

## SOLE SOURCE DETERMINATION

The Purchasing Division has been requested to approve a sole source purchase for the commodity or service described below. Pursuant to West Virginia Code 5A-3-10c, the Purchasing Division is attempting to determine whether the commodity or service is a sole source procurement. If you believe your company meets the required experience and qualification criteria stated below, please e-mail the Purchasing Division Buyer at [frank.m.whittaker@wv.gov](mailto:frank.m.whittaker@wv.gov) with a copy to [ron.n.price@wv.gov](mailto:ron.n.price@wv.gov) to express your interest in the project. Please forward any and all information that will support your company's compliance with required qualification and eligibility criteria along with any other pertinent information relative to this project to the Purchasing Division no later than 08/11/09.

Requisition Number: **WWV09855**

Department/Agency: Department of Commerce/WorkForce West Virginia

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Detailed Description of Project: Hire a company to design a new web-based system, or custom fit an existing system, to allow for the electronic filing and tracking of applications for the Work Opportunity Tax Credit program.

Proposed Sole Source Vendor: Computer Systems Design Company 735 Highland Avenue Boulder, Colorado 80302

Specific Eligibility Criteria: see attachment entitled WOTC Software System Specifications

### Specific Qualification Criteria:

- the vendor must develop/modify the requested system to ensure that all Federal Department of Labor requirements are met;
- the successful system must be recognized by the Internal Revenue Service;
- the system must be operational within 3 months of any bid award resulting from this sole source determination;
- the system must be able to interface with systems of other State agencies to extract data from their systems (i.e., Rehabilitation Services, Health and Human Resources, Corrections, Unemployment Compensation, etc.)

## WOTC Software System Specifications

It is the intent of the Employment Services Division of Workforce West Virginia (Workforce WV) to purchase a license for a web-based software system for the collection, management and reporting of data in accordance with requirements of the United States Department of Labor (USDOL) and the United States Internal Revenue Service (IRS) for the Work Opportunity Tax Credit (WOTC) program.

**The WOTC software system** must include the following functionality or better:

WOTC software: the WOTC software must be based on federal regulations, the ETA Handbook #408, and forms plus the input from WOTC tax credit staff. The software will be updated at no additional cost during the contract period and based on changes in federal guidelines and requirements.

The software system must securely handle three (3) user groups:

- State WOTC staff
- Individual employers
- Consultants who handle multiple employers

West Virginia may use two (2) banner graphics specific to Workforce WV, the colors being designated by staff.

Hosting and web content management: the winning bidder must provide full web-based hosting of all applications. Proper execution using Microsoft Internet Explorer 6 and higher must be assured. Bandwidth must be provided to support timely response to all users. Failover optimization must be provided to ensure operations 24 hours/day, 7 days/week, 365 days/year including execution of daily backups and maintenance of secondary processing facilities. Adequate secure storage capacity must be assured to support all current records as well as all growth potential.

Data conversion: the winning bidder will be responsible for conversion of WOTC legacy data from Microsoft Access. This includes creation of conversion specifications, conversion code, trial conversions and live conversion. Workforce WV will provide a data dictionary for legacy data.

Training: the winning bidder will provide on-site training for staff, including operations' manuals (hard copies and on-line) for at least 5 students at a mutually agreeable time. Support must be provided for Workforce WV staff involved in WOTC processing. A test site will be available to the WOTC unit of Workforce WV to learn and view the functions of the proposed system.

Initial data test: upon signature of a contract by both parties, the winning bidder will set up a live site for exclusive Workforce WV use within thirty (30) days. WOTC data conversion will be coordinated with Workforce WV staff and an initial test conversion will be accomplished and reviewed by Workforce WV personnel. Training and review during this period will be provided with an on-site visit of 2 days at a mutually agreeable time. This training is included in the initial costs. The review period will be between 2 and 4 weeks.

Final conversion: when the initial converted WOTC data is reviewed, tested and accepted, the winning bidder will complete a final and full conversion of existing Workforce WV WOTC records

## WOTC Software System Specifications

within 2 weeks of acceptance. Full implementation will be within 180 days of the bid acceptance.

Documentation description: the documentation for staff, employers and consultants must be on-line and included in the proposal. A complete data dictionary must be provided and updated as changes occur. Some instructions and information may also be found on the various on-line entry forms and pages.

Storage of data: the WOTC web-based program gathers data that must be stored in secure locations, including an off-site storage facility.

Backup of data: daily backups must be run. Daily backups must be stored for 28 days, weekly backups for 12 months, and monthly backups for 7 years.

Support: the winning bidder's system must have constant and continuous monitoring with support staff available via e-mail and telephone and with backup contacts provided.

Equipment used: the winning bidder must use state-of-the-art computer and networking equipment with a redundancy strategy that insures reliability.

The web-based system must be serviced by multiple circuits including DS3's and T1's.

### **Detailed Operations: Services for Employers and Consultants**

Employers/consultants (customers) will be able to register and create an account utilizing a userid and password, electronically file an IRS Form 8850, according to the IRS criteria, and ETA Form 9061, retrieve and print determinations on their applications and check the status of their applications and powers-of-attorney.

Customers can also submit documentation on pending applications electronically. The database will automatically notify WOTC staff when documentation is submitted subsequent to 8850 forms. The system will automatically match documentation with the appropriate file using the social security number/federal employer identification number (SSN/FEIN) combination.

All customer accounts must be pre-approved by WOTC staff administrators to utilize this system. An email will be generated to the e-mail address provided by the customer when the account has been approved for access.

There may be multiple accounts using the same FEIN. Consultant accounts will have access to multiple FEINs as authorized by WOTC staff administrators.

Each customer will have access only to those applications submitted using their userid.

The customer will be able to import applications in batch mode using Secure FTP. For batch submitted applications, a notice will be sent via e-mail to customer accounts alerting them to problems with applications received and accompanied by advice on resolving the problem.

All in-coming applications, whether by batch or individually entered, will be date stamped with current date and time as they are received.

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The system will automatically reject and deny applications that are untimely, have expired POA's or no POA's, have same SSN/FEIN combination already in the system (rehire), or have not indicated any targets on the ETA 9061.

The Power of Attorney module will record the submitted data and advise the customer of its legitimacy. This module will allow the WOTC staff to attach scanned images of POA's for viewing by state WOTC staff and the customer.

Automatic notification to customers of expiring POA's.

### **Services for Workforce WV WOTC Staff:**

Information management functions: software will include fully functional features for analysis and display of the following management functions to include, but not limited to:

- System administration, security and access – software will contain fully developed components that will, at a minimum, contain the following functionality:
  1. Create and manage access levels for hierarchy groups.
  2. Allow data import and export
  3. Archive and restore records
  4. Software must be capable of creating reports in compliance with USDOL specifications for both current and future requirements.

In addition, software must provide for the following:

- Accommodations for visually-impaired individuals using optimized screen readers.
- Spell-check functions for text fields
- Allow partial applications to be completed at a later date (8850's without 9061's)
- Address verification and correction using USPS data and entry of valid ZIP+4 for all addresses.
- When ZIP is entered, city and state are auto-completed.
- Verification of address as it pertains to WOTC Targets D and F for EZ/EC/RRC designations and notification of eligibility for those targets.
- Verification of age at the start work date as it pertains to age-sensitive Targets D, F and G and notification of eligibility for those targets.
- Accept numeric data with or without separators.
- Allow copy and paste from and into data fields.
- Screen navigation using either the <Tab> key or <Enter> key as well as mouse-click into any field.
- Allow for the designation of multiple target groups using check boxes.
- Show application status on all screens (Pending, Certified, Denied, Actionable, or Non-Actionable).
- Automatic system generation of needs faxes/letters to customers and other states for benefits verification.
- All letters to be standardized using Workforce WV logos, will be opened in Word and maybe customized in Word. Allow letterhead to be changed as changes occur.
- Insertion of electronic signature using a scanned image of the authorized WOTC staff person on letters, certifications, denials.
- Ability to select random samples for internal and DOL auditing purposes.

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- Ability to generate letters/faxes to and cross-reference information supplied by UI Wage Screen, DRS, DHHR, Division of Corrections, US District Courts, Social Security Administration, VA Regional Office.
- Allow only one decision to be posted, but allow staff the ability to change the determination if a decision should be retracted. In the event a certification is retracted, automatically produce retraction letters to consultant, employer and IRS.
- Generate a daily activity report on whole and for each WOTC staff user of system for supervisory purposes
- Identify time periods for targets A, B, C, E, G, H and I.
- Automatic generation of certifications (ETA Forms 9063 and 9065) when certification data is complete for any target category.
- Automatic generation of denials once all indicated targets on the ETA 9061 have been researched.
- Automatic generation of notices to WOTC staff and consultants regarding expiring POA's.
- Once determinations are made, records automatically archived (for 5 years) and available for retrievable.

### In addition, Software Vendor must supply the following:

- Outline of the significant tasks required in order to implement the proposed system, including a timeline (both minimum and maximum) for implementation and training.
- Description of documentation to be provided regarding project development and user training.
- Details on level of support including, but not limited to, custom modification requests, online service requests, provisions for secure data transfer for interface to existing systems, and 24-hr problem resolution.
- Payment schedule based on program benchmarks.
- Assurance of integration with West Virginia network security policies

**APPLICATION TECHNICAL REQUIREMENTS:**

The vendor must support the following Internet browser software for system access: Internet Explorer 6.0 (or greater) or Mozilla Firefox 2.0 (or greater).

The vendor must provide a secure Internet-based application that allows user input, data validation, immediate storage to a database, and output within an Internet browser interface.

The vendor must provide 128-bit encrypted Secure Socket Layer (SSL) communication between the application and the user's browser.

The vendor's Internet-based application must be compliant with the Americans with Disabilities Act (ADA).

The vendor must provide a test application that can be used for prototyping, mock data entry, mock reporting, troubleshooting, and general process evaluation without affecting production application data.

The vendor will provide data conversion and migration services from a pre-existing Microsoft Access-based legacy system.

The vendor will provide monthly backups of the system in Comma Separated Value (CSV) format. These backups can be made available via a secure (HTTPS) download location or mailed to a designated contact on optical media (CD/DVD). If optical media is used, the files on the media must be protected with 128-bit encryption.

The vendor will provide a mechanism within the application that permits authorized state users to create, modify, and disable user accounts at any time without vendor involvement.

The vendor will provide an auditing mechanism within the application that will track the user that created a record as well as the last user to modify the record.

**OTHER VENDOR REQUIREMENTS:**

With the bid quotation, the vendor must provide credible, detailed evidence of experience related to the Work Opportunity Tax Credit (WOTC) federal program. The vendor must provide details of the background of the company/organization, the size and location of the company/organization, and the experience, capabilities, and resources of the company/organization which qualify and enable them to complete the project.

The vendor must provide a functional organizational chart indicating the proposed project structure. The vendor should provide job descriptions and resumes for the key project staff and any other staff who will work on any part of this contract, specifying experience with the vendor and relevant education, experience, and training.

With the bid, the bidder must provide at least two (2) references from similar projects within the past three (3) years. These references must include a description of the work performed and contact information for verification.

The vendor must provide an entity relationship diagram (ERD) describing the database layout.

The vendor must provide a copy of existing database and network security policies and/or certifications.

The vendor will provide information about their support desk capabilities and processes for obtaining support.

The vendor will provide a perpetual, state-wide license to use the software.