting.

Note: Reference the RFQ Sections: 3.1.1; 3.1.3; 3.1.4

A. Cost for One-Time Set-up of System into full Production		263,303.53
(Section 3.1.3)	**Subtotal for A.**	$263,303.53

Licensing and Maintenance Fees (Year 1,2,3,4)

Note: Reference the RFQ Sections: 3.1.2

Description	Time Period	Quantity	Unit Cost	Extended Cost
Licensing & Maintenance	Year 1	1	$188,446.07	$188,446.07
Licensing & Maintenance	Year 2	1	$188,446.07	$188,446.07
Licensing & Maintenance	Year 3	1	$188,446.07	$188,446.07
Licensing & Maintenance	Year 4	1	$188,446.07	$188,446.07

B. Software Yearly Fees for Contractual Obligation (4-Year)		
	Subtotal for B.	**753,784**.28

Master Service Agreement yearly hours will be utilized by the Agency to enhance the Application. These hours will be utilized to upgrade the Application, potentially provide additional staff training, develop new reporting, develop new components, etc.

Note: Work could involve all areas mentioned in RFQ Sections: 3.2.1

Description	Time Period	Number of Hours (estimated)	Unit Cost per Hour	Extended Cost
Customization	Year 1	6000	195.00	1,170,000
Customization	Year 2	6000	195.00	1,170,000
Customization	Year 3	6000	200.00	1,200,000
Customization	Year 4	6000	200.00	1,200,000
C. Customer Work Yearly for Contractual Obligation (4-Year)				
			Subtotal for C.	**4,740,000**

Grand Total- add all subtotals together to get a Total Bid Amount (Sections A + B + C = Total Bid amount)

$5,757,087.81

Instructions for completing the above Cost Sheet. The excel spreadsheet has been formatted to

automatically provide the Subtotals and Grand Total. You will enter the cost associated with each Section as well as each year (1-4). All data entry items on the form are designated by a RED font.

Please make sure you have entered costs in each line.

All costs provided above shall be fixed and cannot be modified after bid submission.

6. ORDERING AND PAYMENTS:

6.1. Ordering

6.2. Payment

On Point Technology acknowledges instructions and requirements associated with Ordering and Payment.

7. DELIVERY AND RETURN:

7.1. Delivery Time:

7.2. Late Delivery

7.3. Delivery Payment/Risk of Loss

7.4. Return of Unacceptable Items:

7.5. Return due to Agency Error

On Point Technology acknowledges instructions and requirements associated with Delivery and Return.

8. VENDOR DEFAULT:

8.1. List of Vendor Defaults

8.2. Remedies

On Point Technology acknowledges instructions and requirements associated with Vendor Default.

9. MISCELLANEOUS:

9.1. No Substitutions

9.2. Vendor Supply

9.3. Reports

On Point Technology acknowledges instructions and requirements associated with Substitutions, Vendor Supply and Reports.

9.4. Contract Manager:

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

10. QUALIFICATION OF PERSONNEL ASSIGNED:

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.

Carlos McReynolds, Data Scientist

Carlos McReynolds has developed and deployed data analytics tools for the detection and prevention of various fraud and UI theft schemes including identity theft, fictitious employer, National Directory of New Hire (NDNH) and misclassified workers. His work has included using machine learning tools to evaluate and recommend adjustments to existing fraud detection algorithms. Carlos built a data warehouse of know identity theft claims that is then used in the algorithm to check against ten weeks of initial claims and ten weeks of continued claims each week that has prevent billions of dollars leaving the trust fund of one customer. His knowledge of data analytics and machine learning will be valuable in developing and implementing tools for

Workforce West Virginia. He also built a scoring weight tool that allows the SWA to easily change the weight of each feature and variable. Carlos has a master's degree in Actuarial Science and eight years of experience with On-Point Technology. See his bio in the attachments section.

Rajeev Sudarsan, Solution Architect

Rajeev Sudarsan has modernized the original Identity Theft FraudX with rules engines and lightweight, batch processing engine. The change he built allows the application, algorithm and ID Theft data warehouse to handle the nation's third largest amount of pandemic data. Since joining, he has contributed toward Aware Application and Barts Dashboard Implementations. He has been instrumental in converting Aware Application into MySQL database technology, performance optimization of Aware and implementing industry standards for data integration and refresh processes. See his bio in the attachments section.

Alan LIU, Director of Product Development

Alan Liu has a master's degree in data mining. His Master of Science Project and research is published in various research journals. Today he directs data scientists and engineers who create applications that detect and prevent UI Fraud schemes using complex data mining algorithms. One of his own predictive tools uses Random Forest and neural network using Tensor Flow.

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. She is also a certified trainer that can train the use of the applications but also train your new investigators what to look for to determine what kind of criminal scheme they have found. 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. Under his direction WAESD built a Data Warehouse that now has houses 30 years of data, He also worked 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. He assisted in the creation of both the ID Theft and the NDNH scoring algorithm. 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.

11. 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, LLC
Proposal #20220315

Director of Software Services & Delivery

(Authorized Signature) (Representative Name, Title)

Tom Kusnirik – Director of Software Services and Delivery

(Printed Name and Title of Authorized Representative)

4/5/22

(Date)

Cell: 609-289-4939

(Phone Number) (Fax Number)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ WWV22*7

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)

[x]	Addendum No. 1	[ ]	Addendum No. 6
[x]	Addendum No. 2	[ ]	Addendum No. 7
[x]	Addendum No. 3	[ ]	Addendum No. 8
[x]	Addendum No. 4	[ ]	Addendum No. 9
[x]	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.

_____
Company

_____
Authorized Signature

_____
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012

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 thisContract. 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.

12. APPENDIX

12.1. 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 in 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

RAJEEV SUDARSAN
Solutions Architect

SUMMARY OF QUALIFICATIONS	Mr. Sudarsan joined On Point Technology, LLC in 2012 and has over 11 years of experience in the field of Information Technology with expertise in architecting, designing, developing cloud-centric/micro-service architecture-based applications to implement best in class solutions. He has been instrumental in building OPTimum platform from ground up deciding on technology, framework, architecture, code quality gates, security, DevOps pipelines, SecOps pipelines, CI/CD strategy, packaging, containerization, extension/pluggable architecture, deployment mechanisms, hosting environment and strategies. He has modernized Identity FraudX with rules engines and lightweight, batch processing engine. Since joining, he has contributed toward Aware Application and Barts Dashboard Implementations. He has been instrumental in converting Aware Application into MySQL database technology, performance optimization of Aware and implementing industry standards for data integration and refresh processes. He actively restructured On Point's dashboard products to standard framework and simplified installation. During his tenure with Illinois State University, Mr. Sudarsan worked on ETL Application Development, Data modeling and Data warehousing projects using Informatica, Tableau, PL/SQLs, Java and Mainframe technologies. Before joining his Master's program, Mr.

	Sudarsan worked for WellPoint's Medicare and Medicaid department via their vendor developing ETL application for supporting their annual enrollment/disenrollment processes.
ON POINT TECHNOLOGY EXPERIENCE	On Point Technology, LLC. Software Architect A Software Architect, a thought leader responsible for building OPTimum platform from ground up deciding from technology, framework, architecture, Code quality gates, security, DevOps pipelines, SecOps pipelines, CI/CD strategy, packaging and containerization, extension architecture, deployment mechanism. • Architected and designed OPTimum platform with 45+ micro services deployed AWS Elastic Container Service and on-prem using Kubernetes clusters. • Architected and designed end to end Continuous integration, deployment and delivery pipelines using Jenkins. • Adept to find right use case for tool sets like Rules Engine, Case management systems, Business Process engines, Database technologies, CMIS, Survey engines, SSO, Queue etc. to increase efficiency and reduce cost. • Driving the organization towards right technology and architecture choices helped On Point to save $900K in people cost annually. Sr. Software Engineer Senior Engineer in a team to develop and deploy web-based fraud analytics for supporting unemployment insurance program focusing primarily on ETLs, SQL and NoSQL engines, Scripts, JAVA/JSP pages for development. Database administration
PREVIOUS WORK EXPERIENCE	Illinois State University ETL Developer As Analytics and ETL developer in Business Intelligence team worked on informatica ETLs developing maps and workflows and Tableau to deliver key business intelligence data to upper management and university stakeholders. UST Global Inc. Software Engineer As an engineer in team was responsible for migrating annual plan data for all WellPoint's senior health insurance programs. Automated extremely error prone process and reduced error rate/manual intervention rate by 80% for 300,000+ accounts.

	2009 UST Global WellPoint Q4 Quarterly Award winner
EDUCATION	Illinois State University – School of Information Technology, Normal, IL – MA, Science in Information Systems University of Kerala – University College of Engineering, Trivandrum, Kerala, India – Bachelor of Technology in Computer Science and Engineering
CERTIFICATIONS	AWS Certified Solutions Architect – Associate 2016, Amazon Web Services Certified Business Intelligence Professional (CBIP) 2014, The Data Warehousing Institute (TDWI) IBM Certified Academic Associate - DB2 9 Database and Application Fundamentals 2011, IBM IBM Certified Database Associate -- DB2 Universal Database V8.1 Family 2008, IBM
HONORS & DISTINCTIONS	Distinguished Graduate Award 2012, School of Information Technology, Illinois State University Awarded Distinguished Graduate Award by School of Information Technology, Illinois State University during April 2012 for academic excellence, active participation in extracurricular activities and showing excellent leadership qualities.
TECHNICAL SKILLS	Programming Languages: Java, NodeJS, PL/SQL, SQL, C#.NET, COBOL, JCL Databases: MySQL, MS SQL Server, Oracle, DB2, IMS DB, MS Access, Derby, Mongo DB, Neo4J, RainStor ETL Tools: Pentaho Kettle, Informatica PowerCenter, PowerExchange, SQL Developer Cloud Services: Amazon Web Services Web Development Frameworks and Languages: Spring, Java EE, ASP.NET, PHP, JSP, AngularJS, Bootstrap, XML, XSLT, Web services & APIs Operating Systems: Windows, Linux, z/OS
UI PROJECT EXPERIENCE	

State Agency	Product/Project	Other Services
Alabama Department of Labor	Aware Benefits, Barts Dashboard	
Colorado Department of Labor & Employment	Barts Dashboard	
Massachusetts Department of Unemployment Assistance	Integrity Data Hub SAR Integration Aware for Benefits NDNH Crossmatch	

		Aware for Tax Aware Dashboards	
	Ohio Department of Job and Family Services	Aware	Performance Improvement Service Pack
	Texas Workforce Commission	Aware Pilot, Benefits and Tax, Aware Benefits and Tax Dashboard. ID Theft FraudX™ Enhanced ID Theft FraudX™	
	Georgia department of labor	Aware Tax and Tax Dashboard	
	Louisiana Workforce Commission	Workforce Reporter ID Theft FraudX	

CARLOS MCREYNOLDS

Data Scientist

Carlos is a Business and Data Analyst with more than seven years' experience working in cross-functional teams spanning several departments in an agile environment. Through a combination of SQL and Python extract, visualize and understand data stored in legacy systems, develop and deploy fraud-detection solutions.

SUMMARY OF QUALIFICATIONS

Programming and Data Analysis: Python (Pandas, NumPy, scikit-learn, matplotlib, keras) (7 years), SQL (9 years), Excel VBA (4 years)

Business Analysis: Data mapping (6 years), requirements documentation (5 years), data visualization (7 years)

Communication and business skills: Cross-functional collaboration (8 years), explaining analytic insights to expert and non-expert audiences (5 years), agile methodology (5 years)

ON POINT TECHNOLOGY EXPERIENCE

On Point Technology, LLC. *Senior Data Scientist*

Data Analyst:

Automation of IDH Crossmatch reporting. Developed python-based process for extracting and exporting IDH results in Amazon cloud environment. Developed process for transferring IDH results to FTP location and sending out automated messaging to recipients.

Quality Assurance:

Developed test plans for Resolve case management platform. Evaluated case management and business intelligence software platforms through rigorous testing. Developed four different automated fraud reports. during the initial phase of the project, collaborated with SMEs with experience in fraud investigation to identify and define client data to be used in fraud identification. Documented data and transformations to be used in creation of fraud detection features. Developed embedded SQL code to extract documented data for use by the report creation script. Wrote Python code to aggregate, combine and score data for report creation, using numpy, pandas and additional packages. Results exported as an Excel file. Worked on development of data migration projects at multiple phases. Clients had data stored in legacy systems which were not designed to be used by non-technical staff, such as fraud investigators.

Developed understanding of the existing data logic using data dictionaries and diagrams and through dialogue with the clients.

Created technical requirements documents clearly defining ETL logic to be used by developers in coding ETLs to transform data from the legacy system into a form that would be more easily consumed by non-technical users

Wrote SQL code to replicate the logic of ETLs which were run against the legacy data. Reviewed the results of SQL queries to ensure ETLs had been correctly coded. Additionally, performed a more qualitative analysis of results to verify that our understanding of the legacy systems was accurate. When results were questionable, these were reviewed with the client to adjust our understanding of the source data as needed.

Performed qualitative and quantitative analysis of previously deployed fraud reports. U0sed SQL to extract the results of fraud investigations performed against cases in the created reports.

Created visualizations using the matplotlib to analyze relations between fraud determinations and dependent variables in the reports. Performed analysis using scikit-learn to determine accuracy of reports in predicting fraud and to determine the contribution of dependent variables to fraud cases. Collaborated with sales and SMEs in preparation of project demos and sales presentations.

Communicated non-technical information to teams working on sales to present new fraud discovery products to prospective clients. Created visualizations of fraud scenarios using matplotlib and MS PowerPoint to incorporate into sales presentations.

PREVIOUS WORK EXPERIENCE

Milhouse Engineering & Construction, Business Analyst,

Automated Personnel Reporting. Transformed existing Excel report through creation of VBA script to query SQL and SharePoint data and then calculate relevant metrics.

Developed Data Visualizations. Gathered and documented requirements across multiple departments. Created MS Power BI visualizations requiring data extraction and transformation from multiple sources. Developed ETLs for GIS data to create geographic visualizations.

State Farm, Business Analysis,

Led four-person team on State Farm consulting project. Gathered, analyzed and interpreted industry insurance data regarding high private passenger auto payout ratio. Created visualizations in Excel and PowerPoint, presented to State Farm executives. Developed Visual Basic code in MS Excel to automate data retrieval from insurance experience database to support development of predictive solvency model. Performed statistical analysis using Analysis ToolPak to evaluate data.

EDUCATION & TRAINING

Masters in Actuarial Science, *Illinois State University*

Masters in Economic, Florida *International University,* Miami, FL

Bachelor of Arts in Physics**,** *New College of Florida,* Sarasota, FL

Graduate Student/Assistant, Illinois State University, Normal, IL

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.

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, ID Theft FraudX and Fictitious Employer FraudX
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