

Question and Answers for Request for Information (RFI) for the State of New Jersey

TEMPORARY DISABILITY INSURANCE AND FAMILY LEAVE INSURANCE MODERNIZATION PROJECT

	RFI Section	Page Number	Section Number	QUESTION	Response
1.	Project Timelines	Cover Page	Project Title	What is the potential timeline that LWD is looking at for the start and completion of the TDI/FLI system modernization?	This has not been determined.
2.	General	..	General Question	Will vendor in-person interviews be a part of the RFI process?	No.
3.	Technology preferences	-	General Questions	Does the State/LWD have any preferences in terms of technology platform (Open Systems, .Net, Mainframe technologies) or specific products/programming language preferences (such as Oracle for DB, C-sharp for programming, etc.) based on the skills-set of the current IT Staff (OIT-DIT) and/or current IT investments?	No.

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4.	Technology preferences	-	General Questions	Does the State have any constraints that influence preference for a given technology platform?	The solution must adhere to all state and federal program and security requirements and must be consistent with the guidelines set forth in the following: State of New Jersey Shared IT Architecture .
5.	Technology preferences	-	General Questions	Would LWD want the new solution to leverage any of its current technology investments (such as Imaging System, OCR, IVR, DB and other existing software product licenses, etc.)? If yes, then could you please identify such specific products/components?	It is contingent upon the inherent features of the chosen solution.

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6.	Training	4	I. Purpose of the Request for Information	What are the State’s expectations with respect to “Train the state’s end users”? Does this include all users, aka state staff, applicants, medical providers, employers? Or will it be ‘train the trainers’ approach – train state staff who would then train other users.	This has not been determined.
7.	Response to RFI	5	II Request for Information Submission	Will not responding to this RFI disqualify a vendor from bidding on the future TDI/FLI Modernization DDI RFP?	No.
8.	Confidentiality of RFI response	5	IV. Content of the RFI Submissions	Will the RFI responses automatically be made public or will these be made available only upon specific request(s)? Regardless of when, how and where can the public access the responses once published?	Any information regarding the RFI will be made available through the Open Public Records Act at https://nj.gov/opra/

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9.	Covered employers	6	V. Background	Could you please provide the definition of “covered employer”? If different definitions of the term are used for TDI, FLI, UI and WC, could you please provide all definitions and law reference?	Refer to the TDI/FLI rules and regulations N.J.S.A. 43:21-25, NJAC 12:18-1.1, et seq. online via the links below https://myleavebenefits.nj.gov/labor/myleavebenefits/assets/pdfs/DILAW_July2014.pdf https://myleavebenefits.nj.gov/labor/myleavebenefits/assets/pdfs/NJAC.pdf
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10.	Contracting with private insurance companies	6	V. Background	<p>What interactions are needed with the Private Insurance Companies? RFI indicates State “process claims on behalf of employers”.</p> <p>What are the responsibilities of the Private Insurance Company versus the responsibilities of the State?</p> <p>Who accepts the claim in addition to processing it?</p> <p>Who issues payments?</p>	<p>Refer to the TDI/FLI rules and regulations N.J.S.A. 43:21-25, NJAC 12:18-1.1, et seq.</p> <p>online via the links below</p> <p>https://myleavebenefits.nj.gov/labor/myleavebenefits/assets/pdfs/DILAW_July2014.pdf</p> <p>https://myleavebenefits.nj.gov/labor/myleavebenefits/assets/pdfs/NJAC.pdf</p>
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11.	Claims volume and processing	6	V. Background	Could you please expand on 'The Division also contracts with Private Insurance Companies who process claims on behalf of employers'? What is the nature of these contracts and how exactly do these contracts/private insurance companies tie into the Division's operations, workflow, and automation systems?	See response to #10 above.
12.	Annual Tax Statements	6	V. Background	Does this reference the Federal 1099 for TDI and/or FLI benefits paid? Does this also include a similar form/statement for State income tax purposes?	The IRS - 1099G and all relative tax documents are required based on federal and state rules and regulations.

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13.	14-day determination	7	A. The Division of TD & FLI	Currently what percentage of claims are being issued a determination of eligibility within the 14-day policy? What is the current average number of days for determining eligibility?	Refer to the TDI/FLI annual report located on the NJ Department of Labor & Workforce Development's website https://myleavebenefits.nj.gov/labor/myleavebenefits/about/stats/
14.	Duration of benefits	7	A. The Division of TD & FLI	RFI indicates maximum duration of TDI is 26 weeks; FLI is 6 weeks or 42 intermittent days. Is there an order of preference should the situation result in qualification for both programs? Is this even possible? For the 42 intermittent days, are the days of week pre-determined/approved or can they be availed as needed, after approval has been provided?	Refer to the TDI/FLI rules and regulations N.J.S.A. 43:21-25, NJAC 12:18-1.1, et seq. online via the links below https://myleavebenefits.nj.gov/labor/myleavebenefits/assets/pdfs/DILAW_July2014.pdf https://myleavebenefits.nj.gov/labor/myleavebenefits/assets/pdfs/NJAC.pdf

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15.	State versus Private Plan	7	A. The Division of TD & FLI	<p>RFI states that “employers have the option of choosing coverage from a private plan carrier”.</p> <p>a) Is the request to do so and the approval or denial of that request handled by TDI/FLI Division?</p> <p>b) If yes, is the request received and/or processed utilizing the current TDI/FLI application?</p> <p>c) If not, is it the expectation that the new system will?</p>	<p>a) Yes.</p> <p>b) No.</p> <p>c) To be determined.</p>
16.	Technology	7	B. Current Infrastructure	<p>If the State plans on continuing with the current Avaya phone and IVR system, is the plan that the modernized system will become the primary data source for the existing functionality to continue? If not, please elaborate.</p>	<p>To be determined.</p>

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17.	Interfaces	7	B. Current Infrastructure	Could you please provide details of all current internal and external interfaces that are relevant to TDI/FLI? Please also provide which actual system (e.g., DABS, LOOPS, etc.) that these interfaces connect via.	The system must allow for interfaces to all required data sources.
18.	Interfaces	7	B. Current Infrastructure	The RFI appears to require a replacement of the Document Imaging System as well as DABS. Is it acceptable to retain the current system and provide improved functionality for easy retrieval and viewing of documents?	This has not been determined.
19.	Local Office On-line Payment System (LOOPS)	7	B. Current Infrastructure	Could you please provide more information on the system functionality of LOOPS with respect to TDI/FLI?	Not at this time.

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20.	Technology	7	B. Current Infrastructure – 4 th bullet	Does the Agency use an outside vendor (such as State Disbursement Unit) for receipt and disbursement of payments?	The Division presently participates in debit card payment disbursements through Bank of America. None for receipt.
21.	Claims Intake	8	C. Current Business Process Background 1. Claims Intake	<p>a) Is LWD required to provide the options of filing claims, and parts thereof, via paper or Fax? Is this required by NJ Law?</p> <p>b) Is NJ willing to move to “on-line filing only” allowing paper applications and statement section responses only as an exception?</p>	<p>a) Multiple options must be made available for filing claims.</p> <p>b) Not at this time.</p>

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22.	Eligibility	9	C. Current Business Process background 3. TDI Determination and FLI Determination	Does the claimant need to currently be in covered employment or does the claimant's base period wages need to be from a covered employment?	Both options would be required.
23.	Reconsideration	9	C. Current Business Process background 3. TDI Determination and FLI Determination	What activities are covered under 'Reconsideration' function? – Extensions, appeals, redeterminations, others?	Refer to section 3. TDI Determinations FLI Determinations in RFI.

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24.	Reconsideration	9	C. Current Business Process background 3. TDI Determination and FLI Determination	RFI states that the TDI/FLI Reconsideration “team also handles covered employment.... wage record request....” No mention was made of specific interface with existing UI Tax system, which could be impacted by the results of such investigations. Does any part of the TDI/FLI system interface with the UI Tax system?	Yes. However, the future of the interface is yet to be determined.
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25.	Payments	10	C. Current Business Process 5. Finance	Is it correct assume that ongoing weekly certification is required only for (a) FLI for intermittent days; and (b) when medical certification is specifically requested by the agency	Refer to the TDI/FLI rules and regulations N.J.S.A. 43:21-25, NJAC 12:18-1.1, et seq. online via the links below https://myleavebenefits.nj.gov/labor/myleavebenefits/assets/pdfs/DILAW_July2014.pdf https://myleavebenefits.nj.gov/labor/myleavebenefits/assets/pdfs/NJAC.pdf
26.	ECU	10	C. Current Business Process 5. Finance	Does LWD have a central employer database that is maintained by ECU? If so, is the maintenance of up-to-date employer information, plans, etc. carried out via that separate central system or is it part of the TDI/FLI modernization effort?	Yes. However, the future of this business process is yet to be determined.

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27.	Confidential claims	11	D. Future Vision	Reference is made to “confidential claims”. Assumption is that these claims would have a higher level of security and limited access? Is this assumption correct? If not, please explain.	Yes.
28.	Integration with Web based Customer Service systems	12	Future Vision	The last bullet on page 12 mentions that the new solution must integrate with web-based Customer Service systems. Could you please expand on what is the expectation in this regard and also identify any specific CS systems that are referred here (CRM, ERP, etc.)?	To be determined.
29.	Solutions and Recommendations	13	2. Claims Management (b.)	Can you please explain in more detail what this recommendation is requesting?	Whether or not any recommendations would require third party integrations.

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30.	Hosting	13	VI. Responding to RFI C. Development and Implementation – point a	Does the State have a preference with regard to hosting – on premises vs. vendor hosted (on premises) vs. Cloud?	No.
31.			Section V.	“The Division also contracts with Private Insurance Companies who process claims on behalf of employee” What are the systems involved to support above statement? Is there any interface between DABS and Private insurance companies that needs to be addressed as part of Modernized solution?	The future processing of private plan claims is yet to be determined.

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32.			Section V.	<p>“A subsequent automated processing application was created for filing claim extensions, which is also dependent on DABS to complete the operation”.</p> <p>What technology platform is the automated processing application built upon? And what kind of interface is available to integrate with this application?</p>	The future of automated claim processing is yet to be determined.
33.			Section V.	Does the new system need to support Text Messaging/ Electronic notification capabilities in future?	This has not been determined.
34.			Section V.	How often are Benefit Rate Applicable (E.g.: 2/3rd of an individual’s average weekly salary) & Max Benefit limits change?	Annually.

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35.			Section V.	Are there any other deadlines on benefit eligibility determination other than 14 days SLA?	Yes.
36.			Section V.	Are there any interfaces between DABS and State's TD/FLI trust funds?	Yes.
37.			Section V.	What is the interface between DABS and Bank of America (Debit Card Payment Issuance)?	Currently it is a flat file batch process, however future interface interaction is yet to be determined.
38.			Section V.	What is the technology platform (tool) running Document Imaging System?	Datacap/P8.

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39.			Section V.	For web claim intake, Is there a specific reason why certified claims are being processed into legacy claim systems only during business hours?	The legacy system is only active during business hours.
40.			Section V.	Is there a Skill Based Routing (Language, Other Preferences, etc.) in Claim Assignment process to Examiners?	Not currently.
41.			Section V.	Once a claim is assigned to an examiner, can it be transferred to another examiner in situations of unavailability?	Yes.

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42.			Section V.	<p>Systems mentioned in RFI to verify claim information:</p> <ul style="list-style-type: none">a) Are these applications accessed to verify each and every claim that has been entered?b) Is it a daily routine for examiner to open these multiple systems?c) Are there interfaces (SOAP, Stored Procedures, REST, etc.) available for these application to be access required information by future state application?	<ul style="list-style-type: none">a) Yes.b) Yes.c) This has not been determined.
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43.			Section V.	Courts Online: Does the technology platform on which this application is built upon provide interfaces that can be consumed by future state TD/FLI application to feed in Lien Information resulting from Work related injury claims processed by WC Unit?	Future enhancements to existing interfaces are yet to be determined.
44.			Customer Service Section:	Are inquiries received by Call Center personnel managed in a system and tied to claims associated?	No.
45.			Customer Service Section:	Is there a life cycle for an inquiry made by a claimant with status associated?	Not at this time.
46.			Customer Service Section:	Are there any SLA's associated with inquiries made by claimant?	Not applicable.

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47.			Finance	How often the specific formulas under which benefits are paid are get updated?	Annually.
48.			Finance	What is the current process in DABS when a formula needs an update because of new policy or legislative change?	The current process is not relevant.
49.			Generic Question	What is the expectation with future state system's user authentication?	The solution must adhere to all state and federal program and security requirements and must be consistent with the guidelines set forth in the following : State of New Jersey Shared IT Architecture .

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50.			Generic Question	How are claimants authenticated when they are called in to inquire about existing claims?	The solution must adhere to all state and federal program and security requirements and must be consistent with the guidelines set forth in the following : State of New Jersey Shared IT Architecture .
51.				<ul style="list-style-type: none"> a) How many users of the new integrated TDI/FLI system do you anticipate? b) How many would you estimate to be primary users (full functionality) vs. secondary users (claim intake only, customer service, limited system access, etc.) c) Can you project by department? 	<ul style="list-style-type: none"> a) The solution must accommodate all internal staff and external customers. b) This has not been determined. c) Not at this time.

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				Which legacy systems shall remain as sources of information for claims analysts following the transition? (RFI Section V)	This has not been determined.
52.				If possible, please list expected data feed and system integration points for claims. (Example: Document Management, Imaging, Mail Batching, etc.)	This has not been determined.
53.				More details on the Avaya phone/IVR system?	Not applicable.
54.				Do you have a desired "go-live" date for the project?	This has not been determined.

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55.				Do you have a projected date for making a final decision on a vendor(s)?	This has not been determined.
56.				How will the decision be made (e.g. committee, head of the dept., procurement, scoring system, etc.)?	This has not been determined.
57.				Are you working with a consultant or do you plan to bring one in at any particular phase of the project?	This has not been determined.
58.				Do you ever work with technology partners for implementation of IT projects?	Yes. However, no determination has been made regarding this project.

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59.			Generic	Can you confirm the State is looking for a customized software solution only or if there is an opportunity to outsource part of the claim administration?	This has not been determined.
60.		4		The information in this RFI is in no way final nor does it represent what may be contained in a Request for Proposal (RFP), should one be issued. Should the state move forward with RFP, is there an estimated time frame for its issuance?	No timeline has been established.
61.				Has funding already been allocated and if so, can the state share the source (budget, grant, etc.)? If not, which source will be sought?	No.

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62.				Do Does the state have an estimated cost, or cost threshold that can be shared for this project?	No it does not.
63.				Who is the internal project manager over this modernization effort?	That information will not be released to the public.
64.				Are there any additional procurements such as feasibility study services, solicitation prep services, quality assurance services, IV&V services, etc., anticipated to be procured in relation to this project? If so, can the state please share which type and which procurement method and time frame is most likely?	Not at this time.

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65.			Section V. Background	One objective is listed as “simpler and faster for claimants”. Is there an expectation of the number of steps or start to finish timeline for processing a claimant request that would satisfy this requirement? If so, how much (% or quantified) simpler and faster is this metric over the system today?	This has not been determined.
66.				Can you provide some rough details on the shortest, longest, and average lifespan of the approximately 175K claims processed per year?	Please access the TDI/FLI annual report statistics via the link below: https://myleavebenefits.nj.gov/labor/myleavebenefits/about/stats/
67.				Does TDI/FLI foresee any other services to be rolled out under their control? (i.e., another process to support a new service under the current program jurisdiction)	Not at this time.

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68.				How frequently is the process flow expected to change? What usually changes? approvals? specific data fields? decision criterion?	This has not been determined.
69.				Was the “subsequent automated processing application” a second web based system that was rolled out in addition to the one in 2016 for initial applications?	Yes.

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70.				<p>a) A Bank of America card system. - Does the new platform needs to have closed loop communication with Bank of America systems. Ex. once a card is issued, is the state process dependent on actions that happen with the card after issuance like tracking funds used or types of purchases made?</p> <p>b) Alternately, or does the process end with a batch one-way transmission to Bank of America listing payees and details?</p>	<p>a) This has not been determined.</p> <p>b) Yes. However, future model to be determined.</p>
71.			Section A.	Is maintaining claim initiation via paper mail considered a requirement of the final solution?	See response to question # 21.

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72.			Section C. 1.	<p>Is the present paper to digital data intake system including OCR considered an adequate process to start claims for the new solution, or is a modern technology solution needed for this step of the process as well.</p> <p>If not adequate, what makes the current process inadequate?</p> <p>Accuracy of document scanning? Y/N</p> <p>Speed of scanning? Y/N</p> <p>Manual work required for scanning Y/N</p> <p>Other factors?</p>	The state is currently receptive to new innovative scanning technology.
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73.				<p>The legacy Claimant system appears only loaded during business hours. “For web claims entered after regular business hours, the certified claimant section will be added to a batch file queued for transfer to the legacy claim system for processing at the start of the next business day”</p> <ul style="list-style-type: none">a) Is this a limitation due to the process requiring manual work by state employees working business hours only?b) Alternately is there a system requirement that only certain claim actions can happen during business hours?	<ul style="list-style-type: none">a) It’s a core system limitation.b) It’s a core system limitation.
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74.				How often are there errors/difficulties in associating a claim to a claimant application?	Frequently.
75.			Section C. 2.	<p>a) Is all the data stored in DORES considered HIPAA protected information requiring appropriate protections including encryption at rest?</p> <p>b) Is DORES sufficient for the next generation solution or is a modern compliant content repository required?</p>	<p>a) The stored data currently meets all state and federal security requirements.</p> <p>b) The state is currently receptive to new innovative scanning technology.</p>
76.				If a new content repository is required, will the 7 years of DORES content need to be migrated or copied over to the new system?	This has not been determined.

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77.			Section C. 3.	<p>The statement “The extension is then auto-processed for all claims that do not require manual intervention, which is approximately 2,200 claims per month” Is ambiguous. Do 2200 claims need manual intervention per month, or is that the number per month that are auto processed for an extension?</p>	Approximately 2200 claim extensions are auto processed monthly.
78.				<p>a) Are all requests for information from the claimant, medical provider or employer through mail?</p> <p>b) Or is it that if the application was handled electronically, the request for information is sent electronically as well?</p>	<p>a) No.</p> <p>b) Claim processing is not exclusive to the medium in which the application was received.</p>

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79.				<p>a) How often does the criteria for the application to be processed by DDU/FLDU change?</p> <p>b) Who is responsible for managing these changes?</p>	<p>a) Infrequently.</p> <p>b) TDI/FLI and UI (Unemployment Insurance) statutes govern responsible parties.</p>
80.			Section C 4.	<p>The metric given is 2.8M incoming calls per year inquiring about claims. The system also is stated to process 175,000 claims per year. That implies each claim, on average, receives 16 inbound calls for various inquiries. Is that a correct interpretation and correlation?</p>	<p>Yes.</p>

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81.			Section C 5.	Details the existence of formulas and business rules regarding payment decisions. Approximately how many rules go into the calculation of payment decisions? Less than 10? 10-50? More than 50?	This has not been determined.
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82.			Section C 6.	<p>Reporting is detailed as canned and “Ad-hoc”. Regarding the Ad Hoc reporting solely:</p> <p>Are the reports of standard content and structure, but generated and various times, thus Ad-hoc. Or rather do needs for reporting data constantly change, therefore any given report request could have custom fields, data ranges, and timing, making it completely “Ad-hoc”</p> <p>Feel free to respond on a scale of 1-10 of Ad Hoceness, where 10 is the most Ad Hoc.</p>	Both styles of ad hoc reports are required. The state is receptive to new ad hoc reporting solutions.
83.			Section D	Is the LOOPS system to be replaced by the future state system?	Not applicable.

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84.			Miscellaneous	Does the new system need to be WCAG 2.0 Level A or Level AA complaint at least to all interfaces accessed by claimants to facilitate disabilities?	The system must adhere to all federal and state ADA (American Disabilities Act) and system related rules and regulations.
85.				How many users is the system expected to have (All Internal / Concurrent / External-Web). Specify this for each relevant area of the system (Scanning / ECM, etc.)	Seek Question #51 for the response.
86.				How many systems would we be integrating with? Describe on a high-level all systems you are looking to replace and/or integrate with.	This has not been determined.

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87.				Please specify the number and approximate complexity of each of the workflows (number of steps/inboxes/security, whether any specific routing and external calls/integrations are needed)?	This has not been determined.
88.				Are you looking for any migration from DABS (and/or any other system?). If so, please provide any details such as interface to access current documents, approximately attribute/security structure, image type, existence of any special annotations or file formats, size/volume, etc.	This has not been determined.
89.				Is any other data migration needed outside of image migration (such as ORACLE DB, etc.)?	This has not been determined.

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90.				If applicable, please describe the "forms" functionality desired we need to replace from DABS or other system.	This has not been determined.
91.				Are you looking for us to replace the "payment distribution" system and/or define the level of integration needed if we maintain the current structure (such as BoA processing)?	The state is receptive to considering new payment distribution solutions.
92.				Provide metrics on document ingestion (number and size of paper and electronic documents, OCR needs, any necessity for automated forms/document recognition, need to automatically recognize fields/text, necessity of usage of Natural Language Processing, etc.)	This information cannot be provided at this time.

Question and Answers for Request for Information (RFI) for the State of New Jersey

TEMPORARY DISABILITY INSURANCE AND FAMILY LEAVE INSURANCE MODERNIZATION PROJECT

93.				Provide high-level of details on the retention requirements (if any specific ones, besides the two types already mentioned - 7 years & forever).	Currently there are no other retention requirements.
94.				Provide details on which parts of the system should be exposed to public (CSS - any details on desired interface / security, etc.)	This has not been determined.
95.				Will the State consider a cloud-based solution?	Yes.