Geographic **Solutions**

Proposal

for

Hawaii DLIR WDD

MANAGEMENT INFORMATION SYSTEM (MIS) AND CASE MANAGEMENT SYSTEM

(Response to RFP-06-001-WDD)

December 1, 2005

Geographic **Solutions**

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I. Table of Contents

II. TRANSMITTAL LETTER, OFFER FORM, WAGE & TAX CERTIFICATES 1

II.1 Transmittal Letter 2
II.2 Offer Form 3
II.3 Wage Certificate 4
II.4 Tax Equalization Certificate 5

III. EXECUTIVE SUMMARY 6

IV. SOLUTION ARCHITECTURE 9

IV.1 System Architecture Design and Technology 9
IV.1.1 Advanced n-Tier Architecture 9
IV.1.2 Scalable and Robust Component Architecture 11
IV.1.3 Database Architecture 12
IV.1.4 Network Architecture 14
IV.2 Development Environment 16
IV.2.1 Development Tools 16
IV.2.2 Version Control and Configuration Management 17
IV.2.3 Coding and Documentation Standards 17
IV.3 Hosting Environment and Equipment 17
IV.3.1 Hosting Equipment 18
IV.3.2 Rapid Response Times 18
IV.3.3 Compatible Equipment 18
IV.3.4 Full Redundancy 18
IV.3.5 System Availability 19
IV.3.6 System Backup and Recovery 19
IV.4 User Interface 20
IV.5 Online Help System 21
IV.6 Accessibility 23
IV.7 Administration of Services 26
IV.8 Adding New Programs 27

V. FUNCTIONALITY [RFP 3.2] 30

V.1 General Hardware and Software Requirements [RFP 3.2.1] 30
V.2 Application Security Requirements [RFP 3.2.2] 36
V.2.1 Security and Access Levels 37
V.2.2 Access Privileges 38
V.2.3 Security and Encryption 39
V.3 Data Conversion [RFP 3.2.3] 40
V.4 Documentation of the System [RFP 3.2.4] 42
V.4.1 System Documentation [RFP 3.2.4.1] 43
V.4.2 Availability of Source Code [RFP 3.2.4.2] 44
V.5 Employer and Jobseeker Portals Requirements [RFP 3.2.5] 45
V.5.1 Promotion and Marketing [RFP 3.2.5.1] 49
V.5.1.1 Employer Outreach 49
V.5.1.2 Marketing to JobSeekers 51
V.5.2 Web-Based Jobseeker/Employer Self Service Feature [RFP 3.2.5.2] 51
V.5.3 Interface with America's Job Bank (AJB) [RFP 3.2.5.3] 51
V.5.4 The Jobseeker Portal [RFP 3.2.5.4] 53
V.5.4.1 Jobseeker Account Setup and Maintenance [RFP 3.2.5.4.1] 54
V.5.4.1.1 Account Setup - Registration 54
V.5.4.1.2 Assessing Personal Preferences 56
V.5.4.2 Jobseeker Login [RFP 3.2.5.4.2] 58
V.5.4.3 Personalized Profiles for Job Seekers [RFP 3.2.5.4.3] 59
V.5.4.3.1 Storing Data in Individual Profiles 59
V.5.4.3.2 Capturing an Individual's Skills 61

V.5.4.3.3 Capturing an Individual's Work Interests ... *63*
V.5.4.3.4 Capturing an Individual's Work Values ... *64*
V.5.4.4 Labor Market Information and Career Selections [RFP 3.2.5.4.4] ... 64
V.5.4.4.1 Career Selection ... *65*
V.5.4.4.2 Exploring the Labor Market ... *65*
V.5.4.4.3 Occupation Selection and Autocoding ... *66*
V.5.4.5 Jobseeker Skills Matching [RFP 3.2.5.4.5] ... 67
V.5.4.6 Job Market Insights and Analysis [RFP 3.2.5.4.6] ... 68
V.5.4.7 Tips on Improving Employment Prospects [RFP 3.2.5.4.7] ... 70
V.5.4.8 Resources on Resume Development [RFP 3.2.5.4.8] ... 72
V.5.4.9 Other Resources for Jobseekers [RFP 3.2.5.4.9] ... 72
V.5.4.10 Online Resume Development and Posting [RFP 3.2.5.4.10] ... 75
V.5.4.10.1 Resume Creation ... *75*
V.5.4.10.2 Guided Letter Builder ... *78*
V.5.4.11 Resume, Application and Cover Letter Storage [RFP 3.2.5.4.11] ... 79
V.5.4.12 Job Searching and Matching [RFP 3.2.5.4.12] ... 80
V.5.4.12.1 Multiple Job Search Options ... *81*
V.5.4.12.2 Contextual Text Search ... *85*
V.5.4.12.3 Browsing Jobs ... *86*
V.5.4.12.4 Applying for a Job ... *88*
V.5.4.12.5 E-mail Notification When Matching a Job ... *89*
V.5.4.12.6 Job Spidering Functionality ... *90*
V.5.4.13 Saving and Rerunning Job Searches (Virtual Recruiter) [RFP 3.2.5.4.13] ... 92
V.5.4.14 Career Resource Information and Links [RFP 3.2.5.4.14] ... 93
V.5.5 The Employer Portal [RFP 3.2.5.5] ... 95
V.5.5.1 Creating, Updating, Posting and Managing Employer Information [RFP 3.2.5.5.1] ... 96
V.5.5.1.1 Collecting and Storing Employer Data Necessary for the Required Service ... *97*
V.5.5.1.2 Employer Registration ... *97*
V.5.5.1.3 Employer System Access Rights ... *98*
V.5.5.1.4 Updating and Managing Employer Information ... *98*
V.5.5.2 Post Job Openings [RFP 3.2.5.5.2] ... 100
V.5.5.3 Selection of Fields to be Disclosed [RFP 3.2.5.5.3] ... 101
V.5.5.4 Candidate Search, Screening and Ranking Tools [RFP 3.2.5.5.4] ... 102
V.5.5.4.1 Employer Candidate Search ... *102*
V.5.5.4.2 Displaying Candidate Information ... *103*
V.5.5.4.3 Candidate Screening and Background Verification ... *105*
V.5.5.4.4 Automated Candidate Ranking ... *106*
V.5.5.4.5 Applicant Tracking ... *107*
V.5.5.4.6 Virtual Recruiter for Employers ... *109*
V.5.5.5 Labor Market Information for Employers [RFP 3.2.5.5.5] ... 109
V.5.5.5.1 Integration with Workforce Informer System ... *109*
V.5.5.5.2 Real-Time LMI ... *110*
V.5.5.5.3 Integration of Agency Labor Market Data ... *110*
V.5.5.5.4 Labor Market Facts ... *111*
V.5.5.5.5 Occupational Profile ... *111*
V.5.5.5.6 Industry Profile ... *118*
V.5.5.5.7 Area Profile ... *119*
V.5.5.6 Employer and Job Order Verification [RFP 3.2.5.5.6] ... 121
V.5.5.6.1 Employer Verification ... *121*
V.5.5.6.2 Job Order Verification ... *121*
V.5.5.7 Tracking and Reporting of Employer and Jobseeker Portal Usage [RFP 3.2.5.6] ... 121
V.5.5.7.1 Tracking and Reporting of Registered Employers and Job Seekers Usage ... *121*
V.5.5.7.2 Tracking Total Usage ... *123*
V.5.5.7.3 Tracking Web Statistics ... *124*
V.5.5.8 Tracking and Reporting of Jobseeker Activities ... 124
V.5.5.9 Tracking and Reporting of Employer Activities ... 125
V.5.5.9.1 Employer Service Tracking ... *125*
V.5.5.9.2 Tracking Other Employer Activities ... *126*
V.6 Mediated Job-Matching Requirements [RFP 3.2.6] ... 127
V.6.1 Interface with America's Job Bank [RFP 3.2.6.1] ... 130
V.6.2 Mediated Staff Services [RFP 3.2.6.2] ... 130
V.6.2.1 Staff Entry and Maintenance of Resume Data [RFP 3.2.6.2.1] ... 130
V.6.2.2 View Jobseeker Service History [RFP 3.2.6.2.2] ... 132
V.6.2.3 Entering and Maintaining Employer Data [RFP 3.2.6.2.3] ... 134
V.6.2.3.1 Entering Employer Data ... *135*
V.6.2.3.2 Assisting Employers and Maintaining Employer Data ... *135*

V.6.2.3.3 Managing Job Orders ... *137*
V.6.2.3.4 Setting Employer System Access Rights ... *137*
V.6.2.3.5 Tracking Referrals and Placements ... *138*
V.6.2.4 Tracking Employer Activities and Employer Notes [RFP 3.2.6.2.4] ... 140
V.6.2.4.1 Tracking Employer Activities ... *140*
V.6.2.4.2 Employer Notes ... *141*
V.6.2.5 Entering and Maintaining Job Order Information [RFP 3.2.6.2.5] ... 142
V.6.2.6 Automated Job Matching RFP 3.2.6.2.6] ... 143
V.6.2.7 Creating Employer and Jobseeker Correspondence [RFP 3.2.6.2.7] ... 146
V.6.2.7.1 Creating Correspondence ... *146*
V.6.2.7.2 Communication via Email ... *147*
V.6.2.7.3 Communication via Message Center ... *147*
V.6.2.8 Search for Job Seekers, Employers, Job Orders, Service Providers and Offerings [RFP 3.2.6.2.8] 148
V.6.2.8.1 Searching for Job Seekers and Resumes ... *148*
V.6.2.8.2 Searching for Employers and Job Orders ... *150*
V.6.2.8.3 Searching for Service Providers and Oferings ... *150*
V.6.2.9 Link to Career Resource Information [RFP 3.2.6.2.9] ... 152
V.7 Case Management Requirements [3.2.7] ... 153
V.7.1 Staff Accessibility [RFP 3.2.7.1] ... 156
V.7.2 Case Management Requirements [RFP 3.2.7.2] ... 157
V.7.2.1 Participant Intake [RFP 3.2.7.2.1] ... 157
V.7.2.2 Entering and Maintaining Applicant Data [RFP 3.2.7.2.2] ... 159
V.7.2.2.1 Multiple Program Case Management ... *160*
V.7.2.2.2 Individual Employment Plans Summary ... *161*
V.7.2.2.3 Individual Training Accounts – ITA ... *162*
V.7.2.2.4 WIA Adult and Dislocated Worker Forms ... *163*
V.7.2.2.5 WIA Youth Forms ... *164*
V.7.2.2.6 Program Outcome and Follow-up Summary ... *165*
V.7.2.2.7 Assessment ... *166*
V.7.2.2.8 Activities Tab ... *167*
V.7.2.2.9 Service Tracking ... *168*
V.7.2.2.10 Automated Scheduling ... *169*
V.7.2.3 Case Notes [RFP 3.2.7.2.3] ... 171
V.7.2.4 Program Data and Comprehensive Assessments [RFP 3.2.7.2.4] ... 171
V.7.2.5 Program Eligibility [3.2.7.2.5] ... 173
V.7.2.6 Enrollment Tracking [RFP 3.2.7.2.6] ... 174
V.7.2.6.1 The Virtual OneStop system Case Management and Career Counselor Reports ... *174*
V.7.2.7 Service Tracking [RFP 3.2.7.2.7] ... 175
V.7.2.7.1 Self and Staff Service Tracking Functionality ... *175*
V.7.2.7.2 Service Reports ... *179*
V.7.2.8 Goal Requirements [RFP 3.2.7.2.8] ... 182
V.7.2.9 Date of Registration [RFP 3.2.7.2.9] ... 183
V.7.2.10 Enrollments and ITA Functionality [RFP 3.2.7.2.10] ... 184
V.7.2.11 Entering and Tracking Programs Outcome Data [RFP 3.2.7.2.11] ... 185
V.7.2.12 Eligibility Data Review [RFP 3.2.7.2.12] ... 186
V.7.2.13 Common Measures [RFP 3.2.7.2.13] ... 187
V.7.2.13.1 Recording In and Out of School Youth Education ... *188*
V.7.2.13.2 Assessment Youth Forms ... *189*
V.7.2.14 Services by Provider [RFP 3.2.7.2.14] ... 189
V.7.2.15 Service Provider Information [RFP 3.2.7.2.15] ... 190
V.7.2.16 Automated System Reminders [RFP 3.2.7.2.16] ... 191
V.7.2.17 Provider Notification [RFP 3.2.7.2.17] ... 192
V.7.2.18 Case Management Tools [RFP 3.2.7.2.18] ... 193
V.7.2.18.1 Case Management and Tracking for Multiple Programs ... *195*
V.7.2.18.2 Individual Training Accounts – ITA ... *196*
V.7.2.18.3 Services Features ... *196*
V.7.2.18.4 Case Load / Case Assignment ... *197*
V.7.2.19 Staff-Assisted Labor Exchange for Employers ... 198
V.7.2.19.1 Employer Registration ... *198*
V.7.2.19.2 Assist an Employer ... *199*
V.7.2.19.3 Employer System Access Rights ... *199*
V.7.3 Provider Service Tracking [RFP 3.2.7.3] ... 200
V.7.3.1 Payments by Funding Source [RFP 3.2.7.3.1] ... 200
V.7.3.2 Service Data Requirements [RFP 3.2.7.3.2] ... 201

V.7.3.3 Participant Training Costs [RFP 3.2.7.3.3] 202
V.7.3.3.1 Track and Review ITAs 202
V.7.3.3.2 Track and Review Supportive Services 203
V.8 Federal Reports Requirements [RFP 3.2.8] 205
V.8.1 Federal Reporting Requirements [RFP 3.2.8.1] 207
V.8.1.1 ETA 9002 Reports 209
V.8.2 Data Validation Extract Files [RFP 3.2.8.2] 210
V.8.3 Standard Federal Report Edits [RFP 3.2.8.3] 210
V.8.4 Federal Reports Accessibility [RFP 3.2.8.4] 210
V.8.5 Changes to Federal Reporting Requirements [RFP 3.2.8.5] 211
V.8.6 Reporting Data Collection [RFP 3.2.8.6] 211
V.8.7 Outcome Wage Data [RFP 3.2.8.7] 211
V.8.8 Shared Common Exit Date [RFP 3.2.8.8] 212
V.8.9 Co-Enrollment [RFP 3.2.8.9] 212
V.8.10 Outcome Requirements [RFP 3.2.8.10] 212
V.8.11 Program Exit Requirements [RFP 3.2.8.11] 212
V.8.12 EMILE Requirements [RFP 3.2.8.12] 212
V.8.13 Data Archiving [RFP 3.2.8.13] 212
V.9 State and Local Reports Requirements [RFP 3.2.9] 213
V.9.1 Participant Reporting [RFP 3.2.9.1] 214
V.9.1.1 Case Management and Career Counselor Reports 214
V.9.1.1.1 Individual Reports 215
V.9.1.1.2 Employer Reports 215
V.9.1.1.3 Performance Reports 216
V.9.1.1.4 System and Service Tracking Reports 216
V.9.1.1.5 Quarterly Service Reports 217
V.9.1.1.6 Job Openings Reports 217
V.9.1.1.7 Resume Reports 218
V.9.1.1.8 Activity Reports 218
V.9.1.1.9 Usage Tracking 218
V.9.1.1.10 Customer Satisfaction 218
V.9.2 Reports by Geographic Region [RFP3.2.9.2] 219
V.9.3 Report Filter Options [RFP3.2.9.3] 219
V.9.4 Custom Reports [RFP3.2.9.4] 219
V.9.5 Data Retention [RFP3.2.9.5] 220
V.9.6 Defining Local Outcomes [RFP3.2.9.6] 220
V.9.7 Local Area Reports Access [RFP3.2.9.7] 220
V.9.8 Universal Data Requirements [RFP3.2.9.8] 220
V.10 Benchmark Testing [RFP 3.2.10] 221
V.10.1 Defining Benchmark Performance Measures [RFP 3.2.10.1] 222
V.10.2 Performance/Benchmark Testing [RFP 3.2.10.2] 223
V.10.3 Performance/Benchmark Reporting [RFP 3.2.10.3] 223
V.10.4 Usability Testing [RFP 3.2.10.4] 224
V.11 Acceptance Testing [RFP 3.2.11] 224
V.11.1 Test Plan224
V.11.1.1 Unit Testing 225
V.11.1.2 Integration Testing 225
V.11.1.3 System and Regression Testing 226
V.11.1.4 Performance/Benchmark Testing 226
V.11.1.5 Data Conversion Testing 226
V.11.1.6 User Acceptance Testing 227
V.11.1.7 Automated Testing 227
VI. VENDOR SUPPORT AND MAINTENANCE [RFP 3.3] 228
VI.1 Project Work Plan [RFP 3.3.1] 231
VI.1.1 Project Management Methodology 232
VI.1.2 Work Plan Overview 232
VI.1.2.1 Project Planning Phase 235
VI.1.2.2 Project Manager Requirements 235
VI.1.2.3 Requirements Analysis Phase 236
VI.1.2.4 Development (Base System Construction Phase) 237

VI.1.2.5 Analysis and Design Phase 237
VI.1.2.6 Development (Application Development Phase) 238
VI.1.2.7 Testing and Quality Assurance 239
VI.1.2.8 Training Phase 239
VI.1.2.9 Installation and Deployment Phase 240
VI.1.2.9.1 Technical Support 240
VI.1.2.9.2 Documentation 240
VI.1.3 Project Plan Summary and Schedule 240
VI.2 Hardware Support and Maintenance Plan [RFP 3.3.2] 243
VI.3 Software Support and Maintenance Plan [RFP 3.3.3] 243
VI.3.1.1 Technical Support 244
VI.3.1.2 Problem Resolution and Escalation 246
VI.3.1.3 System Enhancements and Upgrades 246
VI.4 Warranty Coverage [RFP 3.3.7] 246
VI.5 Change Management [RFP 3.3.4] 247
VI.6 Training [RFP 3.3.10] 248
VI.6.1 Training Approach 248
VI.6.2 Training Plan 249

VII. QUALIFICATIONS OF FIRM AND STAFF [RFP 3.4] 251

VII.1 Geographic Solutions Company Qualifications 251
VII.1.1 Company Key Information 251
VII.1.2 Company Overview 252
VII.1.3 Company History 255
VII.1.4 Customers Using Virtual OneStop Component Technology 260
VII.1.5 Similar Projects the Company Has Been Engaged In 263
VII.2 Geographic Solutions Staff Qualifications 266
VII.2.1 Project Team Organization 266
VII.3 Functional Responsibilities of Project Team 267
VII.4 Roles of Key Project Team Members 268
VII.5 Resumes of Key Project Team Members 271
Paul Toomey 271
Sandy Skidgell 274
Clarence (Buddy) M. Edwards, III 276
Kim Howe-Thomas 279
Loretta Hanson 282
Sheree Finley 284
Ken Haff 286
Jeffrey D. Metcalfe 288
John Marks 290
Bert Mayoli 292
Marianne Dulau 294
Sean Read 296
Mark Butler 298
Samantha Miro 300
Pam Johnson 302
Tamzan Lampert 305
Ryan Speelman 308
Ellis Flink 310
Deane A. Toler 313
Bob Conzatti 315
Jennifer Lickenfelt 317
Pam Pasqualichio 319
Shane Burke 321
James Hodges 323
Alan Correira 325
Troy Deck 327
William Allen 329
Barney Baker 331

Mike Samuel 332
Robert Martin 334
Sujeet Dwivedi 336
Julie Goodrich 339
Eduardo Leon-Gomez 340
Chris Hudson 341
Jason Webb 343
Mark Aniol 345
Tyler Levandoski 347
Timothy Bush 349
Barry Fader 351
Todd Olsen 353
VII.6 References for Similar Projects. 354
VII.6.1 Florida - EmployFlorida 354
VII.6.2 Washington, DC - DCNetworks Project 355
VII.6.3 Louisiana Works Virtual OneStop Project (LAVOS) 356
VII.6.4 California - Virtual OneStop of Monterey County 357

VIII. PRICE STRUCTURE 359

IX. TECHNICAL INFORMATION 360

IX.1 Virtual OneStop's Benefits 360

X. CONFIDENTIAL INFORMATION 363

XI. EXCEPTIONS 364

XII. REQUIRED CERTIFICATES 365

II. Transmittal Letter, Offer Form, Wage & Tax Certificates

The four letters and forms required by the RFP are attached on the following pages as listed below.

- Transmittal Letter
- Offer Form
- Wage Certificate
- Tax Equalization Certificate

II.1 Transmittal Letter

The 1-page Transmittal letter is attached behind this page.

II.2 Offer Form

The 2-page Offer Form is attached behind this page.

II.3 Wage Certificate

The 1-page Wage Certificate is attached behind this page.

II.4 Tax Equalization Certificate

The 1-page Tax Equalization Certificate is attached behind this page.

III. Executive Summary

Geographic Solutions understands the challenges that currently exist in the State of Hawaii's employment and training programs. The current AOSOS system has limited functions for job seekers, employers, staff and administrators. The Hawaii Department of Labor and Industrial Relations (DLIR) Workforce Development Division (WDD) wants to advance to an improved Web-based technology that results in providing a leading edge portal for employers and job seekers; effective tools for mediated job matching; streamlined, efficient case management; timely federal reports; and effective state and local performance and management reports. Our wide-ranging experience in resolving similar technology problems for other regions and states allows us to offer an advanced yet proven technology solution that is well suited to Hawaii's needs.

The challenge is to implement a best-in-class, proven integrated Management Information System that provides comprehensive services for employers and job seekers, as well as integrated case management for Wagner-Peyser, WIA, TAA and WPRS. Geographic Solutions is proposing the Hawaii Automated Management Information System (MIS) and Case Management System (hereafter also referred to as "Virtual OneStop" or "the Virtual OneStop System") to be engineered utilizing our proprietary Virtual OneStop (VOS) employment services solution, a leading edge, comprehensive Information System for the State of Hawaii. Geographic Solutions will support the establishment of a statewide information clearinghouse, providing solutions for individual employment and training, business services, labor market information, education, case management, and staff services across the State of Hawaii.

The Hawaii Automated Management Information System will be comprised of modules from Version 7 of the Virtual OneStop Software Component Library, integrated with functional and technology requirements defined in the RFP. The Virtual OneStop System is a commercial-off-the-shelf (COTS) software solution that is easily implemented in a short timeline. The state-of-the art system will operate as a dynamic portal for employers and job seekers, supporting Wagner-Peyser functionality, WIA case management, and federal compliance reporting requirements.

By proposing a COTS best-value solution (such as the widely implemented Virtual OneStop System), costs are reduced. Virtual OneStop is Web-based, uses n-tier system architecture, and can be easily modified to meet the requirements set forth by the Hawaii DLIR. New or existing Web components can be added to support the requirements defined by the DLIR, its one-stop offices, program partners, and businesses interacting with these agencies.

Building the Hawaii Automated Management Information System from Virtual OneStop System components offers advantages over building a "ground-up" solution. System deployment is rapid because the components are pre-built, risks are mitigated because the components have already been successfully deployed and tested in other state systems, and the components are modular and can be easily added to or modified. All of the proposed features are currently operating in other states' production applications, substantially strengthening the analysis process.

Virtual OneStop not only supports Hawaii's specific functional requirements but also provides a proven technology with a large user community and a user-friendly interface that will attract more job seekers and employers, improving the overall performance of DLIR.

Geographic Solutions has experience working with State Departments of Labor with similar requirements. Virtual OneStop is the only solution that provides Hawaii DLIR with the following:

1. The ability to expand services over time by adding existing Virtual OneStop components, providing the foundation for a true One-Stop operating system
2. An experienced user community in states and local regions throughout the country
3. Proven experience producing federally mandated Wagner-Peyser, WIA and TAA reports
4. Knowledgeable staff dedicated solely to providing software to the workforce development community

Our Virtual OneStop user group meetings afford DLIR staff the ability to interact with a large community of system users. This group provides Hawaii with a unique opportunity to participate in discussions of best practices, identify techniques to improve staff efficiency, review new and enhanced system functionality, and help prioritize new system development objectives.

Employer and Job Seeker Portals

The Virtual OneStop Job Seeker Module offers Web-based self-service access that will provide the improved assistance to job seekers (both technical and non-technical) that Hawaii is requesting. Individuals can easily register, create an online resume, match job orders, and search suitable job openings. Job search services are provided in an intuitive manner. Virtual OneStop includes user-friendly online assessments to identify suitable occupations based on skills, interests and work values; to identify an individual's skill gaps; and locate training programs and locations to bridge these gaps.

Virtual OneStop's Employer Module provides the improved assistance to employers that Hawaii is requesting. Virtual OneStop delivers a truly demand-driven system that gives employers easy access to a large pool of qualified job seekers. Employers have Web-based self-service access to enter job orders, review job seekers' online resumes, and match job orders with job seekers who meet minimum qualifications. Virtual OneStop provides advanced recruiting tools for employers and staff, including the ability for employers to rank job candidates by a series of specific, unique criteria established by the employer as well as a mass communication component to facilitate direct correspondence by One-Stop staff with employers statewide.

Mediated Job Matching

In addition to the Labor Exchange for Individuals and Labor Exchange for Employers modules, the Virtual OneStop Component Library contains a Staff Services module to provide highly effective, mediated job matching functionality. The Virtual OneStop staff module empowers staff to effectively assist employers and job seekers, providing advanced matching tools to assist staff in providing demand-driven solutions to employers in Hawaii.

Case Management Functionality

The Virtual OneStop system provides comprehensive case management tools so users can easily and successfully complete an individual's required application form(s). This includes WIA Title I and associated partner programs for Adults, Dislocated Workers, Youth, TAA, WPRS, and Wagner-Peyser services. Text header instructions, context-sensitive help text, and form links provide guidance to staff members to ensure successful program form completion. Key data is shared allowing staff to track services provided by WDD and its partner programs. The Virtual OneStop Case Management component eliminates duplicate data entry and improves overall efficiency and data accuracy.

Federal Reporting Capabilities

The proposed MIS system provides staff with accessible, hard copy federal reporting data. The system reports include complete, compliant 9002, VETS 200, 9090, Wagner-Peyser Act 7B, and 9091 reports; a TAPR file; and portions of the 9048 and 9049 reports. Ad Hoc reporting capabilities provide state management with a series of reports that will be enhanced to provide the specific reports required by Hawaii. The proposed Virtual OneStop system complies with the TEGL 1503, which defines standard measures so that Wagner-Peyser, WIA and other program reports meet a set of common performance measures.

State and Local Reports

Virtual OneStop's reporting components will offer enhanced benefits to the State and local workforce areas. The new system shall provide thousands of ad hoc reporting options on every aspect of the system including job orders, services, registered employers and individuals, and case management. Local areas will have direct access to Predictive Performance reports including Total New Registrants, Entered Employment, Employment Retention, Credential Rate, Youth Diploma/Equivalent Rate, Skill Attainment Rate, Earnings Change, Total Exiters, and Quarterly Summaries.

The Virtual OneStop System provides all the functional requirements outlined by DLIR for the Hawaii System. This includes the following features:

- Virtual OneStop accesses labor market data from the America's Labor Market Information System (ALMIS) database such as the occupational projections and wage data collected by DLIR, as well as the Bureau of Labor Statistics' Occupational Outlook Handbook. The system also extracts real time labor market data from the job orders in the system. Virtual OneStop includes advanced labor market analysis tools that enhance labor force and job market information available to state and local economic development officials.

- Virtual OneStop's Staff Services Module provides full staff access to job seeker and employer and program case management data in the system. The Virtual OneStop System fully integrates Wagner-Peyser, WIA, Veterans Program, and TAA with the job seeker and employer database. Virtual OneStop automatically records and tracks staff-assisted services to job seekers and employers in a manner consistent with federal reporting requirements.

- Virtual OneStop incorporates state-of-the-art labor exchange tools that employ multiple strategies to maximize job matching. The system matches job seekers with jobs based on multiple criteria including geography, job requirements, keywords, skills, etc. The system includes a new, powerful Quick Search that provides a user-friendly interface for job searches. Virtual OneStop is designed to accommodate preference policies for targeted groups, such as veterans and the disabled.

- The Virtual OneStop System has successfully provided self-service job matching, automated candidate search results, integrated labor market information, and other valuable resources to employers throughout the country for more than five years. Version 7 incorporates several new automated recruiting tools that allow employers and staff to quickly and efficiently identify suitable, qualified candidates. These tools include a unique resume ranking mechanism that allows employers to prioritize job applicants for review.

- Virtual OneStop uses the new O*NET "Detailed Work Activities" to facilitate skills matching in the labor exchange context. Detailed Work Activities are statements of "hard" job skills derived from the O*NET data collection process and based on concise, consistent and clear descriptions of work performed that were specifically written for labor exchange applications such as Virtual OneStop. Each statement is now linked to two or more O*NET occupations, and each O*NET occupation is linked to at least one statement.

- Virtual OneStop includes direct access to all Wagner-Peyser reports including the 9002 A-D, MIC, and VETS200 Employment Service reports. Virtual OneStop Version 7 reports are modified to the new Department of Labor common performance measures that took effect on July 1, 2005. The Virtual OneStop System also includes real-time management information reports and extensive ad hoc reports for use by state and local staff.

We are confident that a review of our proposal will demonstrate an intimate understanding of the needs of the State of Hawaii. Our unparalleled experience implementing labor exchange solutions, the fact that we offer the leading COTS solution available, and our sound business practices will make the implementation of Hawaii's Automated Management Information System a resounding success.

For more details on the benefits of the Virtual OneStop System, refer to the section *Virtual OneStop's Benefits* starting on page 360.

IV. Solution Architecture

Geographic Solutions' proposed Hawaii Automated Management Information System will easily accommodate the DLIR WDD Technical Environment described in Section 2.4 of the DLIR WDD RFP, or any similar technical environment.

The proposed solution is for a system hosted by Geographic Solutions, which can be accessible by One-Stop offices well in excess of the current nine WDD One-Stop offices. A firewall will be included in the level of security and controls on external traffic.

The proposed Hawaii Automated Management Information System will be capable of supporting thousands of concurrent users, logged on simultaneously to the System, who may be entering participant or employer data, searching for jobs, creating reports, and/or using any other of the system's labor exchange and case management functions.

IV.1 System Architecture Design and Technology

Geographic Solutions is proposing that the Hawaii Automated Management Information System will be constructed using a set of core proprietary software components created by Geographic Solutions, known as the Virtual OneStop Component Library, which is developed and maintained using industry standard methods. Since the new system will be modular in design, new or existing components of this Web-based system can be easily added or modified, and run with Microsoft Internet Explorer, Netscape Navigator, or other popular web browsers.

The proposed Virtual OneStop System will provide dynamic Internet/Intranet-based access to data using a flexible, modular structure that is easily modified to accommodate the specific requirements of the State of Hawaii. The new system will support SQL Server enterprise-class client/server relational database systems capable of supporting thousands of concurrent users and managing databases in excess of 200 gigabytes. This scalability ensures that as both the database and usage grow, the system will continue to perform efficiently.

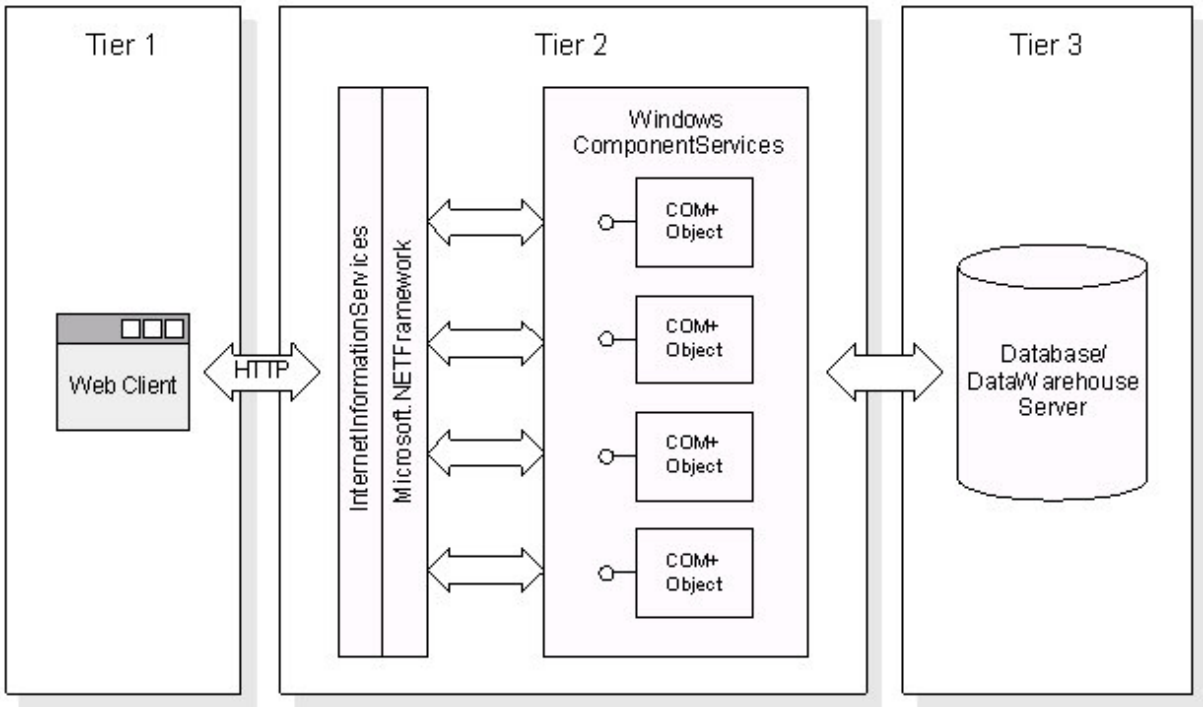
All confidential data files will be protected to avoid unauthorized access from outside the system. The built-in security of SQL Server will prevent unauthorized access to data. The database server will be configured to maintain its own set of user IDs and passwords separate from Microsoft Windows NT Server security. This adds an extra layer of protection to sensitive data stored on servers available to the Internet.

Geographic Solutions' proprietary Virtual OneStop solution utilizes the effective n-tier system structure and relational database technology. Using the latest n-tier Internet technology, the system requires only that client workstations have an Internet/Intranet connection and either a Netscape Navigator or Microsoft Internet Explorer browser.

IV.1.1 Advanced n-Tier Architecture

The Virtual OneStop System uses a state-of-the-art open n-tier system structure. The structure removes the need for deployment of applications to the user. A user will only require an Internet browser to begin using the system. All operations are performed on the server side of the application. The n-tier architecture (also referred to as multi-tier or three-tier architecture) has emerged as the most flexible and advanced dynamic Web-based architecture currently available.

The following diagram represents the distributed architecture utilized:



Virtual One-Stop Distributed Architecture

The Hawaii Automated Management Information System proposed by Geographic Solutions will use this Virtual OneStop state-of-the-art open n-tier system structure. In the n-tier architecture, the first tier is the presentation layer, the user system interface, located in the user's desktop environment. The second tier is the application layer containing the application code and component services. The third tier is the database layer—the Relational Database Management System such as Microsoft SQL Server, which answers users' queries directly.

The database management services are deployed on a server that is a powerful machine servicing many clients. The middle tier exists between the user system interface client environment and the database management server environment. The middle tier can perform queuing, application execution, and database staging. For example, if the middle tier provides queuing, the client can deliver its request to the middle layer and disengage because the middle tier will access the data and provide a response to the client. In addition, the middle layer brings with it scheduling and prioritization for work in progress.

The n-tier client/server architecture has been shown to provide excellent performance for groups with a large number of users (in the thousands) and to improve flexibility when compared to traditional two-tier client/server approaches.

Virtual OneStop uses the most efficient type of n-tier architecture with a middle layer consisting of Transaction Processing monitor technology. This technology is a type of message queuing, transaction scheduling, and prioritization service where the client connects to the middle tier instead of the database server. The transaction is accepted by the monitor, which queues it and takes responsibility for managing it to completion, thus freeing up the client.

The n-tier structure provides the following advantages:

- This is a thin-client solution that minimizes network traffic.
- N-tier applications are extremely scalable.

- Staff will be able to access the system from any location that has Intranet or Internet access. This can include the ability to work from home or remote locations.
- The data will be centrally located, eliminating the need to update remote offices.
- Security is very robust. With less software on the client, there are fewer security concerns. The centralizing of data in a robust backend RDBMS such as SQL Server increases system security.
- Support and installation costs are less on a single server than maintaining each on a desktop client.
- The software is centrally located, simplifying the process of system updates. There is no requirement for client-side software.
- This solution can incorporate customer data input and self-registration to help minimize staff data entry.

This structure permits connectivity to a variety of data sources including flat files, non-relational DBMS, and the mainframe.

IV.1.2 Scalable and Robust Component Architecture

The most advanced, modern n-tier systems are developed using technologies that support distributed objects. These systems support interoperability across languages and platforms, as well as enhance maintainability and adaptability of the system. The Virtual OneStop System will use Microsoft's COM+ distributed object technology.

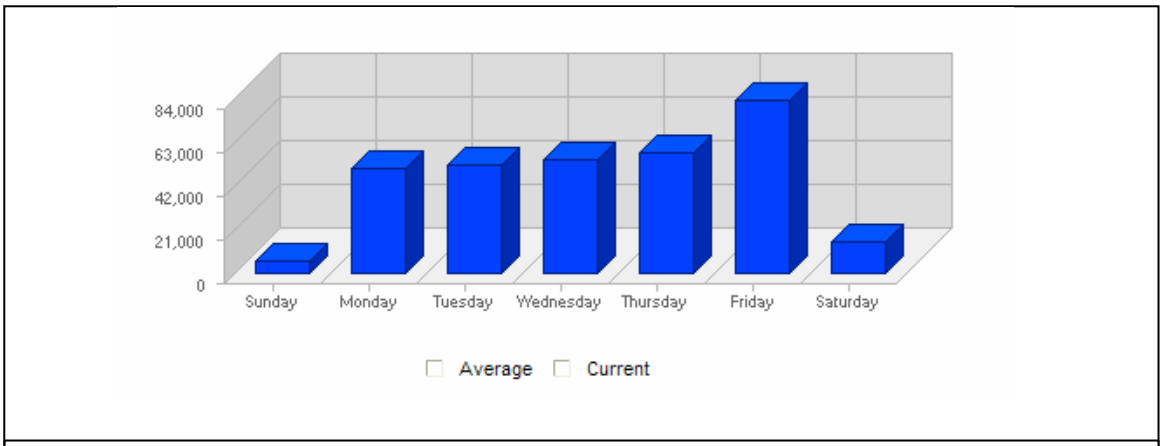
Using an n-tier client/server architecture with COM+ transaction processing technology will result in an environment that is considerably more scalable than a two-tier architecture with direct client-to-server connection. For systems with thousands of users, COM+ transaction processing technology is one of the most effective solutions.

The Virtual OneStop n-tier client/server system architecture has been shown to provide excellent performance for groups with a large number of concurrent users (in the thousands) and to improve flexibility. This scalability ensures that as both the database and usage grow, the Hawaii Automated Management Information System will continue to perform efficiently.

Virtual OneStop is currently operational in several workforce agencies where it is being used for statewide workforce development, including the states of Arizona, Florida, Louisiana, New Mexico, North Dakota, South Carolina and the District of Columbia. The Virtual OneStop System's structure will ensure good response time within the State of Hawaii's network. This is evidenced by the fact that the system is currently widely used for Web-based labor exchange in rural areas with limited Internet infrastructure in states such as New Mexico, Louisiana and Arizona.

The system has shown in real world conditions that it has the performance specifications to handle the access and usage that could be anticipated for labor exchange in the State of Hawaii. During the recent aftermath of Hurricane Katrina the usage of the Louisiana Virtual OneStop exceeded 70,000 unique visits per day. The scalability of the Virtual OneStop architecture and the robust Geographic Solutions hosting environment ensured that the State of Louisiana was able to provide full online service to all these customers.

An example of usage and performance for the Louisiana Virtual OneStop labor exchange web site is outlined in the following diagram:



Date	Total Visits	Average Visits Historically	Change	Percent of Total Visits
Sun Sep 25th, 2005	5,966	-	+5,966 ▲	1.86%
Mon Sep 26th, 2005	50,508	-	+50,497 ▲	15.72%
Tue Sep 27th, 2005	52,418	-	+52,403 ▲	16.32%
Wed Sep 28th, 2005	54,737	-	+54,729 ▲	17.04%
Thu Sep 29th, 2005	58,473	-	+58,463 ▲	18.20%
Fri Sep 30th, 2005	83,773	-	+83,763 ▲	26.08%
Sat Oct 1st, 2005	15,378	-	+15,346 ▲	4.79%
	321,253	-	+321,167 ▲	

Louisiana Virtual OneStop Web Statistics – Visits for 9-25-05 to 10-1-05

IV.1.3 Database Architecture

The new system will support SQL Server enterprise-class client/server relational database systems capable of supporting thousands of concurrent users, processing millions of transactions per day, and managing databases in excess of 200 gigabytes. This scalability ensures that as both the database and usage grow, the system will continue to perform efficiently, with the existing number of concurrent users or an expanding number of users as indicated in the RFP.

The Virtual OneStop relational database structure permits rapid access to large amounts of data. The program interface to the database is structured query language (SQL). SQL statements are used both for interactive queries for information from a relational database and for gathering data for reports. The Virtual OneStop relational and normalized database architecture will ensure the integrity of the data from the time it leaves the user's entry point until it is recorded on the database, as well as when information is returned to the client.

The Virtual OneStop System will be supported by a Relational Database Management System (RDBMS) using Microsoft's SQL Server Version 2005 on a Windows 2003 Server, providing excellent performance for groups with a large number of users (in the thousands).

Virtual OneStop's flexible architecture also allows information sharing with legacy applications. The n-tier architecture insulates the data source from the application logic, allowing access to the data through a data access layer. As a result, when necessary, Geographic Solutions can implement a Virtual OneStop solution that runs on or migrates with a wide variety of data sources.

The Virtual OneStop System uses an open data structure. The database contains all the data tables and

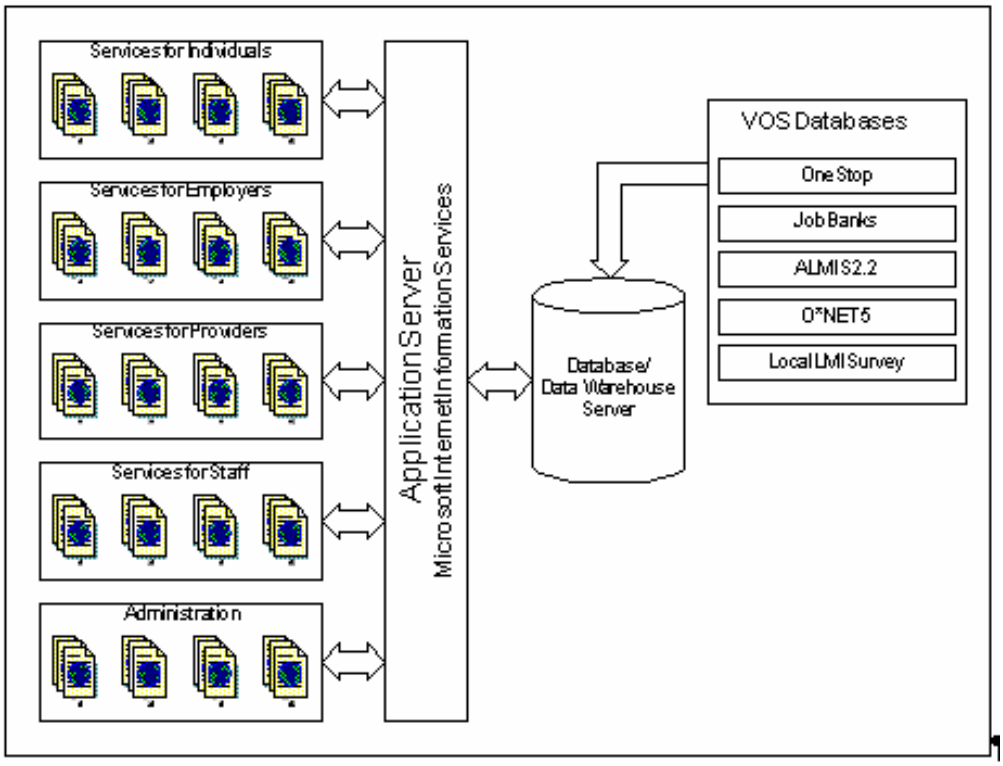
fields necessary for the purposes of storing data for labor exchange. The relational database structure is normalized to the level of the 3rd Normal Form. The normalized Virtual OneStop database has the following advantages:

- It has minimal data duplication.
- It accommodates multiple values for types of data that require them.
- It permits efficient updates of the data in the database.
- It avoids the danger of losing data unknowingly.

The Virtual OneStop database is actually composed of five distinct databases. These are summarized in the table below:

Database	**Description**
VOS	OneStop Database – Storing all information required for workforce development including case management and labor exchange
ALMIS 2.3	ALMIS Database – Storing labor market information in the ALMIS 2.3 format
O*NET 7	O*NET Database – Storing data on information on occupations such as skills, abilities, tasks, activities, etc.
JOBBANKS	Job Banks Database – Storing information “crawled” or “spidered” from external online job sites
LMISurvey	LMISurvey Database – Storing data from any local labor market surveys

The following figure summarizes the Virtual OneStop database architecture:



Virtual OneStop Database Architecture

The five main Virtual OneStop databases are comprised of over 940 data and lookup tables.

IV.1.4 Network Architecture

The proposed Hawaii Automated Management Information System will use an advanced open n-tier system structure. The structure removes the need for deployment of applications to the user. A user will only require an Internet/Intranet connection and a browser to begin using the system. All operations are performed on the server side of the application.

It is anticipated that the Hawaii Automated Management Information System may host over 1000 simultaneous users. To accommodate this significant amount of traffic, Geographic Solutions uses a dedicated server setup rather than sharing a server with another existing application. To achieve maximum performance, a separate server will be used for storing the backend database (the Data Server), and another for accessing the Internet (the Web Server). At Geographic Solutions we use special Dell EMC2 high speed Clustered Data Servers with external disk arrays. These systems use fiber optics communications between multi-channel disk controllers for maximum speed and efficiency.

The Hawaii Automated Management Information System software components will be installed on a Windows 2003 Internet Web Server. The backend database will be installed on a Windows 2005 Data Server that will communicate with the Web server and a data warehouse server. A dedicated reports server will be used to avoid performance degradation when large reports are executed.

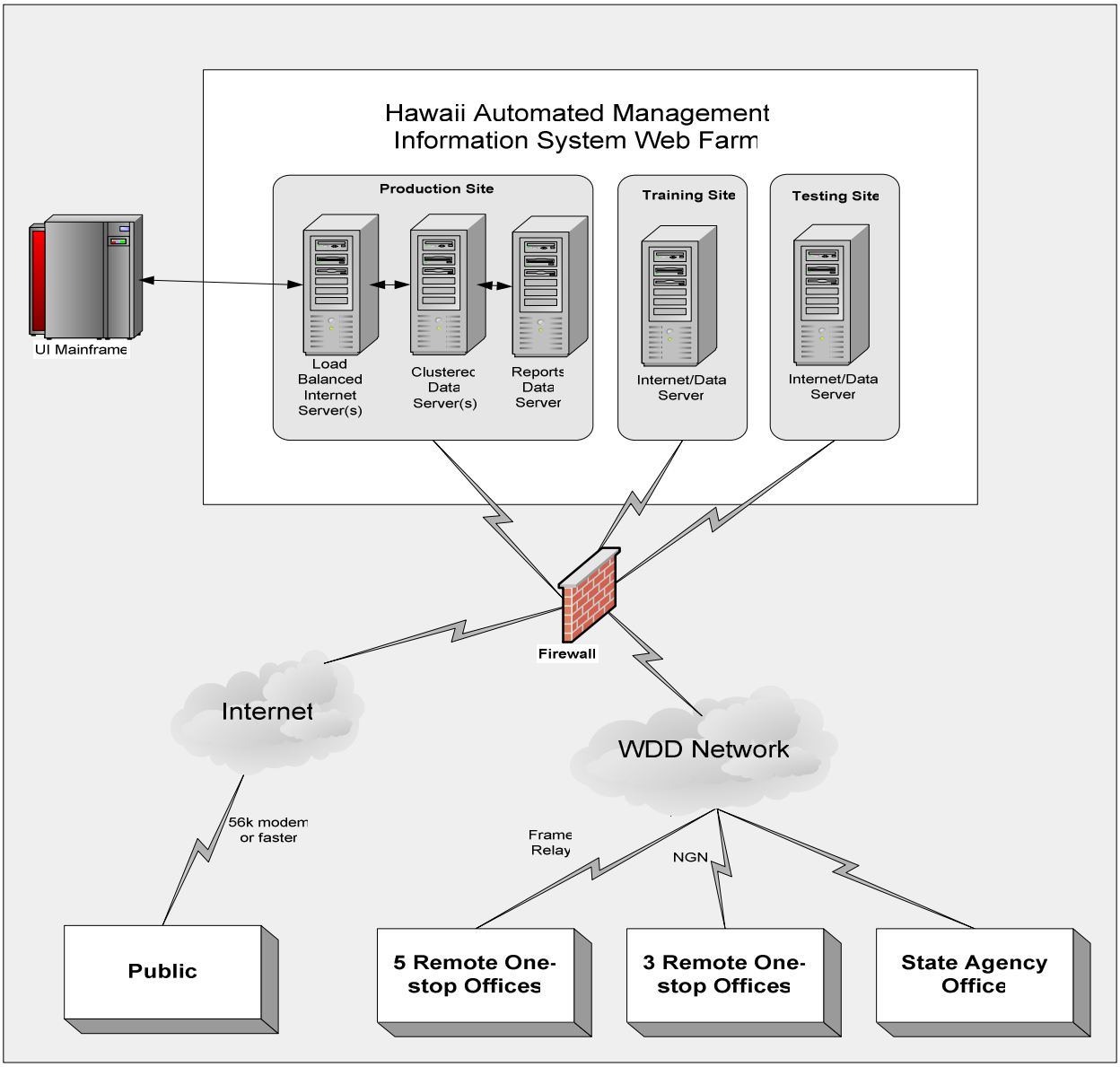
Geographic Solutions will provide web sites and databases for training and testing in addition to the production site. This will prevent users from corrupting or affecting the performance of the live system when training or testing is underway.

Internet server programs that support mission-critical applications such as the Hawaii Automated

Management Information System must run 24 hours a day, seven days a week. For this reason full redundancy is provided for the production servers. The network also has the ability to scale performance to handle large volumes of client requests without creating unwanted delays.

Clustering enables a group of independent servers to be managed as a single system for higher availability, easier manageability, and greater scalability. The Windows 2003 Advanced Server and Datacenter Server operating systems include two clustering technologies designed for this purpose: Cluster service, which is intended primarily to provide failover support for the data server, and Network Load Balancing, which serves to balance incoming IP traffic among multi-node clusters.

The following diagram displays the network architecture of the proposed Hawaii Automated Management Information System:



Proposed Hawaii Automated Management Information System Network Architecture

The One-Stop centers will communicate with the Hawaii Automated Management Information System Web server via an Intranet connection or via an outside Internet connection. System client workstations can be classified into either Standard Client workstations or Staff/Administrator workstations. Both configurations are outlined in the following table:

System	Recommended Hardware	Recommended Software
Client Workstation	586 or higher with a minimum of 32 MB RAM Super VGA capable monitor Equipment for Internet/Intranet access 56k baud or higher recommended	Microsoft Windows 95 or higher, or Windows NT 4.0 Workstation or higher, or MacOSX v10 Microsoft Internet Explorer 5 or 6, Netscape Browser 7 or 8, or Mozilla Firefox 1. JAWS for Windows software for visually impaired access (optional)
Staff/Administrator Workstation	586 or higher with a minimum of 32 MB RAM Super VGA capable monitor Broadband Internet access recommended	Microsoft Windows 95 or higher, or Windows NT 4.0 Workstation or higher Microsoft Internet Explorer 5 or 6, Netscape Browser 7 or 8, or Mozilla Firefox 1 JAWS for Windows software for visually impaired access (optional)

IV.2 Development Environment

Geographic Solutions is proposing to construct the Hawaii Automated Management Information System using a set of core proprietary software components created by Geographic Solutions known as the Virtual OneStop Component Library. These components are designed to be easily integrated and create a customized workforce system. Since Virtual OneStop is modular in design, new or existing web components are easily added or modified to support the unique requirements of specific agencies.

IV.2.1 Development Tools

Geographic Solutions develops and customizes the Virtual OneStop System using Microsoft Visual Studio .NET, a tool specifically designed for developers (as opposed to non-programmers) who want to build sophisticated, dynamic Web applications. Geographic Solutions also employs Microsoft's Visual SourceSafe™ for software check-out/check-in and version control.

Visual Studio .NET is designed to support industry standards such as HTML, HTTP and Java. As such, it provides the highest degree of interoperability with other tools and platforms and provides for seamless extensibility through third-party components.

Visual Studio .NET provides developers with the team-based Web development tools required to rapidly design, build and debug data-driven Web applications. Visual Studio includes a comprehensive

development environment that integrates all the tools necessary to build and deploy Web applications. Visual Studio .NET provides scalable Internet and Intranet-based access to Microsoft SQL Server™. ADO.NET class libraries provide the infrastructure access to build high-performance database applications.

Using what is currently referred to as Visual Studio.NET, we have built several dynamic workforce development systems on the Web with sophisticated server-side processing such as database access, state management, server-side scripting and reusable server components.

IV.2.2 Version Control and Configuration Management

Geographic Solutions employs Microsoft's Visual SourceSafe™ for software version control. This is a critical facet of team software and web site development, preventing users from accidental file loss, allowing backtracking to previous versions, branching, merging, and the managing of releases. Visual SourceSafe™ provides this robust versioning and configuration management functionality along with security and audit trail capabilities. Visual SourceSafe™ is the ideal tool to coordinate development efforts between Geographic Solutions and the State of Hawaii.

A developer at Geographic Solutions can use Visual SourceSafe™ with any type of file produced by any development language, authoring tool, or application. Using the application enables users to work at file and project levels while also promoting file reuse. Its project-oriented features increase the efficiency of managing day-to-day tasks associated with team-based software and Web content development.

IV.2.3 Coding and Documentation Standards

Geographic Solutions uses industry recognized development coding standards to ensure ease of readability and maintainability of all the code that will be associated with the Hawaii Automated Management Information System. Such standards include:

- Header blocks explaining the use, input and output variables, and dependencies for all pages, script blocks, functions and methods. These blocks also contain revision histories.
- Comment blocks to explain how units of code function.
- Naming conventions such as prefixed variable names to indicate the data type expected, meaningful variable, function and object names to better indicate their function, etc.
- Indenting and use of white space to make application code easier to read and interpret.

Geographic Solutions also uses CAST Software's CAST Application Mining Suite which provides all teams with technical information about the Virtual OneStop application code by gathering metadata about the code structure and storing it in a shareable repository. This information is then accessible by all team members throughout the application's life cycle and is automatically updated whenever a change is detected. Powerful reporting tools allow the examination of application code without having to read long code listings or using cumbersome text search tools. This allows for much more effective impact analyses, regression testing and architecture control.

IV.3 Hosting Environment and Equipment

Virtual OneStop Systems can be hosted at the customers' site. However, Geographic Solutions proposes and recommends hosting the new Hawaii Automated Management Information System at our secure technical facilities located in Palm Harbor, Florida. Geographic Solutions will host the site as an Application Service Provider, providing Internet access. With application hosting:

- No hardware or software purchase is required.
- There is no requirement for a webmaster, programmer or database expert on your staff.
- Our IT staff provides all support, database services and system updates.
- The equipment has been specifically configured to work the Virtual OneStop software.
- The equipment is all new and state-of-the art and capable of handling large volumes of data and users.

Our hosting facility is state-of-the-art with a high performance hardware and hosting infrastructure. The system includes full load balancing and redundancy, including full power backup and rollover to California in case of disaster or severe local emergency. This facility is dedicated to hosting workforce development systems. Geographic Solutions currently hosts over 30 systems for state and local agencies, providing reliable 24/7 service.

IV.3.1 Hosting Equipment

The Geographic Solutions facility is engineered to provide high speed hosting service for Virtual OneStop Systems. Geographic Solutions understands that workforce development systems require intensive data access, so we use special Dell EMC2 high speed Clustered Data Servers with external disk arrays. These systems use fiber optics communications between multi-channel disk controllers for maximum speed and efficiency. High performance is also ensured by our use of high speed web servers that use network load balancing, which serves to balance incoming IP traffic among multi-node clusters. This equipment is tuned to host our software and will provide response times of less than one second at the server.

A list of the hardware that will be used for hosting the Hawaii Automated Management Information System is outlined in Table (b) in the section titled *Offer Form* starting on page 3.

IV.3.2 Rapid Response Times

Geographic Solutions' high speed hosting service insures rapid response rates. Geographic Solutions reports response times every month to the State of Florida for their Employ Florida product that is hosted at our hosting facility. In October 2005, average response time for basic transactions, such as insert, update, delete and queries from a single table, was 1 millisecond. Average response time for complex transactions such as multiple table updates and queries involving complex join and search conditions was 827 milliseconds.

IV.3.3 Compatible Equipment

The equipment at the Geographic Solutions hosting facility is operationally compatible with the existing DLIR WDD software, hardware and network. The equipment will support interfacing with the Hawaii UI system. Geographic Solutions currently interfaces with the Louisiana and District of Columbia UI systems from this facility.

IV.3.4 Full Redundancy

The redundancy and clustering configuration used at our technical facility for hosting a large system effectively handles overload and balancing issues, ensuring 24/7 reliability and no loss of data. Our hosting facility has full bandwidth redundancy. Diverse T-3 service provides a load-shared connection with two access lines. Geographic Solutions also has a further backup using high speed/high bandwidth cable hosting.

IV.3.5 System Availability

The Hawaii Automated Management Information System will be available to users on a 24/7/365 basis. Occasional downtime for maintenance will be scheduled after normal business hours. The State will be notified in advance of any downtime that may be scheduled.

Geographic Solutions will provide a minimum of 99.9% availability of servers for transaction by job seekers, employers and Hawaii staff exclusive of scheduled maintenance.

IV.3.6 System Backup and Recovery

One of the more recent developments in the industry is a coupling of a storage area network (SAN) with network attached storage (NAS) to create a backup mechanism that reduces the time required to perform backups, while allowing you to maintain the backup data's file orientation.

This solution removes backup traffic from the local area network (LAN), releasing it from the overhead that goes along with backup operations. It uses the SAN to transfer the data to the NAS, where that data is written and retains its file orientation. This approach also has the benefit of centralizing the tape administration and physical media control, as well as speeding backup and restoration operations and reducing traffic on the LAN.

Using this approach, we can reap the benefits of the speed of the SAN, along with the file-based system of the NAS to create a comprehensive backup structure.

Geographic Solutions uses a backup strategy that uses the combination of the following backup types:

- Full backups are backups of the entire set of data for which the backup is being taken. A full backup provides the quickest restoration of data, but requires substantially more disk or tape space than an incremental backup. Full backups can also take substantially longer to accomplish than incremental backups and might result in a significant reduction in network performance for the length of the backup period.

- Incremental backups back up only the data that changed since the last backup was made. Incremental backups take significantly less time than full backups, but they are also significantly harder than full backups to restore, as it is necessary to identify exactly which incremental backup is required for restoration. Unless you are using a VTS system, incremental backups also require substantially more physical volumes.

Geographic Solutions uses a combination of the two backup types to create a middle ground that provides a reasonable level of effort for restorations as well as a reasonable reduction in network traffic. The following table lists the backup types Geographic Solutions recommends for the Virtual OneStop database:

Day	Backup Type
Monday	Incremental
Tuesday	Incremental
Wednesday	Incremental
Thursday	Incremental
Friday	Incremental
Saturday	Incremental
Sunday	Full

Geographic Solutions schedules backups for off-peak times to reduce the impact on internal and external users. Backups typically occur overnight, with full backups performed early Sunday mornings. Backup data is stored in a secure location that is far removed from the host premises.

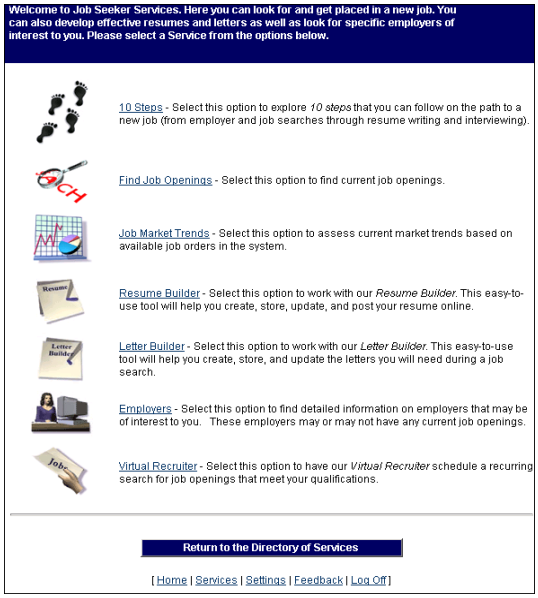
IV.4 User Interface

It is clear that the customers of the new Hawaii Automated Management Information System will have a wide range of knowledge and computer expertise, from the workforce development professional to the job seeker using a computer for the first time. Virtual OneStop provides ready access to information, regardless of a user's educational level, computer ability or experience.

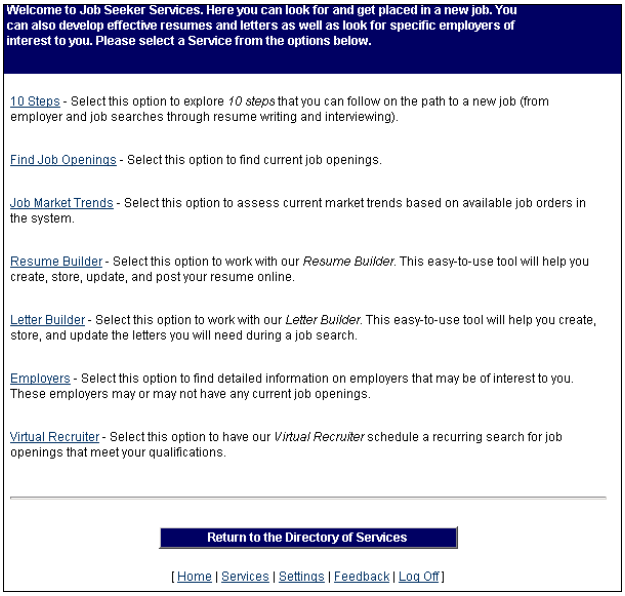
The Virtual OneStop System's Web-based design is extremely user-friendly and incorporates three interface options: the Web Theme, Text Theme, and the *optional S*creen Reader Theme. These options permit users to effectively access the system under a variety of conditions, including Internet access speeds.

The functional screens within the system will have a similar look and feel so users will easily recognize the arrangement of menu bars and buttons, menu commands, graphic design, and other commonality among screens. Information in the system is easy to understand.

The Virtual OneStop Web Theme Interface offers customers a traditional web interface that will display light web graphics. The interface includes left fly-out menu navigation, and the use of icons, links and buttons. The Web Theme will operate effectively even with slow or unreliable connections to the Internet. Smaller graphics appear on the web pages. Samples of Web Theme and Text Theme screens follow.



"Web Theme" - Screen Example



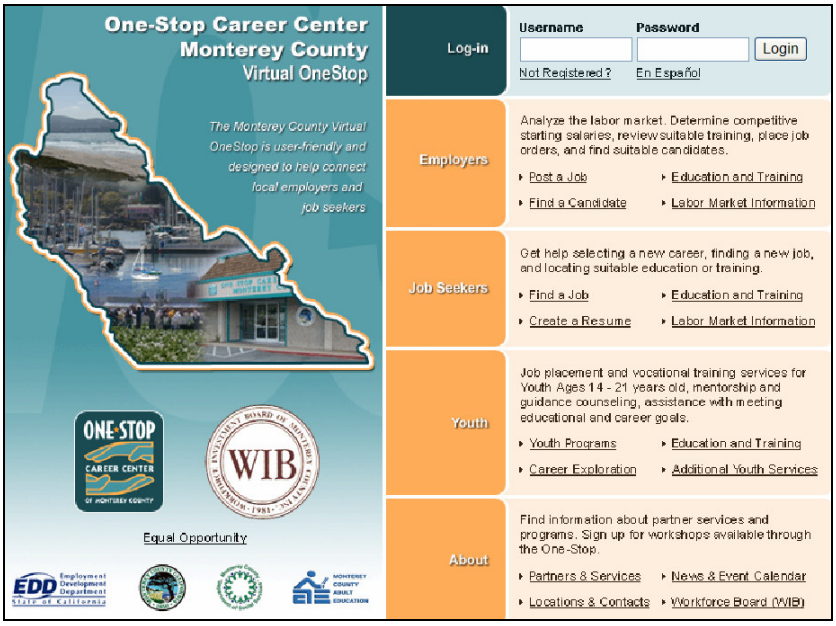
"Text Theme" - Screen Example

The Text Theme Interface offers customers text only screens and no graphics, requiring less time to load and providing maximum performance. This interface option is useful for those with slower Internet/Intranet connections or for those who prefer no graphics.

The optional Virtual OneStop Screen Reader Theme Interface is designed for use by blind or visually impaired customers. The on-site PCs must have screen reader equipment to use this interface. The interface complies with both the *W3C Authoring Tool Accessibility Guidelines* (Working Draft 01-MAR-1999, available at www.w3.org/TR) and *Bobby*, a web-based service and downloadable application designed to make web pages more accessible to customers with disabilities (see www.cast.org/bobby).

Virtual OneStop is designed with a user-friendly interface, which includes left menu navigation, banner headers with the state's branding, tabbed interface, search features, links, instructions on the page, footer

links, drop-down lists and online embedded help. Users can point and click their way through the system and easily learn to use it. The following figure is an example of a home page for Monterey County, California's Virtual OneStop System:

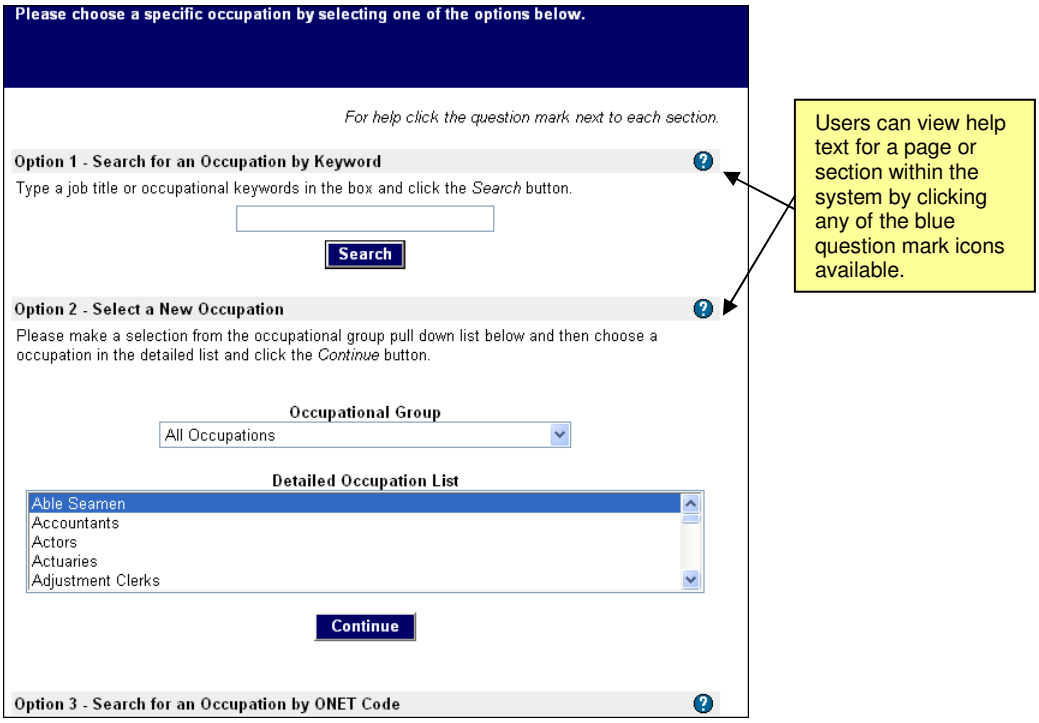


Monterey County Virtual OneStop – Home Page

IV.5 Online Help System

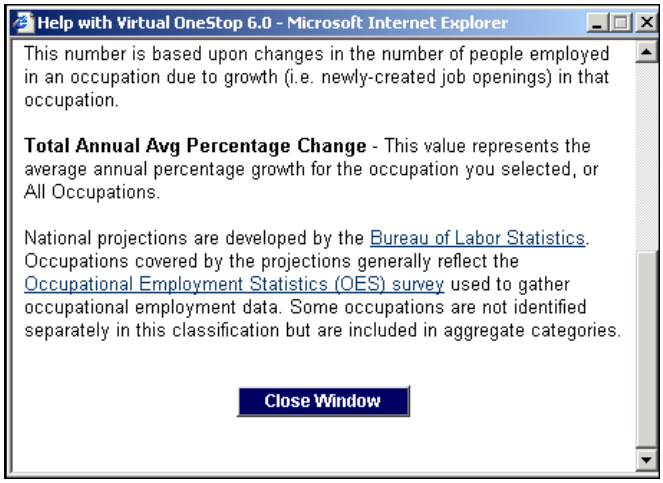
The Virtual OneStop System contains an online embedded help function that is context sensitive and is located at the top of each web page or adjacent to each section in the system. This is the preferred technology for usability and assistance. The system also includes an assistance page that is used to send e-mails to an expert user for real-time advice.

Over 900 unique help text records are used throughout the system, providing guidance to job seekers, employers and staff users in tasks such as creating a resume, accessing labor market information, posting a job order, and searching for job openings.



Virtual OneStop -- Embedded Help Text

Users of the system are able to view help text for a page, or a specific section on a page, by clicking the blue question mark icons. A small popup window, similar to the following figure, displays helpful information about how to access the system feature easily and effectively.



Virtual OneStop -- Help Text Popup Window

The Virtual OneStop Component Library's interactive help text is primarily designed to assist the user in performing various functions throughout the system.

However, it goes beyond step-by-step instructions; our help text provides context for users by defining unfamiliar terms and concepts, as well as providing examples on how to use a certain function in a way that will be meaningful and useful.

The help text within the system can be customized during development to fit a client's needs or focus. Once the system has been delivered, clients have the ability to modify the help text through their administration site.

IV.6 Accessibility

The Virtual OneStop System is entirely compliant with Section 504 of the Americans with Disabilities Act, Section 508 of the Rehabilitation Act, and the Hawaii Revised Statutes Chapter 368-1-5.

At Geographic Solutions we believe in eliminating barriers in information technology, making new opportunities available for people with disabilities, and encouraging development of technologies that will help achieve these goals. We develop all our software to be as accessible as possible to all potential users, especially those with disabilities. We recognize that it is important that products comply with the World Wide Web Consortium (W3C) Accessibility Guideline standards for electronic and information technology, covered by Section 508 of the Rehabilitation Act Amendments of 1998. We also know the importance of creating an interface that complies with both the *W3C Authoring Tool Accessibility Guidelines* (Working Draft 01-MAR-1999) and *Bobby*, a web-based service and downloadable application designed to make web pages more accessible to customers with disabilities.

The Virtual OneStop application is compatible with screen readers such as the JAWS screen reader technology developed by Freedom Scientific Inc. The Virtual OneStop System has a User Settings Page so individuals or other users may select display preferences. This page is only presented to the user on initial registration or when a guest accesses the system. The user selects their interface and language preferences. The registered user will not be presented with this page again unless they select the Settings link. The solution's Screen Reader Theme (an option) is designed for use by blind or visually impaired customers. The on-site PCs must have screen reader equipment to use this interface. The setting for this Screen Reader Theme is changed from a Settings options, accessible at the bottom of every web page.

In 1998, Congress amended the Rehabilitation Act to require federal agencies to make their electronic and information technology accessible to people with disabilities. Inaccessible technology interferes with an individual's ability to obtain and use information quickly and easily. Section 508 was enacted to eliminate barriers in information technology, to make new opportunities available for people with disabilities, and to encourage development of technologies that will help achieve these goals.

At Geographic Solutions, we develop all our software to be as accessible as possible to all potential users, especially those with disabilities. The following chart shows a listing of all standards in Section 508 and indicates Virtual OneStop's compliance with each. Please note, Virtual OneStop meets and exceeds all standards except those not applicable to the system.

Section 508 Standards, Subpart B -- Technical Standards

§ 1194.21 Software applications and operating systems

Standard Definition	Virtual OneStop Meets Standard	Virtual OneStop Does Not Meet	N/A
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	•		

Standard Definition	Virtual OneStop Meets Standard	Virtual OneStop Does Not Meet	N/A
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	●		
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.	●		
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.	●		
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.			●
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	●		
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	●		
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.			●
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	●		
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.			●
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	●		
(l) When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	●		

§ 1194.22 Web-based intranet and internet information and applications

Standard Definition	Virtual OneStop Meets Standard	Virtual OneStop Does Not Meet	N/A
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	●		
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	●		
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	●		
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	●		
(e) Redundant text links shall be provided for each active region of a server-side image map.			●
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	●		
(g) Row and column headers shall be identified for data tables.	●		
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	●		
(i) Frames shall be titled with text that facilitates frame identification and navigation.	●		
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	●		
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	●		
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.	●		
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	●		

Standard Definition	Virtual OneStop Meets Standard	Virtual OneStop Does Not Meet	N/A
(n) When electronic forms are designed to be completed online, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	●		
(o) A method shall be provided that permits users to skip repetitive navigation links.	●		
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.			●

IV.7 Administration of Services

The Virtual OneStop Service Administration module allows staff administrators to manage activity services for individuals and employers.

For service tracking, the base list of activity service codes within the system derives from federal programs such as Wagner-Peyser, Welfare-to-Work (WtW), and the Workforce Investment Act (WIA). Geographic Solutions simply adopted these common codes and created new ones to more closely match system functionality. The benefit of this scheme allows for tracking and interpreting universal activity services, by code, whether performed within Virtual OneStop or a career center agency.

The Individual/Employer Services option of the Virtual OneStop Service Administration Module allows staff to manage the activity service codes Virtual OneStop uses to identify the activities that individual users and employers performed in the system. Administrators can modify the status for each service from Active to Inactive, to reflect changes in services employed by the system. The following figure displays a partial view of the *Individual/Employer Services* screen.

Search Clear

[First | Previous | Next | Last]

Code	Description	Entered By	Status	Mandatory	Action
001	Hold, waiting for activities or health/medical	Staff	Active	Yes	Edit
010	First Registration Year	System	Active	No	Edit
090	Skills Self-Assessment	System	Active	No	Edit
101	Orientation	Staff	Active	Yes	Edit
102	Initial Assessment	Staff	Active	Yes	Edit
103	Information On Training Providers, Performance Outcomes	System	Active	No	Edit
104	Workshops and Job clubs	Staff	Active	Yes	Edit
105	Job Finding Club	Staff	Active	Yes	Edit
106	Provided Internet Job Search Support / Training	Staff	Active	No	Edit
107	Provision Of Labor Market Research	System	Active	Yes	Edit

Viewing page 1 of 23

[First | Previous | Next | Last]

Enter page number: 1 Go

Virtual OneStop Individual/Employer Services - Partial Screen

From this screen, staff administrators can modify existing activity service information. Although the actual service codes cannot be changed, the system allows for modification of all other service-description information.

IV.8 Adding New Programs

The Generic Programs module allows Virtual OneStop users to established programs that require tracking (applications, enrollment activities/services, and program exits) without having to create complex federal reports. Generic programs are established through the Virtual OneStop Administration module and are associated to specific Local Workforce Investment areas.

The Generic Programs has basic business rules to ensure that individuals can clearly be defined as participating in the program. Some of these rules are:

- A common intake must be completed before creating a Generic Program application – this has been established to insure that specific data such as EEO data collection is met with enough background information (degrees, employment, employment requirements, etc.) to support any possible program eligibility.
- A Generic Application is a very simple entry form that establishes when the individual has been determined eligible to participate in the generic program and that all appropriate documentation is within the case file.
- An individual can be enrolled in multiple Generic Programs, however, only one open enrollment per generic program is allowed.
- A Generic Program exit cannot be created until all activities are closed.

Generic Programs is fully integrated with other modules of Virtual OneStop. For example:

- Individual Fund Tracking (IFT) module, so actual costs per individual can be tracked and monitored. All IFT functionality is incorporated into this program.
- Case Notes, so that it is clearly shown which program the case note was generated from.
- Objective Assessment Summary (OAS)
- Individual Employment Plan (IEP)
- Ad Hoc Reports

Generic Programs can be located in the Case Management folder of any individual and displays all information on the Virtual OneStop Programs Tab.

Create Generic Programs

[–]Edit TEP program #85512 with App. Date 10/2/2005, LWIA 01

Create Generic Enrollment/Services

Activity	Proj. Start Date	Actual Start Date	Proj. End Date	Actual End Date
180 - Support Service - Child/Dependent Care Successful Completion	N/A	10/2/2005	N/A	10/2/2005

Create Generic Outcome

[+]Edit SVO program #85855 with App. Date 10/2/2005, LWIA 01

Virtual OneStop Partial Generic Program Screen

Program descriptions are controlled by Virtual OneStop Administrators. With the above example the individual user is currently enrolled in two generic programs (the TEP and SVO). Eligibility has been fully defined along with the actual date the eligibility requirements were met. Like other aspects of the VOS system, Case notes can be directly added through the application.

A Generic Program exit allows for tracking of exit information. The form is simple and allows for tracking of employment information. It also includes WIA and Wagner-Peyser performance exclusion reasons.

(*) indicates required fields. For help click the question mark.

General Information

Username	BOBBIH
Participant Name	Hawkins, Bobbi
Eligible Date	10/02/2005
Local Workforce Investment Area	District of Columbia
* One Stop Location	011032 - DOES Administration
Program	Ex-Offender Project Empowerment Plus
* Exit Date	
* Exit Reason	Employed
Employer Name	
Employer Address Line 1	
Employer Address Line 2	
City	
State	None Selected
Zip Code	USPS
Supervisor	
Phone Number	- -
Hours Per Week	(ex. 99.9)
Hourly Wage	$0.00 (ex. 99.99)
Job Title	
Occupational Code	Select Occupation
Station	7778 Johnson, Pam

Save Cancel

Virtual OneStop Generic Program Application Form

With Generic Programs, ad hoc reports can be produced from the database. Virtual OneStop Standard Ad Hoc Reports will display information on individuals enrolled in generic programs. Additional reports can be created through the database since all relevant data is stored in data tables.

V. Functionality [RFP 3.2]

Each of the functional, technical and performance requirements identified in section 3.2 of the RFP are described below. Geographic Solutions, Inc, is "Fully Compliant" with all requirements of the RFP. This is indicated in a compliance-reference matrix at the start of each of the following subsections that correspond to 3.2 of the RFP. Each compliance matrix is followed by details on the details on how the proposed Virtual OneStop System meets the indicated requirements.

V.1 General Hardware and Software Requirements [RFP 3.2.1]

Geographic Solutions will meet all Hardware and Software requirements of the proposed Hawaii Automated Management Information System, built from the Virtual OneStop Component Library, as summarized in the following table, and elaborated upon in the topics following the table.

Table 1: General Hardware and Software Requirements — Compliance Summary

Requirement	Met by Virtual OneStop	Description/Notes
3.2.1.1 - The system must be able to function efficiently with the existing and expanding number of concurrent users.	Fully Compliant	The Virtual OneStop System has a complete scalable architecture that can easily and efficiently support the number of users in Hawaii's current system, and can adjust to significant expansions in the number of concurrent users. For details on this refer to the section titled V.1, General Hardware and Software Requirements [RFP 3.2.1](starting on page *9*).
3.2.1.2 - The system must be operational 24 hours a day, seven days a week, 365 days a year, except for agreed-upon maintenance periods.	Fully Compliant	As an Internet-based system, the new system will be available to users 24/7, be deployed to staff and partners throughout Hawaii, and be available to the public in local office locations statewide. For details on 24/7 availability refer to the section titled *System Availability* (starting on page 19).
3.2.1.3 - The system must communicate with users at reasonable response rates that are at least equal to existing response rates throughout the State.	Fully Compliant	High performance is ensured for the Hawaii Automated Management Information System by use of high-speed web servers in a state-of-the-art hosting facility. This equipment is tuned to host our software and will provide average response times of less than one (1) second at the server. For more details on response times refer to the section titled *Rapid Response Times* (starting on page 18).
3.2.1.4 - The system must be capable of storing the existing and expanding volume of job seekers, job orders and case management data.	Fully Compliant	The Virtual OneStop System's scalable architecture and flexible databases will support both the existing and an expanding volume of job seekers, job orders and case management data on the databases in excess of 200 gigabytes. This scalability ensures that

Requirement	Met by Virtual OneStop	Description/Notes
		as both the database and usage grow, the system will continue to perform efficiently For more details on storage capability refer to the section titled *Database Architecture* (starting on page 12).
3.2.1.5 - The system must have online technical documentation.	Fully Compliant	The Virtual OneStop system includes full online technical documentation for individuals, employers, staff and administrators. For more details on this refer to the section titled *System Documentation* (starting on page 43).
3.2.1.6 - The system must include a test environment for testing future application and system upgrades.	Fully Compliant	Geographic Solutions will provide the Hawaii Automated Management Information System with a testing server environment for testing future application and system upgrades. This is a standard consideration as part of Geographic Solutions' development phases in its development methodology. This testing environment is described in the section titled *Network Architecture* starting on page 14.
3.2.1.7 - The system must be compatible with the existing WDD network and computers.	Fully Compliant	The proposed OneStop System is compatible with and can be run with the hardware and software for the WDD network and computers. For more details on compatibility refer to the section titled *Network Architecture* (starting on page 14).
3.2.1.8 - The system must be web-based and compatible with Internet Explorer as well as other popular web browsers, e.g., Mozilla Firefox.	Fully Compliant	Virtual OneStop is compatible with and can be run with Internet Explorer or Netscape Navigator, and other popular web browsers such as Mozilla Firefox. For more details on client workstation and browser requirements refer to the section titled *Network Architecture* (starting on page 14).
3.2.1.9 - The application hardware must be up-to-date and efficient. All equipment used for the System must be in good condition as determined by the State and must not be refurbished or obsolete.	Fully Compliant	Geographic Solutions is proposing to host the Hawaii Automated Management Information System at its state-of-the-art hosting facility in Palm Harbor. All equipment here is up-to-date, efficient, and in good condition. Geographic Solutions never uses any refurbished or obsolete components on any of its systems. The maintenance that is part of this proposal includes routine reviews to ensure that the server and other system/application hardware is up-to-date and capable of handling any foreseeable increases in volume. For more details on the proposed hosting environment and associated hardware refer to the section titled *Hosting Environment and* Equipment (starting on page 17).

Requirement	Met by Virtual OneStop	Description/Notes
3.2.1.10 - The hardware and software must have the capability of being managed by the State from Honolulu, or the equipment must be housed in the DLIR WDD Honolulu Office central computer room at 830 Punchbowl Street, Room 114, Honolulu, Hawaii, and at other sites designated by the State.	Fully Compliant	Geographic Solutions will provide authorized State personnel with remote system access to the Hawaii Automated Management Information System. For more details on the proposed hosting environment and associated hardware refer to the section titled *Hosting Environment and* Equipment (starting on page 17).
3.2.1.11 - The system must have a robust, scalable framework to allow for easy application customization. Using the built-in tools, application updates ranging from the addition of data elements to the creation of entire new screens and processes can be accomplished without the need for reprogramming.	Fully Compliant	The proposed Virtual OneStop System will use a scalable SQL Server enterprise-class client/server relational database system, and will employ an Advanced n-Tier Architecture, to ensure a robust, scalable framework to allow for easy application customization. For more details on scalability refer to the section titled System Architecture Design and Technology (starting on page 9).
3.2.1.12 - The system must include a daily automated back up and recovery system (tape or other media).	Fully Compliant	The system includes the capability for daily automated backups as well as other backup options. The recommendation is for *incremental* daily backups, and *full* weekly backups. For more details on this refer to the section *System Backup and Recovery* (starting on page 19).
3.2.1.13 - The system must include a power back up system to allow proper shutdown of the system. Proper documentation of the shutdown and power up of the system must be included.	Fully Compliant	Geographic Solutions hosting facility includes full power backup from intelligent APC UPS devices backed by a 150,000 watt natural gas powered generator. Geographic Solutions can provide full documentation for the shutdown and power up of the system. For more details on this refer to the section *System Backup and Recovery* (starting on page 19).
3.2.1.14 - The system must support networking protocols for connectivity with the WDD network environment (local and remote).	Fully Compliant	The Virtual OneStop System will support both local and remote networking protocols for connectivity with the Hawaii WDD network environment. Geographic Solutions has extensive experience with supporting networking protocols for similar installations. For more information on the network environment of the proposed system please refer to the section titled *Network Architecture* (starting on page 14).
3.2.1.15 - The system must contain a help feature to assist users.	Fully Compliant	Virtual OneStop includes a context-sensitive online help feature to assist users. For more details on this refer to the section *Online Help System* (starting on page 21).

Requirement	Met by Virtual OneStop	Description/Notes
3.2.1.16 - The system must be entirely compliant with the Americans with Disabilities Act, the Rehabilitation Act, including, but not limited to, section 504, and State laws regarding covered individuals with disabilities, including, but not limited to, Hawaii Revised Statutes Chapter 368-1.5. The System also must be compliant with the standards set forth in section 508 of the Rehabilitation Act and its implementing federal regulations.	Fully Compliant	Virtual OneStop is entirely compliant with Section 504, the Americans with Disabilities Act, Section 508 of the Rehabilitation Act, and the Hawaii Revised Statutes Chapter 368-1-5, For more details on this refer to the section titled *Accessibility* (starting on page 23)
3.2.1.17 - The system must be able to support: • Simultaneous access by multiple agencies and users • Reporting and case management for multiple federal, state and local programs (as listed in RFP)	Fully Compliant	The system will support access by multiple agencies and users simultaneously, as well as reporting and case management for federal, state and local programs. Details on simultaneous access by different agencies and users are indicated in the section on Security and Access Levels starting on page 37. Details on the functions of Case Management are answered in the section *Case Management Requirements* starting on page 153. Details on the functions for federal, state and local reporting are outlined in the section titled *Federal Reports Requirements [RFP 3.2.8]*. starting on page 205.
3.2.1.18 - The system must allow for the storage of data and reporting on additional federal, state and local programs and/or by additional providers without modifying the system.	Fully Compliant	The Virtual OneStop System allows for the storage of data and reporting on additional federal, state and local programs and/or by additional providers without modifying the system. Additional programs and providers can be easily added by authorized staff. The system also includes a module that allows providers to submit programs for consideration for eligibility under WIA. Staff can then review these programs and determine their eligibility. For more details on this refer to the section titled *Reporting Data Collection [RFP 3.2.8.6]* starting on page 211.
3.2.1.19 - The system must allow State administrators to interactively modify which programs participate in Common Measures.	Fully Compliant	The Virtual OneStop System allows State administrators to interactively modify which programs participate in Common Measures.
3.2.1.20 - The system must allow non-Common Measures programs to specify whether the staff user may enter the exit date (formerly	Fully Compliant	Virtual OneStop is fully Common Measures compatible and includes the automatic soft exit for WIA participants. The Hawaii Automated Management Information System will be configured to

Requirement	Met by Virtual OneStop	Description/Notes
considered a “hard-exit” under WIA) for a participant, unlike the automatic soft exit required under Common Measures		allow the capability to perform a “hard-exit” for certain programs. For more details on this refer to the section titled *Program Exit Requirements [RFP 3.2.8.11]* starting on page 212.
3.2.1.21 - The system must allow DLIR WDD to define new activity and service types and funding and to associate these with the programs that are supported in the One-Stop Centers.	Fully Compliant	Within the Virtual OneStop Administration System authorized users can define new activity and service types and funding and to associate these with the programs that are supported in the One-Stop Centers. For more details on this refer to the section titled *Administration of Services* (starting on page 26).
3.2.1.22 - The system must be able to interface with the following: • The State's Unemployment Insurance (UI) database to request and load State UI wage data for program participants. The system shall record and store the wage data in a table not to be seen by the user. • The federal Wage Request Information System (WRIS), an interstate Unemployment Insurance wage record data and retrieval system, to request and load Unemployment Information wage data for program participants who are employed in other states. The system shall record and store the wage data in a table not to be seen by the user. • The O*NET SOC AutoCoder server, a software product of USDOL, that suggests O*NET SOC occupation codes for jobseekers.	Fully Compliant	The Virtual OneStop System will interface with the State's Unemployment Insurance (UI) database to request and load State UI wage data for program participants. The system will record and store the wage data in a table not to be seen by the user. Virtual OneStop currently undertakes this function in AZ, DC, LA, NM and SC. Virtual OneStop includes an interface to the Wage Request Information System (WRIS) to request and load Unemployment Information wage data for program participants who are employed in other states. Virtual OneStop includes autocoding functionality. For more information on autocoding and Virtual OneStop, see the section titled *Occupation Selection and Autocoding* on page 66 .
3.2.1.23 - The system must be able to interface with the State’s UI computer system for additional purposes as follows: • WDD Registration • Negative Referral Results • Worker Profiling Program	Fully Compliant	The Virtual OneStop System will be configured to interface with the State of Hawaii’s UI system for WDD Registration, Negative Referral Results and the Worker Profiling Program. Virtual OneStop currently performs all these functions in conjunction with the District of Columbia UI system.

Requirement	Met by Virtual OneStop	Description/Notes
3.2.1.24 - The Contractor shall design the system to comply in all its interfaces with the UI computer system and/or uses of UI data with the confidentiality and disclosure requirements of section 383-95 of Hawaii Revised Statutes, and sections 12-5-215, 12-5-219, and 12-5-220 of the State Administrative Rules.	Fully Compliant	Virtual OneStop complies in all its interfaces with the UI computer system and/or uses of UI data with the confidentiality and disclosure requirements of section 383-95 of Hawaii Revised Statutes, and sections 12-5-215, 12-5-219, and 12-5-220 of the State Administrative Rules.
3.2.1.25 - The software must allow for State-defined batch and/or online interfaces to be developed for any user interface function.	Fully Compliant	Virtual OneStop will allow for additional State-defined batch and/or online interfaces to be developed
3.2.1.26 - The software must allow authorized users to interactively define any number of new data capture screens. These screens must have the following characteristics: • Be fully functional and consistent with the rest of the user interface • Capable of supporting all common visual screen elements (such as checkboxes, entry fields, drop down lists, field groupings) • Fully secured per rules specific to each screen • Supported by database tables that are related to any of the system's base data tables • Supported by user help documents specific to the purpose of the new screen • Allow for definition of searchable data fields, available in the main search screens	Fully Compliant	The new Virtual OneStop Generic Program module allows authorized users to interactively define any number of new data capture screens. The system produces screens that are fully functional and consistent with the rest of the user interface. It is capable of supporting all common visual screen elements (such as checkboxes, entry fields, drop-down lists and field groupings). For more details on this refer to the section titled *Adding New Programs* starting on page 27.

V.2 Application Security Requirements [RFP 3.2.2]

Geographic Solutions will meet the Application Security requirements as summarized in the following table, and elaborated upon in the topics following the table.

Table 2: Application Security Requirements — Compliance Summary

Requirement	Met by Virtual OneStop	Description/Notes
3.2.2.1 - The system must allow authorized users the ability to manage the security and access levels of users and report capabilities.	Fully Compliant	Within the Virtual OneStop Administration System, authorized users can manage the security and access levels of users and report capabilities. For more details on this refer to the section titled *Security and Access Levels* starting on page 37.
3.2.2.2 - The system must provide the ability to create custom workgroups within an organization that display only the tools needed to perform specific tasks based on user type and security levels.	Fully Compliant	Within the Virtual OneStop Administration System, workgroups can be created that reflect the specific user types and access requirements for a specific group of staff within an organization. For more details on this refer to the section titled *Access Privileges* starting on page 38.
3.2.2.3 - The system must provide robust security architecture, such that users are allowed or disallowed access to screens, screen functions by role, WIB, One-Stop Center, provider and site.	Fully Compliant	Virtual OneStop is built on a robust security architecture. Within the Administration System, authorized administrators can allow or disallow access to screens, screen functions by role, WIB, One- Stop Center, provider and site. For more details on this refer to the section titled *Access Privileges* starting on page 38.
3.2.2.4 – Options must be provided to restrict access to data by specific organizations.	Fully Compliant	Within the Virtual OneStop Administration System, authorized users can restrict access to data by specific organizations. For more details on this refer to the section titled *Access Privileges* starting on page 38.
3.2.2.5 - The system must include Internet security to protect from external attacks.	Fully Compliant	The Virtual OneStop System provides full Internet security to protect from external attacks, including the use of advanced firewall protection in our hosting environment and the use of SSL technology to protect sensitive data. For more details on this refer to the section titled *Security and Encryption* starting on page 39. .

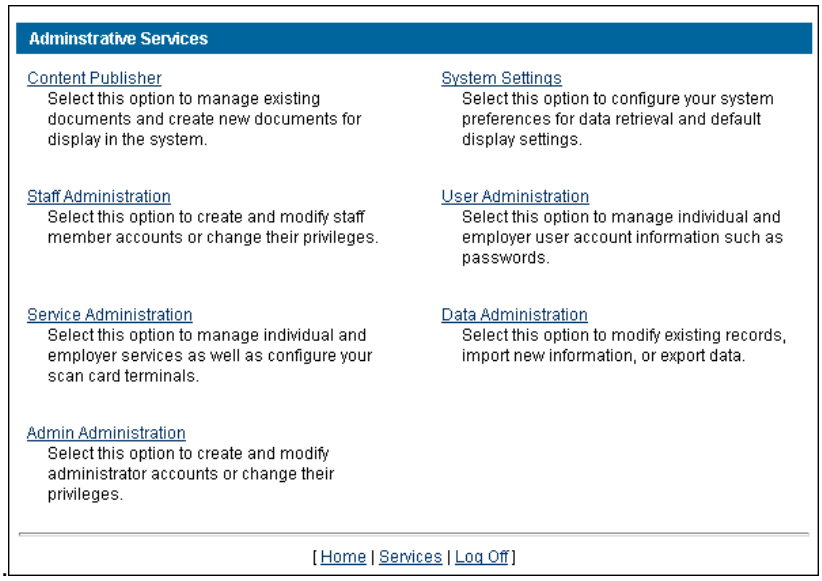
V.2.1 Security and Access Levels

The proposed Virtual OneStop System will provide database access and personal data storage capabilities for users at several different levels (individuals, employers, staff, managers, system administrators). With these logistical challenges in mind, it is imperative that a software product such as Virtual OneStop be equipped with a maintenance and administration subsystem capable of sustaining a highly sophisticated infrastructure.

Intended for use by Virtual OneStop administrators and managers, the Virtual OneStop Administration Site is a powerful, flexible and easy-to-use tool that provides a comprehensive level of control over all aspects of website operation and security. It allows management to effectively monitor system performance and track usage. Within the Administration Site, authorized users

- View and administer user account information (user names, passwords, etc.)
- View user and service tracking data (web site activity) including usage by One-Stop location
- Generate user and service usage and performance reports and graphs (web site activity)
- View and administer system variables (user access restrictions, data type management, industry time periods, regional information, information source credits)
- Maintain e-mail addresses that correspond to each service provided by Virtual OneStop.

The Virtual OneStop System is developed to ensure that, when feasible, data elements are set up as pull-down or drop-down items. If, in the future, new data elements are required, they will be incorporated into the system. The addition of data elements must be added to ensure no related applications/screens are affected by such an addition. Special consideration must be given to existing records and how this additional data element will affect those records.



System Administration Options

The system has the flexibility for controlling multiple levels of access authority to accommodate a wide range of staff users. The following security levels will be controlled through the Virtual OneStop Administration site:

- **View Only -** can only view records; cannot modify or delete records.
- **Specific Case Manager** - may process only his/her clients.

- **Local Staff -** staff members in this group are involved in programs that are limited to a particular locale (for example, Central area). The One-Stop offices are identified within the selected Local Workforce Investment Area (LWIA) in the system, in which each staff member may operate (or their ES office and station ID are identified).

- **Local Admin -** allows the administrator full access rights to manage individual, employer, and staff accounts within the same LWIA, and includes the ability to change locked-down data elements.

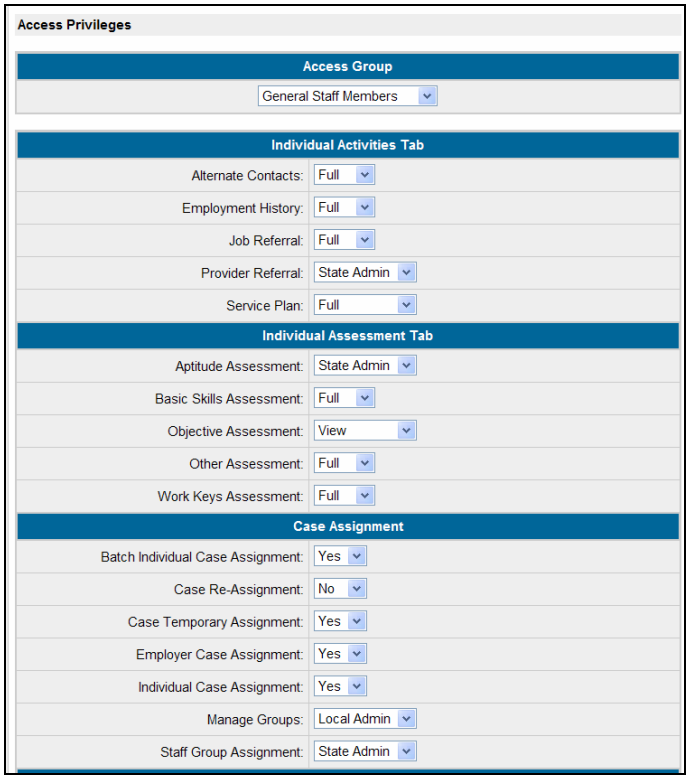
- **State Staff** - staff members in this group work in an administrative capacity—usually at the State Capitol for program departments—overseeing program implementation rather than providing direct program assistance. State staff generally do not have office location designations, and most do not add participant records. According to system access privileges, some may modify client records in a "State Administrator" capacity.

- **State Admin -** allows the administrator full access rights to manage individual, employer, and staff accounts, regardless of their LWIA affiliation. This includes the ability to change locked-down data elements. *The State Admin level is the highest access level.*

V.2.2 Access Privileges

The Administration System allows authorized users to define the access level and permissions that staff are granted to access and/or modify the various components of the system. For example, some staff will be able only to view certain data while others will be able to view and modify this data. A combination of privileges can be assigned to specific groups.

The following figure displays a sample User Profile screen:



Virtual OneStop Administration System – Partial Staff Administration Screen

V.2.3 Security and Encryption

Virtual OneStop provides the highest level of confidentiality where required and conforms to federal law Sec. 205 [42 U.S.C.] (c) (C) (viii). The Virtual OneStop System supports the security standards recommended for State Employment Security Agencies by the Information Technology Support Center, College Park, Maryland. Virtual OneStop also complies with the Hawaii Office of Technology, Information Security Policies & Minimum Compliance Requirements.

The proposed Virtual OneStop System will support user name and password access. The user name determines the access level and whether a user may access certain services and confidential data. If a user does not have privileges to view certain data, these fields will not be shown.

To secure Virtual OneStop Internet communications, a Secure Sockets Layer (SSL) will encrypt a session between the server and the Web user. SSL is a highly reliable program layer for managing the security of message transmissions in a network. The programming for maintaining data confidentiality is contained in a program layer between an application such as VOS and the Internet's TCP/IP layers. The "sockets" part of the term refers to the socket methods of passing data back and forth between a client and a server program in a network or between program layers in the same computer. SSL uses the public-and-private key encryption system from RSA. This Internet authentication system uses an algorithm developed in 1977 by Ron Rivest, Adi Shamir, and Leonard Adleman that also includes the use of a digital certificate.

A digital certificate is an electronic "credit card" that establishes credentials when carrying out transactions on the Web, and is issued by a certification authority. It contains a copy of the certificate holder's public key (used for encrypting and decrypting messages and digital signatures) and the digital signature of the certificate-issuing authority so that a recipient can verify that the certificate is real. The following data will always be encrypted when it is accessed by the Virtual OneStop:

- Social Security Number
- Federal Employer Identifier Number
- Wage Records
- Individual benefits and public assistance information
- User ID and Password

The controls in the Virtual OneStop Administration Site and the SSL method for security gives Virtual OneStop systems the means to protect confidential data and access to that data. Our Virtual OneStop projects, both on a local and statewide basis, have been successful with these methods of security.

V.3 Data Conversion [RFP 3.2.3]

Geographic Solutions will meet the Data Conversion requirements as summarized in the following table, and elaborated upon in the topics following the table.

Table 3: Data Conversion — Compliance Summary

Requirement	Met by Virtual OneStop	Description / Notes
3.2.3.1 - The system must be able to convert the data from the present system including, but not limited to, data on approximately 40,000 job seekers and 17,000 job openings, to the new system by June 30, 2006. The contractor will work with the State to convert the data into the appropriate fields.	Fully Compliant	Geographic Solutions will convert data from the present system including, but not limited to, data on approximately 40,000 job seekers and 17,000 job openings. This conversion is part of the proposed project plan. Geographic Solutions will work with the State to convert the data into the appropriate fields.
3.2.3.2 - The system must convert existing Application Program Interfaces (API) including, but not limited to, current APIs with State Unemployment Insurance Division for wage record data and WPRS.	Fully Compliant	The proposed conversion will include current APIs with the State Unemployment Insurance Division for wage record data and WPRS. Geographic Solutions has extensive experience with state agencies converting data from legacy systems and existing applications.

Geographic Solutions recognizes that the Hawaii WDD requires that the new system must be able to convert the data from the present system, including job seekers and job openings. Geographic Solutions must also be able to convert existing application program interfaces (APIs), including the current State Unemployment Insurance Division for wage record data and Worker Profiling Reemployment Services (WPRS).

Geographic Solutions has converted legacy data for more than 30 State Departments of Labor nationwide. Geographic Solutions' integration specialists will work with Hawaii WDD to create import programs to convert data from legacy systems that will be replaced by the new system. The conversion of existing data (including data on approximately 40,000 job seekers and 17,000 job openings) into the new system by June 30, 2006, is part of the project plan created and proposed for the system.

During the planning stages of this project, our data conversion specialists will study and map the data conversion requirements, as well as the data structures with which the solution must integrate. We understand the new MIS system will require an initial data conversion to populate the database with legacy data for accurate reporting. Data will be converted from multiple systems and include approximately 244 tables in the State's existing database. Typically, the data conversion follows the following process:

1. Geographic Solutions' project manager and data conversion specialists meet with WDD data analysts to understand the data requirements and the data flows that will be required between the MIS and the legacy system.

2. The data conversion specialists analyze the legacy database structures to determine the

requirements for MIS integration.

3. Based on the requirements found in steps 1 and 2, determine the tools and data migration routines required to perform the integration.

4. Establish data conversion maps and plans required to perform the conversion.

5. Perform the conversion, as specified in the plan, against a test database.

6. Test the solution and make any required modifications.

7. Perform the solution against the production database.

8. Test the solution and make any required modification to ensure data integrity.

The data migration process typically takes place in tandem with the assessment and development activities. As the requirements assessment takes place, assessment of the specific data migration requirements occurs. Because WDD staff has the best knowledge of the current data configuration, Geographic Solutions' staff will work closely with them to determine the data integration requirements.

V.4 Documentation of the System [RFP 3.2.4]

Geographic Solutions will meet the System Documentation requirements as summarized in the following table, and elaborated upon in the topics following the table.

Table 4: System Documentation — Compliance Summary

Requirement	Met by Virtual OneStop	Description / Notes
3.2.4.1 - The system must be fully documented, including a complete summary and detail of the following: • User documentation • Business requirements • System installation, administration and procedural documentation • System architecture documentation, including hardware • Network infrastructure, and application design architectures • API documentation • Conversion of existing data to the new System • Data model documentation. The procedural documentation applies to the technical environment of the System and must be in sufficient detail to enable System administrators and technical support staff (with additional technical support, if necessary) to operate the System, identify problems that affect the System, and correct these problems. As a simple example, the procedures should include steps to avoid loss of data in the event of a power outage.	Fully Compliant	Geographic Solutions will provide full documentation, including an wide and extensive range of user documentations as well as: • Business requirements • System installation, administration and procedural documents • System architecture documents • Network infrastructure, and application design architecture • Interface documentation • Conversion documentation • Data model documentation See the following section titled System Documentation for more information.
3.2.4.2 - The Contractor must make available to the State the source code for the System.	Fully Compliant	Geographic Solutions will make source code available, via escrow account to the State of Hawaii. See the section titled beginning on page 43 for more information.

V.4.1 System Documentation [RFP 3.2.4.1]

Geographic Solutions will provide the State with full technical documentation for the new Hawaii Automated Management Information System including a full design document that includes a technical overview and system flow diagrams as well as hardware and software requirements. We will also provide individual, employer and staff user documentation. A detailed system administration guide will be provided that includes technical, maintenance, and system security administration documentation. We will also provide training documentation together with a full data dictionary and a data model diagram.

Documentation to be produced from the Analysis and Design phase of the system will include:

- System architecture documentation (including hardware as applicable)
- Network infrastructure (and application design architectures)
- API documentation (for interfaces with the System)
- Conversion of existing data to the new System
- Data model documentation

Geographic Solutions has a full technical writing staff that is dedicated to creating system procedure documentation and software manuals. All documentation guides are written with consideration of the user's readability level and include screen graphics with explanations of the various procedures.

Geographic Solutions will provide user manuals for the Hawaii Automated Management Information System. These will be made available on CD-ROM, electronic and printed copies. These are living documents and are revised, under change control, as appropriate through the life of the project.

The Hawaii Automated Management Information System will have a number of different user types. The Staff, Individual, Employer, and Administrative user manuals are created and developed for distinct system functions employed by that user. The proposed system will include Staff, Individual, Employer, IFT, Content Publisher, Online Project Communication (OPC) System Guide, and Administrative User manuals, as well as Quick Reference Guide Cards, for the intended system users, as described below.

- Staff User Guide – Describes how staff can use the solution for case management, working with individual and employer records, and reporting.
- Individual User Guide – Describes how individual job seekers can use the solution to assist them in their job search and employment plan.
- Employer User Guide – Describes how companies can use the solution to find qualified job seekers for their open positions.
- Content Publisher Guide – Describes how staff and administrators can enter and update Web content in the system.
- Online Project Communication (OPC) User Guide – Describes how staff members can use the solution for communication management and project reporting purposes.
- Administrative User Guide – Describes how your system administrators should maintain your solution.
- Quick Reference Guide Cards – Describes system navigability and functionality for Individuals, Employers and Staff. These handy desktop reference cards are included in the system's Assistance Center option. The Individual and Employer user cards are also available in electronic copy in Spanish.

V.4.2 Availability of Source Code [RFP 3.2.4.2]

The source code for Virtual OneStop will be delivered with the system. Geographic Solutions also maintains a current copy of the data dictionary, documentation, object code and source code for the System in escrow. Geographic Solutions' escrow agreement will authorize the escrow agent to release the data dictionary, documentation, object code and source code to the State of Hawaii in the event that Geographic Solutions is unable to maintain the code due to insolvency.

Geographic Solutions offers a Virtual OneStop Developer License at additional cost that enables a client to maintain and enhance the source code that makes up the Virtual OneStop core component library. This license permits authorized staff of the client to modify Virtual OneStop in support of the authorized uses and to create a system that reflects their own requirements and brand.

V.5 Employer and Jobseeker Portals Requirements [RFP 3.2.5]

Geographic Solutions will meet the requirements for the Employer and Jobseeker Portals as summarized in the following table, and elaborated upon in the topics following the table.

Table 5: Employer and Jobseeker Portal Requirements — Compliance Summary

Requirement	Met by Virtual OneStop	Description / Notes
3.2.5.1 - The Contractor must market the products and services of the System to attract and expand the number of new users of the System, including employers and jobseekers.	Fully Compliant	Geographic Solutions is proposing a comprehensive promotion and employer outreach program where experienced business services representatives work cooperatively with the Hawaii business community to assist them in meeting their needs and to attract and expand the number of new users of the System. For details, see the section *Promotion and Marketing [RFP* 3.2.5.1], starting on page 49.
3.2.5.2 - The employer and jobseeker self-service feature must be accessible to the public via the Internet.	Fully Compliant	The Virtual OneStop System will offer the public Web-based access to employer and jobseeker self-service functionality. For details, see the section *Web-Based Jobseeker/Employer Self Service* Feature [RFP 3.2.5.2], starting on page 51.
3.2.5.3 - The System must interface with AJB, send resumes and job orders to AJB, and load job orders from AJB on a daily basis.	Fully Compliant	The Virtual OneStop System will interface with America's Job Bank (AJB), including the ability send resumes and job orders to AJB, and load job orders from AJB on a daily basis. Several Virtual OneStop customers have implemented this two way AJB interface. For details, see the section *Interface with America's Job Bank (AJB) [RFP* 3.2.5.3], starting on page 51.
3.2.5.4 – The Jobseeker portal must enable job seekers to do the following:	Fully Compliant	The Virtual OneStop System and it's Jobseeker portal meet all of the criteria indicated in the subsections 3.2.5.4.1 thru 3.2.5.4.14 below.
3.2.5.4.1 – Set up, maintain their account and contact information, and save the information	Fully Compliant	Jobseekers can register and set up an account, maintain their account and contact information, and save the information, as well as saving other preferences for powerful job searching capabilities. For details, see the section Jobseeker Account Setup and Maintenance [RFP 3.2.5.4.1], starting on page *54*.

Requirement	Met by Virtual OneStop	Description / Notes
3.2.5.4.2 – Log back, on at a later time to continue where they left off from the last session, thus not requiring re-entry of information	Fully Compliant	Once registered, job seekers can log back on at a later time to continue where they left off. Entry of information is saved at the time of moving to each screen. They are not required to re-enter data when they log back on. For details, see the section Jobseeker Login [RFP 3.2.5.4.2], starting on page 58.
3.2.5.4.3 – Develop a highly personalized profile using helpful prompts or other user friendly features that guide the user to capture skills, interests, abilities, knowledge, and interests	Fully Compliant	Virtual OneStop uses both personal preferences, and stored Personal Profiles, to enable helpful prompts and user friendly features that guide the user to capture skills, abilities, knowledge and interests. For details, see the section Personalized Profiles for Job Seekers [RFP 3.2.5.4.3], starting on page 59.
3.2.5.4.4 – Locate relevant careers based on current labor market information and the user's profile	Fully Compliant	Virtual OneStop helps job seekers locate relevant careers based on current labor market information and the user's profile, with tools such as Job Market Explorer and Career Explorer, which offers matching based on skills, interests and/or work values. For details, see the section Labor Market Information and Career Selections [RFP 3.2.5.4.4], starting on page 64.
3.2.5.4.5 – Be notified of new job opportunities that match their skills, experience, and interests via their on-line job seeker account	Fully Compliant	Virtual OneStop includes a Virtual Recruiter Module that will notify jobseekers via email and/or their internal account of new job opportunities that match their requirements. For details of job matching, see the section Jobseeker Skills Matching [RFP 3.2.5.4.5], starting on page 80.
3.2.5.4.6 – Gain insights into job market opportunities based on past jobs, current jobs available, and job forecasts	Fully Compliant	Virtual OneStop helps job seekers gain insights into job market opportunities based on past jobs, current jobs available, job forecasts, job market trends in wages and employment prospects, and general job market analysis. For details, see the section Job Market Insights and Analysis [RFP 3.2.5.4.6], starting on page 68.
3.2.5.4.7 – Receive tips on how to improve employment prospects based on the profile and job market	Fully Compliant	Many functions in the Virtual OneStop System will assist the jobseekers with tips to improve employment prospects based on the employment profile and job market information collected as they guided steps. For details, see the section Tips on Improving Employment Prospects [RFP 3.2.5.4.7], starting on page 70.

Requirement	Met by Virtual OneStop	Description / Notes
3.2.5.4.8 – Have access to useful resources on resume development	Fully Compliant	Virtual OneStop provides useful access to resources on resume development through a guided resume builder, and other resume guidance. For details, see the section Resources on Resume Development [RFP 3.2.5.4.8], starting on page 72.
3.2.5.4.9 – View other resources that are organized in a clear, easy-to-use manner, including but not limited to, topics such as interviewing skills and career building information	Fully Compliant	Virtual OneStop provides access to multiple career and job search resources. The System includes an integrated web content management system that allows staff to easily add their own content. For details, see the section Other Resources for Jobseekers [RFP 3.2.5.4.9], starting on page 72.
3.2.5.4.10 – Develop and post their resumes on-line	Fully Compliant	Virtual OneStop includes a comprehensive and flexible on-line resume builder. For details, see the section Online Resume Development and Posting [RFP 3.2.5.4.10], starting on page 72.
3.2.5.4.11 – Store resumes, cover letters, and applications on-line for quick and easy access	Fully Compliant	Virtual OneStop stores resumes, cover letters and job applications. These are easily viewed and accessed from the Personal Profile. For details, see the section Resume, Application and Cover Letter Storage [RFP 3.2.5.4.11], starting on page 79.
3.2.5.4.12 – Perform job searches automatically, with or without an account, based on skills, experience, location, and other relevant criteria, and e-mail results to the user account	Fully Compliant	Virtual OneStop has many functions to allow job searches automatically, with or without an account, based on skills, experience, location, and other relevant criteria, and to e-mail results to the user. For details, see the section Job Searching and Matching [RFP 3.2.5.4.12], starting on page 80.
3.2.5.4.13 – Save and re-run Save and re-run job searches	Fully Compliant	The Virtual OneStop System has the ability to save and rerun job searches, which is a Virtual OneStop module known as Virtual Recruiter. For details, see the section Saving and Rerunning Job Searches (Virtual Recruiter) [RFP 3.2.5.4.13], starting on page 92.
3.2.5.4.14 – Link to career resource information of DLIR.	Fully Compliant	The Virtual OneStop System will link to the career resource information available from DLIR. For details, see the section Career Resource Information and Links [RFP 3.2.5.4.14], starting on page 93.
3.2.5.5 - The employer portal must enable employers to do the following:	Fully Compliant	Virtual OneStop, it's Employer portal, and Employer functions, meet all of the criteria indicated in subsections 3.2.5.5.1 to 3.2.5.5.6 below:

Requirement	Met by Virtual OneStop	Description / Notes
3.2.5.5.1 – Create update, post, and manage employer information	Fully Compliant	Employers can register in Virtual OneStop to create and post employer information. They can also update and manage their information, using the Employer File Folder system. For details, see the section Creating, Updating, Posting and Managing Employer Information [RFP 3.2.5.5.1], starting on page 96.
3.2.5.5.2 – Post job openings	Fully Compliant	Virtual OneStop includes an advanced and comprehensive job order posting system. For details, see the section Post Job Openings [RFP 3.2.5.5.2], starting on page 100.
3.2.5.5.3 – Select the fields of information to be disclosed to the public.	Fully Compliant	Virtual OneStop protects data and does not display sensitive fields. It does allow employers to identify certain data as displayable to the public, or to be suppressed to certain jobseekers. For details, see the section Selection of Fields to be Disclosed [RFP 3.2.5.5.3], starting on page 101.
3.2.5.5.4 – Use search, screening, and ranking tools to quickly focus on the candidates that meet their needs	Fully Compliant	Virtual OneStop supplies the employer with a wide range of tools to search, rank, screen and validate job candidates. For details, see the section Candidate Search, Screening and Ranking Tools [RFP 3.2.5.5.4], starting on page 102.
3.2.5.5.5 – Use labor market information that is delivered or accessible to the employer.	Fully Compliant	Virtual OneStop supplies employers looking for labor market information with a quick and user-friendly method of accessing specific labor, industrial and economic data. For details, see the section Labor Market Information for Employers [RFP 3.2.5.5.5], starting on page 109.
3.2.5.5.6 – The employer and job order information must be forwarded to internal staff for review and approval prior to its public posting	Fully Compliant	Virtual OneStop includes settings for automatically alerting internal staff when employers register, and when they submits a job order. The system restricts employers from searching for candidates or publicly posting job orders until the staff approval is received. For details, see the section Employer and Job Order Verification [RFP 3.2.5.5.6], starting on page 121.
3.2.5.6 - The System must be able to track and report on the number of employers and jobseekers who use the Employer and Jobseeker Portals and number of new users of these Portals.	Fully Compliant	The Virtual OneStop System is designed to be able to track and report on the number of employers and jobseekers using the system. See the Case Management section on Services Tracking.
3.2.5.7 - The System must be able to track and report on the number of	Fully Compliant	The Virtual OneStop System is able to track and report on the number of activities and services

Requirement	Met by Virtual OneStop	Description / Notes
activities engaged in by jobseekers through Portals, such as a job seekers' number of visits to the Portals, researching labor market information, preparing a resume, submitting resumes for job opening, attending workshops offered, and moving into Mediated Job Matching and/or Case Management components.		engaged in by jobseekers using the system. This includes number of visits to the portals, research for labor market information, preparing resumes, submitting resumes for jobs, attending workshops, etc. the system will track all self-services and services provided by staff and partners, by category, as defined in the Joint Application Requirement session described in the Case Management section on Services Tracking
3.2.5.8 - The System must be able to track and report on the number of activities engaged in by employers through Portals, such as number of jobs listed, number of job opening listed, types of jobs listed, and number of resumes received.	Fully Compliant	The Virtual OneStop System is able to track and report on the number of activities and services engaged in by employers using the system. This includes number of jobs listed, number of job openings listed, types of jobs listed, and number of resumes received. The System will track all self-services and services provided by staff and partners, by category, as defined in the Joint Application Requirement session described in the Case management section on Services Tracking.

V.5.1 Promotion and Marketing [RFP 3.2.5.1]

Geographic Solutions is experienced in implementing systems for agencies that understand the need to effectively market their services to improve the overall success of the job seeker and employer portals. Based on this experience, Geographic Solutions recommends a comprehensive, cost-effective promotion to improve system utilization by job seekers and employers alike.

V.5.1.1 Employer Outreach

Geographic Solutions is proposing a comprehensive promotion and outreach program where experienced business services representatives work cooperatively with the Hawaii business community to assist them in meeting their needs. A "team" approach will be the key to the success of employer marketing and outreach efforts.

Geographic Solutions understands the need to proactively promote this new Labor Exchange service to business membership organizations and employers in Hawaii. The proposed solution for Hawaii is based on the Virtual OneStop Component Library, the perfect foundation for an outreach program. For more than seven years, the proposed solution has provided labor exchange services to employers ranging from small family businesses to multi-national corporations in both rural and metropolitan areas. Currently, hundreds of chambers of commerce are registered users of Virtual OneStop systems. In Arizona alone, nearly 40 chambers of commerce are recognized users of the system. Employers numbering in the thousands are registered users of the system nationally.

Geographic Solutions' employer outreach strategy utilizes the marketing power of chambers of commerce and business membership organizations. By implementing the recruitment tools employers want and using marketing conduits that already reach them, the goal is a labor exchange system that employers are eager to use. Properly executed, we believe that the long-term result will be a public system that is the first place employers go for their recruiting needs.

Samples from the Employ Florida 2005 Advertising Campaign

Geographic Solutions recognizes the need to focus on business outreach services. With years of experience deploying our Virtual OneStop system, our customers are vast, ranging from heavily populated metropolitan areas to remote, sparsely populated regions. Geographic Solutions currently maintains many state and local Labor Exchange systems via the Internet. Some of the initial implementation business outreach methods we have supported in collaboration with our clients follow.

When the State of Louisiana launched the LAVOS system, our teams worked to ensure confidence in the system through in-depth training sessions, knowledge transfer on-site, and by conducting conference calls and providing technical support at all phases of the project. We form close business relationships with clients to continue the success of the project. Knowledge transfer included sharing strategies for promotion, as performed and demonstrated by our other clients in similar one-stop environments. As a result, Louisiana launched a massive marketing campaign and created an identity for LAVOS. The State coordinated public advertising efforts using mainstream media and distributed customer takeaways (for example, coffee mugs, pens and notebooks).

Our local WorkNet Pinellas client was tasked with developing a stronger employer outreach program. Our team worked with the management team to help increase awareness. Online survey results, as well as employer awareness of the system, were encouraging. Compared to the former labor exchange system, WorkNet Pinellas was noted as "…a great website," "easy to use," "a quality product."

Geographic Solutions uses these efforts and others to boost project performance and activities for the workforce development sector.

V.5.1.2 Marketing to JobSeekers

Geographic Solutions offers a variety of resources to help Hawaii DLIR cost-effectively promote the employment portal to job seekers anyplace in the state. Based on experience, the Virtual OneStop System itself is a formidable marketing tool in that the services provided within the system are valued by the job seeking community. The Employ Florida Marketplace, for example, was first implemented on March 1, 2005 and to date has not had any formal marketing effort supporting it. As of October 31, 2005, over 63,000 job seekers have registered on the system, receiving over 320,000 services. This heavy usage is directly attributable to word of mouth marketing as a result of the effectiveness of the system.

Sustainable, long-term marketing efforts for job seekers begin with highly visible point-of-service signage and collateral, uniquely branded for each customer. Geographic Solutions offers DLIR WDD a complete graphics kit including posters, system user guides and quick reference guides to be distributed and displayed at career centers, libraries and partner agency locations. This highly visible collateral will reinforce the system brand and promote the system functions and features. In addition to printed copies, DLIR will be provided with electronic files for future modifications as needed over time. All of the materials available to DLIR can be utilized in paid advertising initiatives including billboards, newspapers and radio, as opportunities become available.

The Virtual OneStop user community provides Hawaii with a valuable resource to develop ongoing marketing efforts based on the best practices of over 30 state and local agencies. The Virtual OneStop user conference showcases these best practices, providing DLIR innovative approaches to system marketing and partnership opportunities.

V.5.2 Web-Based Jobseeker/Employer Self Service Feature [RFP 3.2.5.2]

The Virtual OneStop System that Geographic Solutions is proposing is a completely Web-based system. All the Jobseeker and Employer self-service features, as well as assisted features, will be available through the Internet. The system will provide basic access and improved assistance to job seekers and employers (both technical and non-technical) via the Internet.

Individuals can easily register, create an online resume, match job orders and search suitable job openings. The system provides Job Search services in an intuitive manner. Virtual OneStop includes user-friendly online assessments to identify suitable occupations based on skills, interests and work values; to identify an individual's skill gaps; and to locate training programs and locations to bridge these gaps.

Employers have Web-based self-service access to enter job orders, review job seekers' online resumes, and match job orders with job seekers who meet minimum qualifications. Virtual OneStop provides advanced recruiting tools for employers and staff, including the ability for employers to rank job candidates by a series of specific, unique criteria established by the employer as well as a mass communication component to facilitate direct correspondence by One-Stop staff with employers statewide, all via the Internet.

The following sections illustrate how the Virtual OneStop system meets the requirements of the State of Hawaii for a self-service portal for both jobseekers and employers.

V.5.3 Interface with America's Job Bank (AJB) [RFP 3.2.5.3]

The Virtual OneStop System that Geographic Solutions is proposing will meet the Hawaii WDD requirement to interface with America's Job Bank (AJB), including the ability to send resumes and job orders to AJB, and the requirement to load job orders from AJB on a daily basis.

The Virtual OneStop system has been configured to upload job orders directly to America's Job Bank (AJB). All jobs can be uploaded or targeted job orders can be uploaded. The system can also import all the job order file formats provided to States by AJB.

When AJB jobs are imported to Virtual OneStop, usually nightly, the information is stored in the same job order format as internally posted jobs. This is illustrated in the figure below;

Here are details for the job titled RESTAURANT COOK. If you wish to apply for this job click the *Interested in Applying* button. If not click the *Choose another Job* link.

For help click the question mark next to each section.

Job Information

Job Order Number: FL2475128
Occupation Title: Cooks, Restaurant
Job Title: RESTAURANT COOK
Job Duration: Full Time more than 150 Days
Job Position(s): 1
Type of Employer: None Specified

Job Requirements

Minimum Age: None Specified
Test Requirement: None Specified
Years of Education Requirement: High School Graduate
Months of Experience Requirement: 1 year(s)
Driver's License Certification Requirement: None Specified

Compensation and Hours

Salary Range: $12.00 Hour
Hours per Week: 40
Shift: None Specified
Supplemental Compensation: No

Work Site Location

City, State, Zip Code: FORT MYERS, FL 33916
Public Transportation accessible: None Specified

Job Description

MYERS BEACH.SALARY RANGE: $9-$12 AN HOUR. IENCE MUST BE IN A FULL SERVICE RESTAURANT THIN 7AM-10PM, FOR 5 DAYS DURING THE BLE FOR WEEKEND AND EVENING WORK.MUST BE FOR PREPARING,& COOKING BREAKFAST,LUNCH, G IN KITCHEN,CONDUCTING INVENTORY,ETC.

AMERICA'S JOBBANK SERIOUS NETWORKING

This Job was posted on American Job Bank.

To display information on how to apply for this job, click the *Interested in Applying* button.

Interested in Applying

[Choose another Job]

Select another Job Seeker Service

[Home | Services | Settings | Feedback | Staff Profile | Reference | Log Off]

Sample Virtual OneStop AJB Job Order Details Screen

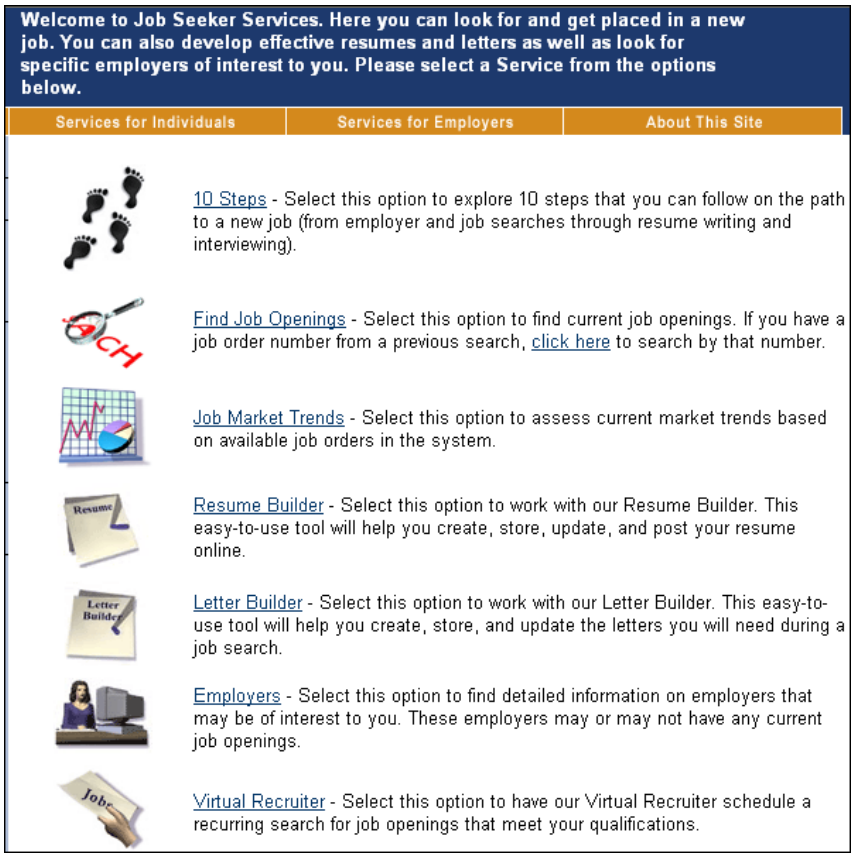
After reading details of the AJB job order, individuals may apply directly by clicking the "Interested in Applying" button. At this point, the system opens a new window to display the job in America's Job Bank. Job seekers follow screen instructions to complete the application process.

The system can be configured so that an external job referral record can be automatically generated at the point of application by the job seeker.

V.5.4 The Jobseeker Portal [RFP 3.2.5.4]

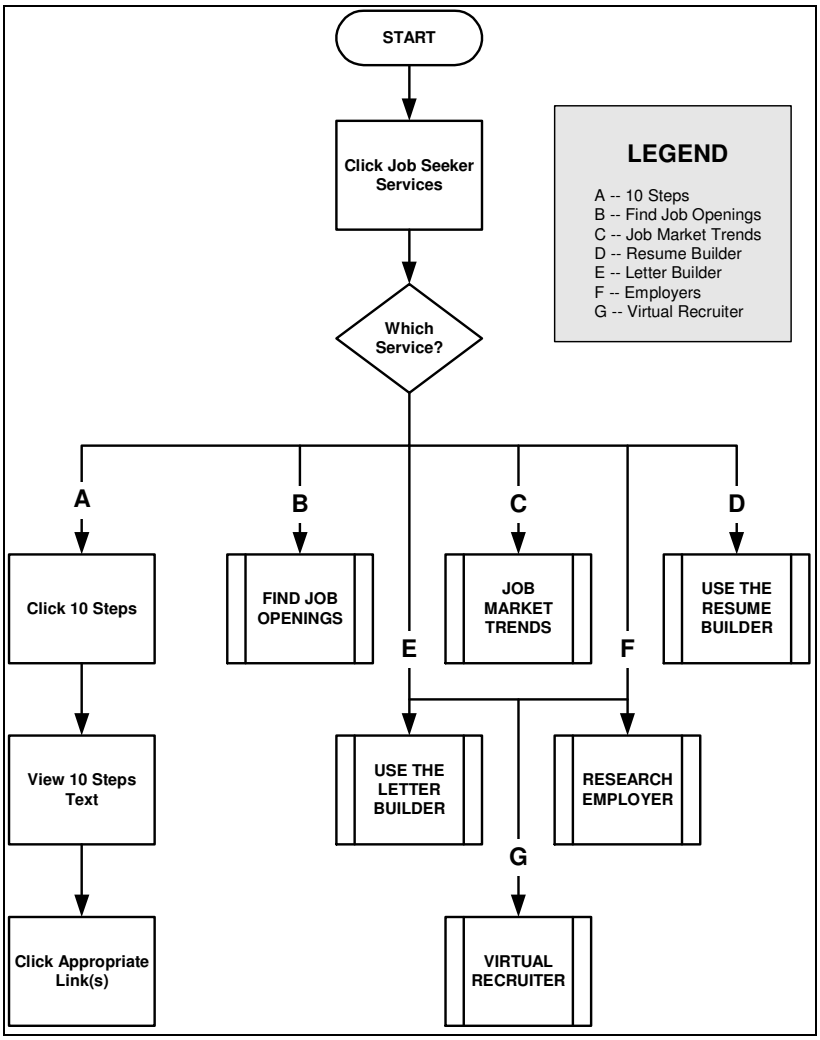
Geographic Solutions' Virtual OneStop meets all the requirements for the Jobseeker Portal (RFP 3.2.5.4) as summarized in the Table 5: Employer and Jobseeker Portal Requirements — Compliance Summary.

The Virtual OneStop Component Library includes a module that is specifically designed to provide assistance to jobseekers. In the Jobseeker module, individuals can create cover letters, assess the labor market, and perform self-assessment of such things as interests and work values. Individuals can also access information on a job's requirements and the nature of the work, extracted from the O*NET database and the BLS Occupational Outlook Handbook. A sample menu of options is shown below.



Employ Florida Marketplace (Virtual OneStop) – Job Seeker Services Page

Individuals including students and youth will build and store resumes, create letters, look for jobs, review trends in the job marketplace, and gather important job seeker information in the online employment plan folder.



Virtual OneStop Job Seeker Services – Component Workflow

The following sections outline specific tools in Virtual OneStop that provide a state-of-the-art jobseeker portal.

V.5.4.1 Jobseeker Account Setup and Maintenance [RFP 3.2.5.4.1]

Using Virtual OneStop jobseekers can register and set up an account, maintain their account and contact information, and save the information. They can also save other preferences to help them perform job searches in an intuitive manner.

V.5.4.1.1 Account Setup - Registration

The Virtual OneStop Component Library includes a customizable Internet application form to allow clients to self-register and establish access to the system. The data elements required by the State of Hawaii for jobseeker registration will be displayed on this form. This will include information such as name, address, telephone number, and e-mail address. The data elements will be defined to meet the specific functionality and flow of service that is defined for the system.

Virtual OneStop

Please enter the following login information and click the *Next* button when you are finished. Be sure to remember your User ID and Password. You will need them to access this system again.

Home

Currently Managing
FLINK, ELLIS B

Services for Staff
Manage Individuals
Manage Employers
Manage Resumes
Manage Job Orders
Manage Labor Exchange
Manage Communications
Manage Profiling
View Reports
Manage Fund Tracking
Manual Scan Services
Dynamic Works Staff Courseware

Quick Menu
Job Search
Resume Builder
My Background

Services for Individuals
Career Services
Job Seeker Services
Education Services
Labor Market Services
Community Services

(*) indicates required fields. *For help click the question mark.*

Login Information:

* User Name: JDOE1 — *Unique User Id (3 - 20 Characters)*
* Password: ***** — *Password (4 - 16 Characters)*
* Confirm Password: *****
Security Question: What is your pet's name?
Security Question Response: Rio — *Helps if you have forgotten your password*
* Please enter your residential Zip Code: 36459
☐ I do not wish to provide my SSN Number
* Social Security Number: ********* — *Do not enter dashes. Example 999999999*
* Re-enter SSN: *********
* Are you authorized to work in the United States? ◉ Yes ○ No
ScanCard ID:

Please do not use any personal identification information as your user name (e.g. Social Security Number or FEIN). You will need your User ID and Password for all future activities in this system. Please write this information down and keep it in a secure place.

<< Back Next >>

Virtual OneStop

Please enter the following contact information and click the *Next* button when you are finished.

Home

Services for Staff
Manage Individuals
Manage Employers
Manage Resumes
Manage Job Orders
Manage Labor Exchange
Manage Communications
Manage Profiling
View Reports
Manage Fund Tracking
Manual Scan Services
Dynamic Works Staff Courseware

About this Site

(*) indicates required fields. *For help click the question mark next to each section.*

Your Name:

* First Name: Ellis
Middle Initial: B
* Last Name: Flink

Residential Address Information:

* Address Line 1: 2530 Roundview Ct.
Address Line 2:
Directions:
* City: Land O Lakes
* State: Florida
* Zip Code: 34639
* County/Parish: Pasco County
* Country: United States

Contact Information

* Primary Phone Number 813 - 949 - 9448 Ext:
Alternate Phone Number - - Ext:
Fax Phone Number - -
Email Address: Email

Mailing Address Information

Check here if mailing address is same as above: ☑
* Address Line 1: 2530 Roundview Ct.
Address Line 2:
Directions:
* City: Land O Lakes
* State: Florida
* Zip Code: 34639
* Country: United States

Miscellaneous Information

* Accessing the Web Site From: None Selected

<< Back Next >>

Registration Screen 1 (Login Information) and Screen 2 (Individual Information)

Our experience has shown that information about individuals is best built in a step-by-step approach. In the development of Web-based systems, it is imperative that information be asked only when needed. Individuals using the Web will *not* take the time to answer a long questionnaire about them if they are only trying to gain access to information and do not intend to request any service. Geographic Solutions has modeled the Virtual One-Stop on this premise. Individuals accessing the Virtual OneStop System are presented with the option of registering or simply entering the system so they can learn what is available to them before any information is required.

The Virtual One-Stop system is built to prompt individuals to provide information about themselves as needed. This will meet the functional requirements of information captured for all customers (regardless of employment status). The customer enters the information, thereby eliminating lengthy staff input requirements, and the information will be in common format thereby allowing staff to easily migrate that information as more program-specific requests are required.

Job seekers, once registered, can log back at a later time to continue where they left off in data entry. If they have completed registration, the data is used to fill in certain data on screens, and if the jobseeker saves preferences, the preference information will be used to help them search more efficiently.

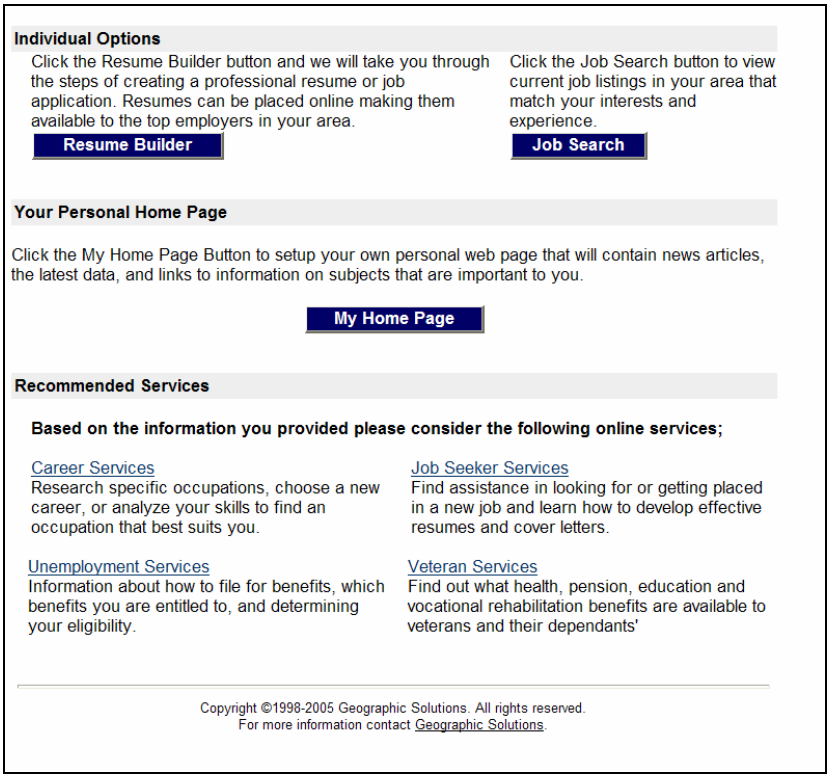
The job seeker can return to the point at which they ended their session without losing data going through screen to re-navigate to the point where they were when they left the system.

The registration in Virtual OneStop Version 7 is compatible with the new Common Measures requirements specified by the US Department of Labor.

V.5.4.1.2 Assessing Personal Preferences

The Virtual OneStop system allows job seekers to search for jobs, and perform browsing related to certain other services that are available, without initially registering. At the point where information is required to proceed, the system will require that users provide that data. Based on information that is provided as part of registration, the system will recommend services that may be of value for the individual to consider. For example, if during registration an individual indicates that they are unemployed, they will be guided to the “Unemployment Services” section. If they indicate that they are a veteran, they will be informed about the “Veterans Services” section. If they are under the age of 14, they will be shown the “Youth Services” available.

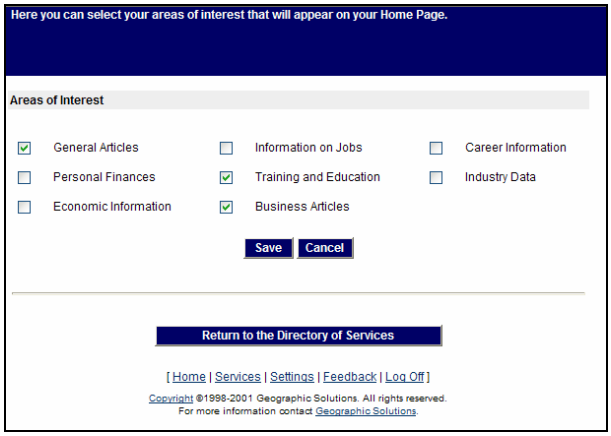
The following screen illustrates an example of the information that is displayed to an unemployed veteran job seeker after registration based on the personal information provided:



Virtual OneStop – for Post Registration Screen

Data that is supplied by job seekers will be used when appropriate to assist them throughout their use of the Virtual OneStop System. For example, when a user is looking for a job and prompted to input a zip code, the field will be pre-populated with the zip code provided at registration, if the user has previously registered.

Virtual OneStop, Version 7, supports the capability for users to customize their views of the web site to reflect the data they are interested in. The system includes a Personal Home Page, the content of which is designated by the individual user. After registration the user is prompted to define the subject categories that they are interested in. The default categories are shown in the following screen.



Virtual OneStop– Personal Home Page Categories

The user's Personal Home Page will display specific news, articles, hyperlinks, labor market information, tables and other information that is available in the system and related to the categories selected by the user. The user can modify their personal web content at any time.

V.5.4.2 Jobseeker Login [RFP 3.2.5.4.2]

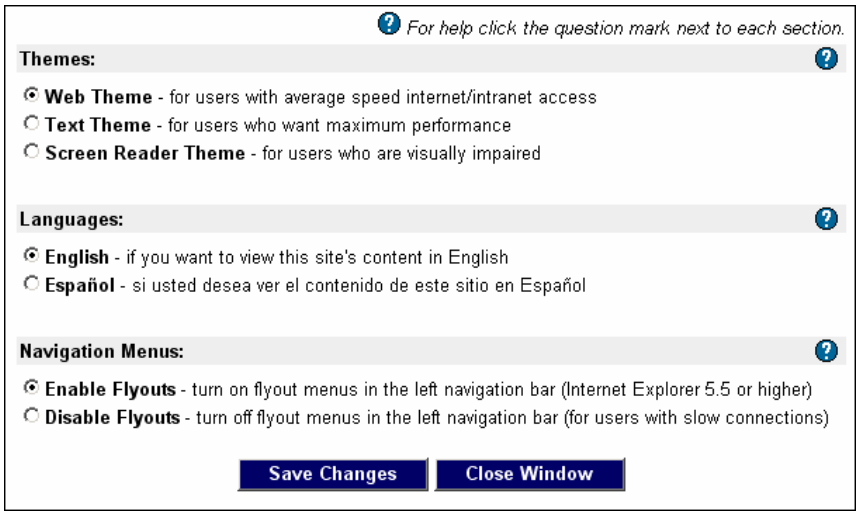
After job seekers log out of Virtual OneStop, they can log back at a later time to continue where they left off. Entry of information in any of the system's Web-based screens is saved at the time of moving to the next screen. A user is not required to re-enter data when they log back in. Jobseekers can log back in at a later time to continue where they left off.

For a jobseeker to get started with Virtual OneStop's individual services, they will access the Web address using their Internet browser. The following figure contains a sample of this screen.

Employ Florida (Virtual OneStop) - Home Page

From the home page, a job seeker can log in and perform all of the functions available in the Jobseeker Portal. The system will display pages for the job seeker who logged in based on their last saved settings, which gives them control over certain aspects of how the system will appear.

These settings are set during registration, and they can be changed by the job seeker at any time by selecting **Settings** from a toolbar at the bottom of most system screens. The settings will be used each time the job seeker logs on.



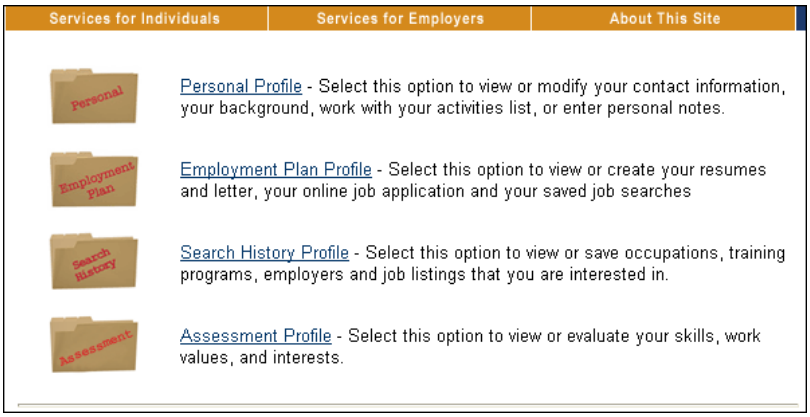
Virtual OneStop - Settings Window (used at logon)

V.5.4.3 Personalized Profiles for Job Seekers [RFP 3.2.5.4.3]

Virtual OneStop stores data in Profiles and includes helpful prompts and user-friendly features that guide the user to capture skills, abilities, knowledge areas and interests.

V.5.4.3.1 Storing Data in Individual Profiles

The Virtual OneStop has a Profiles component that allows customers to view, add, modify or delete any of their previously stored information in the system. The dynamic capability of the proposed solution lets users constantly update stored information.



Virtual OneStop - My Individual Profile Options Page

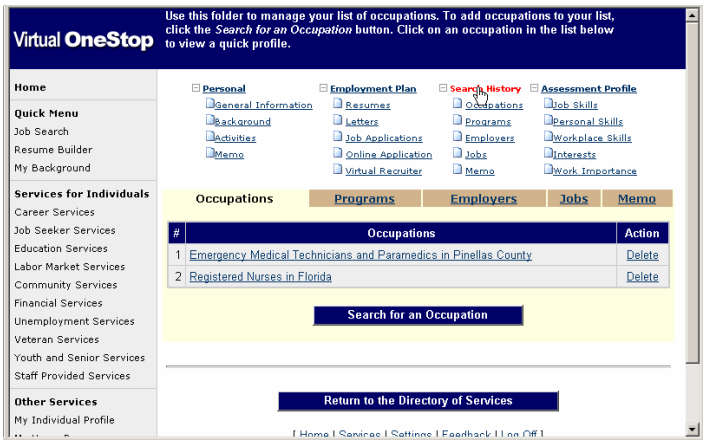
The Virtual OneStop Profile feature allows registered users the ability to store personalized research and data from the system. For example, if a registered individual searched for employers, the details of those searches are stored in the My Individual Profile section.

V.5.4.3.1.1 Personal Profile

The Personal Profile with customized tabs can be used to store individual contact and registration information for customers, as well as information that can be used in the overall job search strategies. For example, when a customer selects the *Create a New Resume* option, the Virtual OneStop System will use employment and education information in the Personal Profile to create the online resume. In the Personal Profile individual users can update their personal contact information, store an activities list to achieve career and job goals in the system, and add notes related to their career research.

V.5.4.3.1.2 Search History Profile

The Search History Profile folder allows users to view or save occupations, training programs, employers, and job listings. The Profile allows users to customize an area of the system to store labor market, occupation, and training provider and program research for later review. This folder acts as a record of the core services accessed by an individual. Staff can also use the information. An occupation search history is shown in the following figure:



Virtual OneStop - Occupations List in Search History Profile

The Search History Profile offers significant advantages for the user. As users begin the investigation into careers for which they are qualified, selected occupations can be saved to allow for future reference. By saving the information, the user can quickly return to the information for review without navigating through all of the questions and options every time.

The Programs tab records saved training programs. Users interested in training to improve their skill level or to advance their knowledge and earning potential can save training programs they have reviewed. The Employers tab stores employer information a user has researched for employment purposes. A key to achieving a customer's employment goals is to proactively work towards knowing which employers hire for certain occupations. Customers can target employers where they would like to work, regardless of whether there are open job listings within the system.

The Notes tab allows users to leave personal notes and reminders to assist in organizing their job or training search activities.

V.5.4.3.1.3 Employment Plan Profile

The Employment Plan Profile folder allows users to view and create resumes, cover letters, and follow-up letters; review or print an online job application; and store saved job searches to access later. As customers continue in a self-service mode within the system, they can save important elements of their job search effort. The Employment Plan Profile with customized tabs is used to store information for use with an individual's overall job search strategy. The tabs can store information on such things as customer resumes, letters, and saved job searches. The Employment Plan Profile contains the following tabs or menus of information for each customer:

Resumes	Letters	Online Application	Virtual Recruiter

Sample Employment Plan File Folder Tabs

The Resumes tab contains saved resumes and allows customers access to online resume tools such as the Resume Builder or Background Wizard. The Letters tab stores saved letters and lets customers create new letters. The Online Application tab contains a summary of a customer's background, generated from the Background Wizard feature.

Customers may print the online application or a blank online application to use for employment purposes. It is also convenient as a customer review tool for staff. The Virtual Recruiter tab stores job searches. Its functions allow customers to run automatic job searches on a daily, weekly, or monthly basis using selected criteria.

V.5.4.3.1.4 Assessment Profile

The Assessment Profile section gives individuals a logical means to actively manage and edit skills information. The comprehensive yet streamlined profile utilizes O*NET data and succeeds at creating an interactive environment that helps individuals identify and track proficiencies for resumes, cover letters, and occupation matching.

Straightforward self-assessment of job skills becomes easy with use of the Job Skills tab. Individuals can view their saved proficiencies along with tabled O*NET skills categories. The Skills Category column corresponds to the saved skills, displaying valuable information as to what job fields might be optimal.

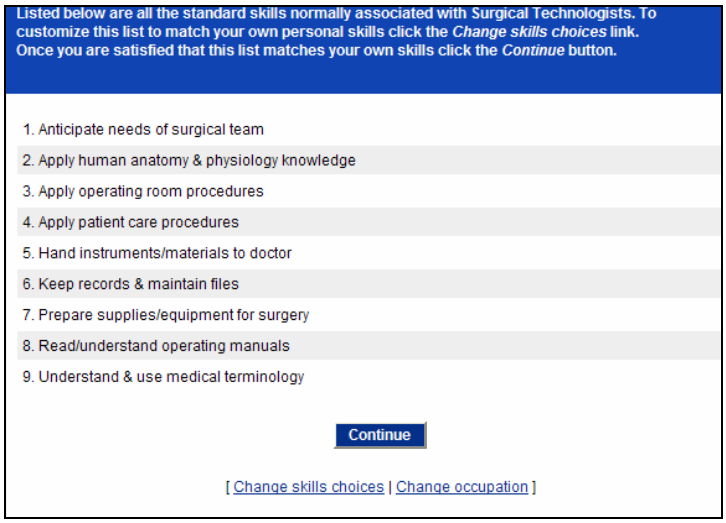
As individuals become more dexterous, Job Skills allows them to update and build more extensive Selected Skills lists. The new system will include a comprehensive skills system of over 2,500 skills linked to the latest O*NET data. Geographic Solutions is the first company to take the integrated skills one step further by classifying the skills into user-friendly categories. When individuals click the Edit Job Skills function, they can efficiently choose skills from 14 wide-reaching categories, including General, Skilled Trades, Computers and Mathematics, Management, and others.

Virtual OneStop - Assessment Profile/Personal Skills Screen

V.5.4.3.2 Capturing an Individual's Skills

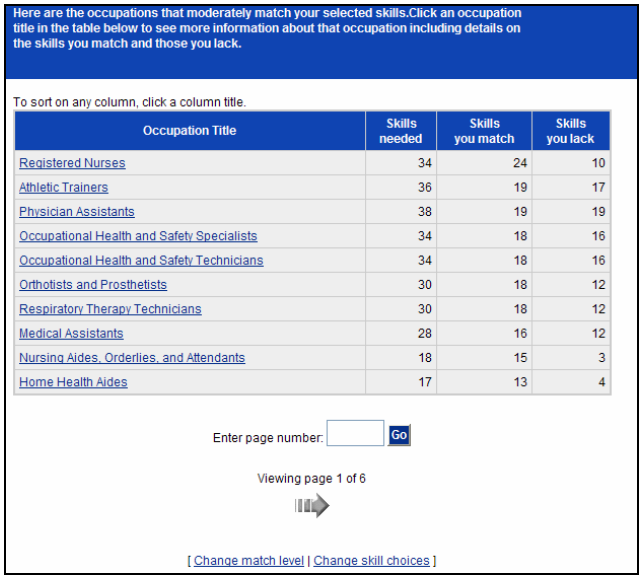
The Virtual OneStop system includes an advanced self-assessment tool to help customers determine their suitability for selected occupations based on the job skills, or labor exchange skills, that they possess. The self-assessment tool also identifies gaps in the skills required for certain occupations. The

customer is prompted to identify skills and strengths from a series of check lists. Then, potentially suitable occupations are displayed together with information about the labor market for this career in the selected area. The following figure displays the web page that lists the skills required for an occupation selected by the job seeker.



Virtual OneStop - Skills Listing

The customer can also identify skills by specifying a current or former occupation. In this case, the system will display other occupations requiring similar skills and strengths. The following figure displays a sample web page listing occupations that match the skill set for a selected occupation, ranked by degree of match.



Occupation Title	Skills needed	Skills you match	Skills you lack
Registered Nurses	34	24	10
Athletic Trainers	36	19	17
Physician Assistants	38	19	19
Occupational Health and Safety Specialists	34	18	16
Occupational Health and Safety Technicians	34	18	16
Orthotists and Prosthetists	30	18	12
Respiratory Therapy Technicians	30	18	12
Medical Assistants	28	16	12
Nursing Aides, Orderlies, and Attendants	18	15	3
Home Health Aides	17	13	4

Virtual OneStop - Skills Gap Analysis Screen

This page lists the number of skills required for that occupation, the number of those skills the job seeker has, and the number of those skills the job seeker lacks. By selecting an occupation, job seekers can see which of the occupation's skills they have and which they lack. This process is especially valuable to help dislocated workers, recently separated veterans, and other career changers identify their transferable skills as well as potential training needs.

Virtual OneStop can provide customers and staff with the tools necessary to address a skills gap.

Customers can compare occupations by skill level; learn about job duties, wages, job outlook, related training programs and other aspects of occupations; view videos; find schools that offer training programs; and learn about the job market through targeted job searches.

V.5.4.3.3 Capturing an Individual's Work Interests

Successful, lasting career matching relies partly on compatibility between the individual's work-related interests and activities performed on the job. Based on Holland's model of personality types, the Virtual OneStop Work Interest Analyzer component scores answers within six categories, such as Realistic, Artistic, Conventional and others. The individual's interest profile is created from scores in the six categories.

The Interests tab illustrates tabled information with columns showing work interests and scores.

Here are the Work Interest Scores of your Interest Analyzer. Check the box to the right of the Interst you wish to use and then click the '*Find Matching Occupations*' button to explore careers and jobs that match these interests.

Step 4 - Analyzing the Results

Work Interests Score (out of 30)	Description of Work Interests
8	**Artistic** Artistic occupations frequently involve working with forms, designs and patterns. They often require self-expression and the work can be done without following a clear set of rules.
2	**Social** Social occupations frequently involve working with, communicating with, and teaching people. These occupations often involve helping or providing service to others.
2	**Investigative** Investigative occupations frequently involve working with ideas, and require an extensive amount of thinking. These occupations can involve searching for facts and figuring out problems mentally.
2	**Enterprising** Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.
2	**Conventional** Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.
2	**Realistic** Realistic occupations frequently involve work activities that include practical, hands-on problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.

- ○ Strong Correlation to your Work Interests
- ◉ Moderate correlation to your Work Interests
- ○ Weak correlation to your Work Interests
- ○ Minimally correlation to your Work Interests

Find Matching Occupations

[Retake Interest Analyzer | Modify Interest Analyzer Score]

Virtual OneStop - Assessment Profile/Work Interests

Users find valuable options to match occupations. Individuals can see descriptions of their Work Interests results, and choose to use three or more scores to match to occupations closely, moderately, loosely, or minimally. Once the Find Matching Occupations function has been clicked, individuals transfer to a screen that lists matching occupations. This process generates a list of occupations that are most likely to interest the person and motivate them to succeed.

A wealth of information concerning the applicable careers is accessible from this screen. The preparation level needed for each occupation,is provided along with summary, detail and custom reports.

V.5.4.3.4 Capturing an Individual's Work Values

Uniting individuals with satisfying, agreeable occupations based on work values, or what is most important in an ideal job, is the primary goal of the Virtual OneStop Work Importance Analyzer component. Individuals reap rewards from determining their work values and needs and viewing results through Work Importance Analyzer assessments. Ranked scores show users their personal work values based on six criteria, including Working Conditions, Achievement, Relationships, and others. Users can edit or retake the Analyzer tests, as well as find matching occupations and link to extensive information about any occupation listed.

The rated Work Importance scores are shown in the following screen.

Here are your Work Values Scores from the Work Importance Analyzer. Work values are the aspects of work that are important to you. The more a job agrees with your work values , the more likely you are to be satisfied with that job. Check the box to the right of the Work Values you wish to use and then click the '*Find Matching Occupations*' button to explore careers and jobs that match these work work values.

Step 4 - Analyzing the Results

Work Importance Score (out of 30)	Description of Work Importance
26	**Recognition** Occupations that satisfy this work value offer advancement, potential for leadership, and are often considered prestigious. Corresponding needs are Advancement, Authority, Recognition and Social Status.
20	**Relationships** Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.
18	**Achievement** Occupations that satisfy this work value are results oriented and allow employees to use their strongest abilities, giving them a feeling of accomplishment. Corresponding needs are Ability Utilization and Achievement.
18	**Independence** Occupations that satisfy this work value allow employs to work on their own and make decisions. Corresponding needs are Creativity, Responsibility and Autonomy.
16	**Working Conditions** Occupations that satisfy this work value offer job security and good working conditions. Corresponding needs are Activity, Compensation, Independence, Security, Variety and Working Conditions.
12	**Support** Occupations that satisfy this work value offer supportive management that stands behind employees. Corresponding needs are Company Policies, Supervision: Human Relations and Supervision: Technical.

- ○ Strong Correlation to your Work Importance
- ◉ Moderate correlation to your Work Importance
- ○ Weak correlation to your Work Importance
- ○ Minimally correlation to your Work Importance

Find Matching Occupations

[Retake Work Importance Analyzer | Modify Work Importance Analyzer Score]

Virtual OneStop - Assessment Profile/Work Importance

V.5.4.4 Labor Market Information and Career Selections [RFP 3.2.5.4.4]

The Virtual OneStop Core Services for Individuals module includes advanced functionality for individuals - job seekers as well as students and others choosing a career. This module assists individuals in researching the labor market, selecting an appropriate career, and finding jobs and training opportunities. These services are part of the system which helps job seekers locate relevant careers based on current

labor market information and the user's profile. The system does this with powerful Labor Market Information (LMI) tools such as Job Market Explorer or Career Explorer.

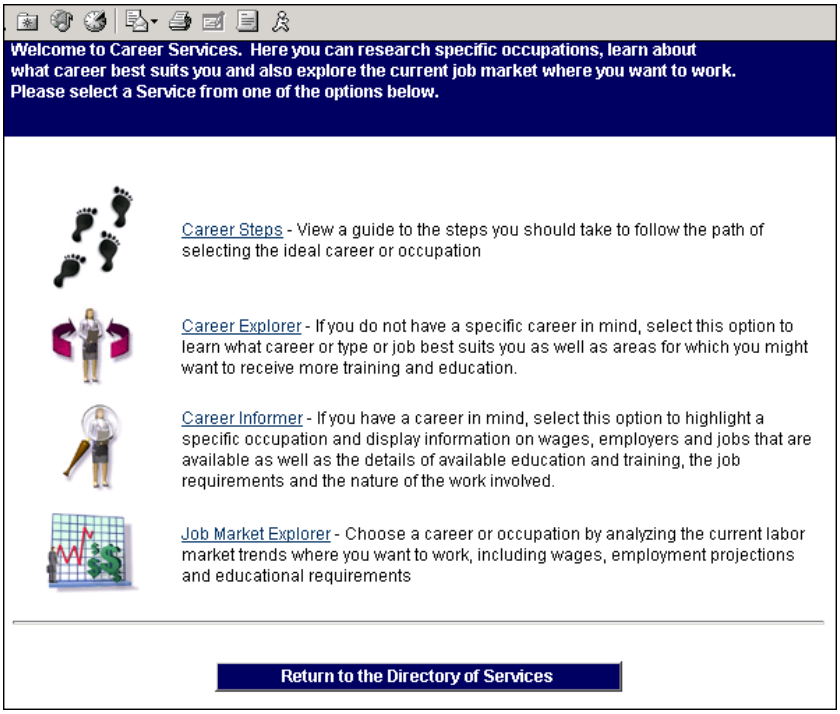
Additional LMI tools exist for employers and are covered in the section The Employer Portal, starting on page 95.

V.5.4.4.1 Career Selection

The advanced Career Services functionality of Virtual OneStop has options designed to assist individuals in making career decisions, researching the labor market, choosing a career, and finding jobs and training opportunities. The Career Services component allows users to analyze their own skills and attributes together with the local labor market conditions to make an informed career choice. It includes a step-by-step guide to selecting a career, and a section to analyze a person's skills and match those skills to a suitable occupation. Additionally, users may review profiles of selected occupations and analyze, in detail, labor market information on occupations for their region or the state.

In Career Services, individuals can select from Career Steps to review tips on career selection, Career Explorer to assess and match skills, Career Informer to explore extensive occupational information, and Job Market Explorer to quickly find occupations that meet the individuals skill sets and labor market requirements including wages, required education/training, and job outlook. Career Explorer and Job Market Explorer both enable the user to link to full details on any of the occupations suggested by these exploration tools.

The following screen is an example of a Career Services options screen.

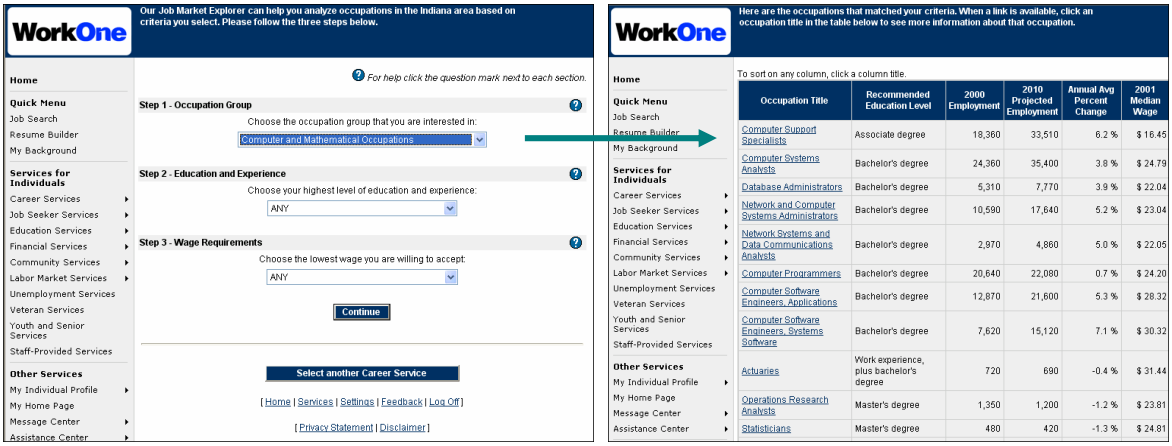


Virtual OneStop - Career Services Options Page

V.5.4.4.2 Exploring the Labor Market

Job seekers using the Virtual OneStop Job Market Explorer are presented with a broad range of options for researching a suitable occupation based on specific labor market information. By selecting parameters such as desired wage and their education and experience level, the user can quickly narrow down to a list of suitable occupations showing the latest OES wage data and projected employment outlook.

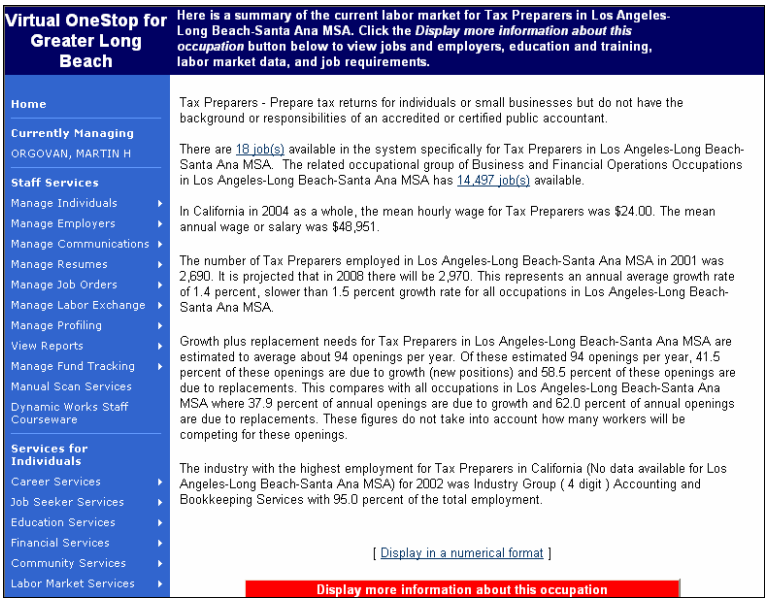
A screen example of the available choices for Job Market Explorer follows:



"Southern 7" WorkOne – Job Market Explorer Component

The resulting list displays the occupation title, education/experience needed, anticipated growth (or decline) levels, and wages. Individuals simply click the link in the Occupation Title column to access an occupation summary and further details.

When any occupation is selected in the Career Services component, a narrative summary of the ALMIS labor market data available for that occupation is displayed (shown below). These paragraphs are created dynamically from the ALMIS database and will change when the database is updated.



Virtual OneStop for Greater Long Beach – Occupation Summary Screen

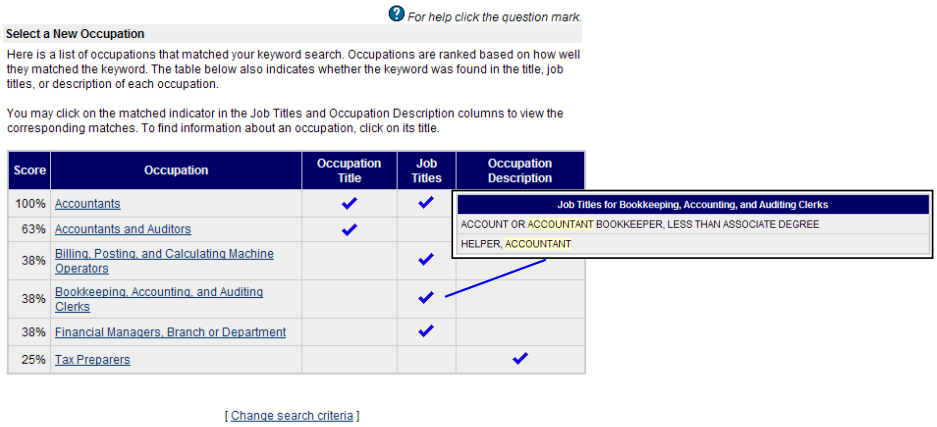
V.5.4.4.3 Occupation Selection and Autocoding

The integration of easy-to-use and intelligent mechanisms for selecting the appropriate occupation is a key component of Virtual OneStop for employers, job seekers and researchers. Virtual OneStop Version 7 incorporates several years of experience and user feedback in occupation selection.

Virtual OneStop incorporates a very sophisticated "occupation autocoding" mechanism to allow users to enter a job title and find their desired occupation or options for occupations to explore. The Keyword Search prompts the user to enter text describing the occupation that they wish to view. Virtual OneStop

will then scan the O*NET-SOC occupation titles and descriptions to match on the text that has been entered. The system will then look for additional matches against the O*NET-SOC lay titles, which are alternate job titles that are linked to the SOC and O*NET-SOC classification systems. The file was developed by the U.S. Department of Labor (USDOL) to improve keyword searches in Internet applications. It was expanded from a file that came from the U.S. Census Bureau, which developed it to assign occupational codes to citizens' responses to the census question asking for their occupation. USDOL added occupational titles from existing occupational classification systems.

After the user has entered keywords, the Virtual OneStop application will show a screen listing the occupations that matched the keywords with the closest matching ones at the top of the list. The screen will also display check marks indicating whether the match was on the occupation title, description or lay title or combination of all three.



Virtual OneStop – Occupation Keyword Search Results Screen

Geographic Solutions has recently enhanced its occupation autocoding by incorporating data gathered from its spidering of millions of jobs from diverse Internet sources. We have created a special lay job title file that is updated frequently and improves the matching of occupations to job titles. This has led our autocoding to be the most accurate in the industry and a generation ahead of the standard federal AutoCoder. For instance, a keyword search for CNA in O*NET returns "Certified Nursing Assistant". Our keyword search engine returns both "Certified Nursing Assistant" and "Certified Network Engineer." Further, our expert technical staff reviews occupation matches regularly to identify new keyword Job Title or Occupation searches and match them to the nearest O*NET occupation and SOC. If there is no match, the system does not "force" a bad match.

Geographic Solutions continually updates new job titles as they emerge. Each release of Virtual OneStop incorporates the latest release version of O*NET, ALMIS, and InfoUSA databases. The Lay Job Title table used by federal AutoCoder, although the basis for the Virtual OneStop keyword search engine, is expanded by staff to include the newest job titles on an ongoing basis.

V.5.4.5 Jobseeker Skills Matching [RFP 3.2.5.4.5]

In Virtual OneStop, jobseekers can receive e-mail notification when jobs are matched to their criteria. This job matching can include new job opportunities that match their skills (as well as experience and/or interests).

Virtual OneStop 7 uses the O*NET "Detailed Work Activities" to facilitate skills matching and labor exchange. These are referred to as "Job Skills" in Virtual OneStop (to differentiate from O*NET skills, termed "Personal Skills") and are based on concise, consistent and clear descriptions of work performed

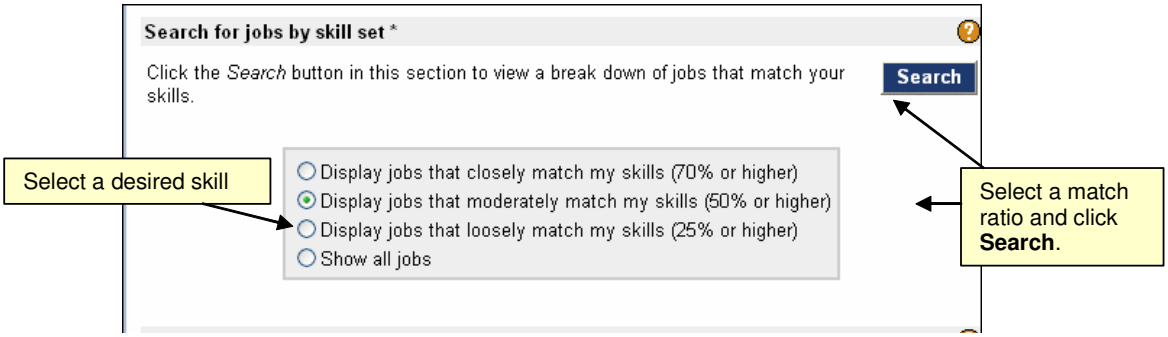
that were specifically written for labor exchange applications such as Virtual OneStop. These statements have historically been called “Labor Exchange Skills” or “Work Content Statements.” Each statement is now linked to two or more O*NET occupations, and each O*NET occupation is linked to at least one statement. The statements are written to reflect O*NET tasks in a way that is more skill-based rather than simply descriptive of the activity or function.

These statements were created under the direction of the National Center for O*NET Development based on and expanded from Oregon skill statements and Illinois skill statements by O*NET occupation. They represent the state of the art in skill statements for labor exchange.

The Virtual OneStop O*NET-based job skills are refined statements that are content consistent, meaningful, and unique descriptors. The following list outlines the specific benefits of using this classification.

- They provide succinct yet detailed information about occupational work activities that can aid career exploration.
- They are directly integrated into the O*NET Content Model used by Virtual OneStop.
- They provide a structure for describing work experience that is very useful for resume building.
- They permit cross-occupational correspondence and help displaced workers, transitioning veterans and other career changers identify new areas of work that match their capabilities. Educators, job seekers, researchers and employers can all use the classification to perform analysis of transferable skills and skill gaps.
- They provide a structure for profiling work requirements that employers can use to write job orders or position descriptions.
- They promote the use of a common language for describing the activities that occur within occupations that can serve as a basis for unifying industry sector skill standards.

Job seekers can use their skill sets as the search criteria for job orders posted in the system. The user selects a match level determined by the percentage of the skills for a job order to be listed in the results.



Virtual OneStop - Skill Set Search Option

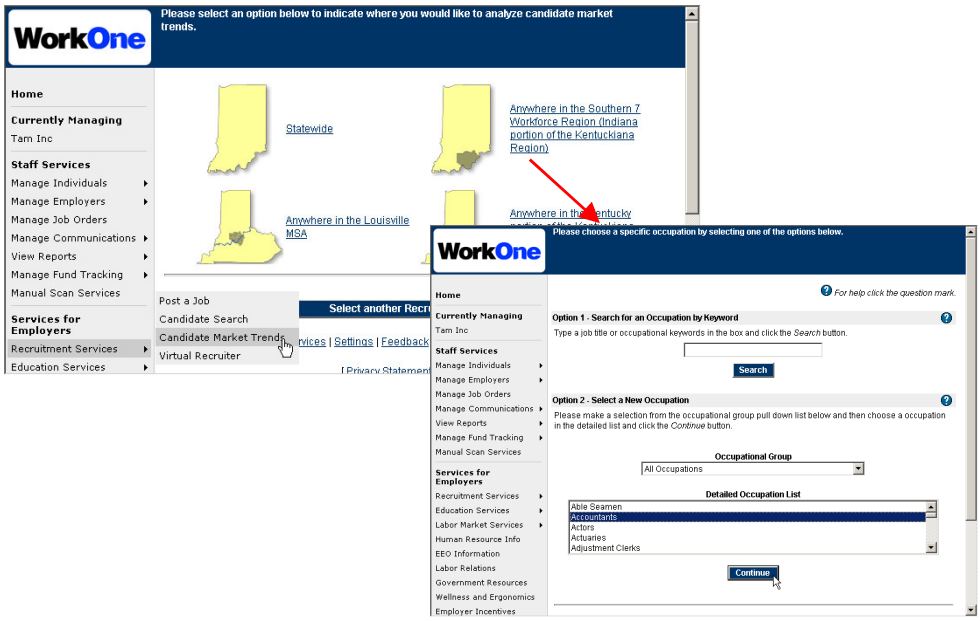
Employers can also search for candidate resumes based on finding required skills that match the employer’s required skills.

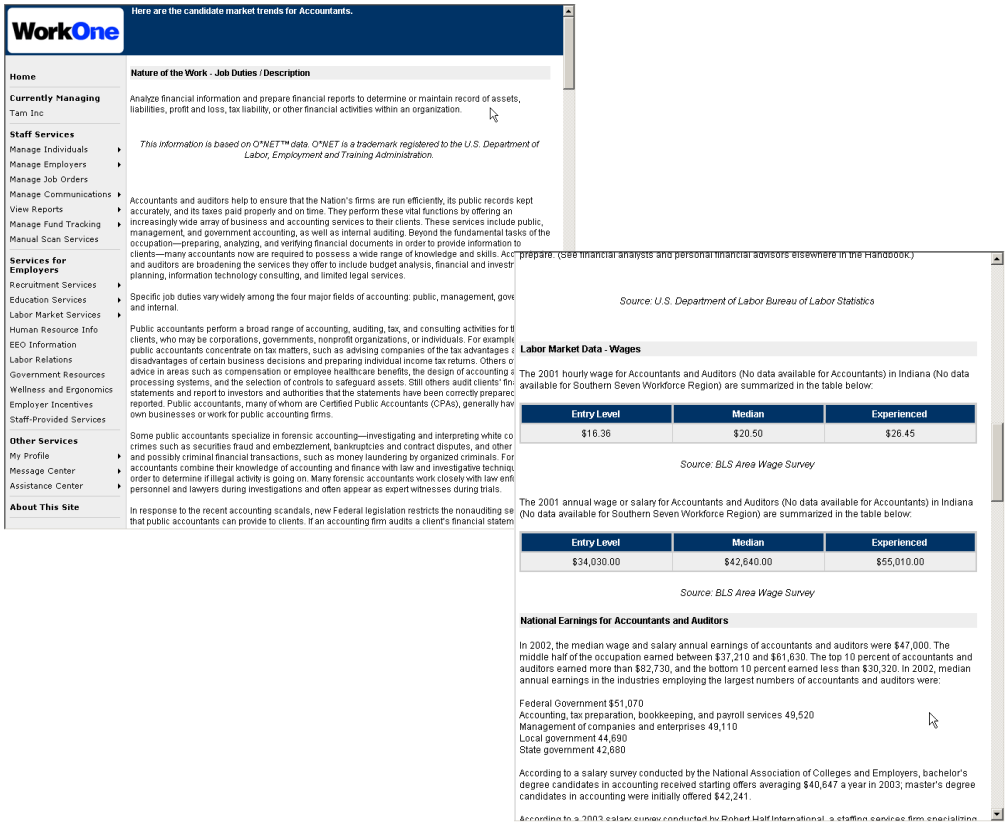
V.5.4.6 Job Market Insights and Analysis [RFP 3.2.5.4.6]

The Virtual OneStop System helps job seekers gain insights into job market opportunities based on Job Market Trends, which incorporates information from recent surveys, current jobs available, and job forecasts.

The Job Market Trends option prompts the job seeker to specify an area in which they wish to look for work. The system will then summarize available labor market data for that occupation. This includes

occupational wage survey data, job outlook, and an assessment of the current market based on available job orders from sources such as America's Job Bank. Selection screens and a sample of the output are shown in the figures below.



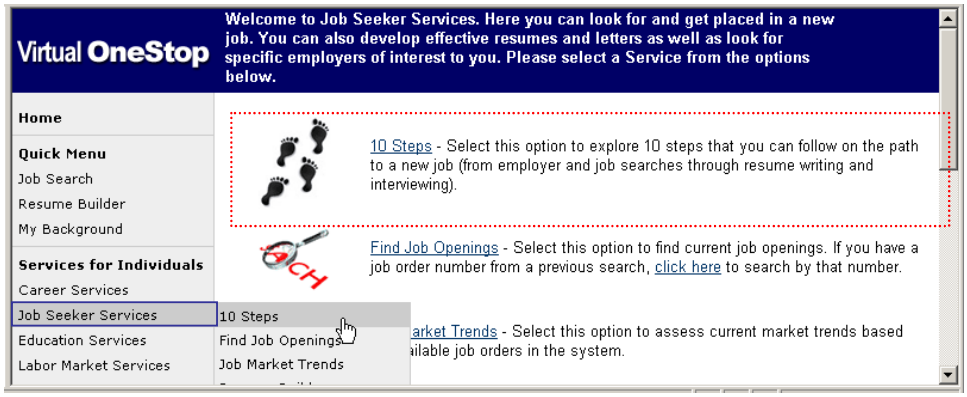


Southern 7 WorkOne (Virtual OneStop) - Job Market Trends

V.5.4.7 Tips on Improving Employment Prospects [RFP 3.2.5.4.7]

The Virtual OneStop System has numerous job seeker services to help job seekers with many job search activities. Many features will guide or assist the jobseekers, giving them tips on how to improve employment prospects based on the employment profile and job market information that they collect as they follow the steps indicated by the system.

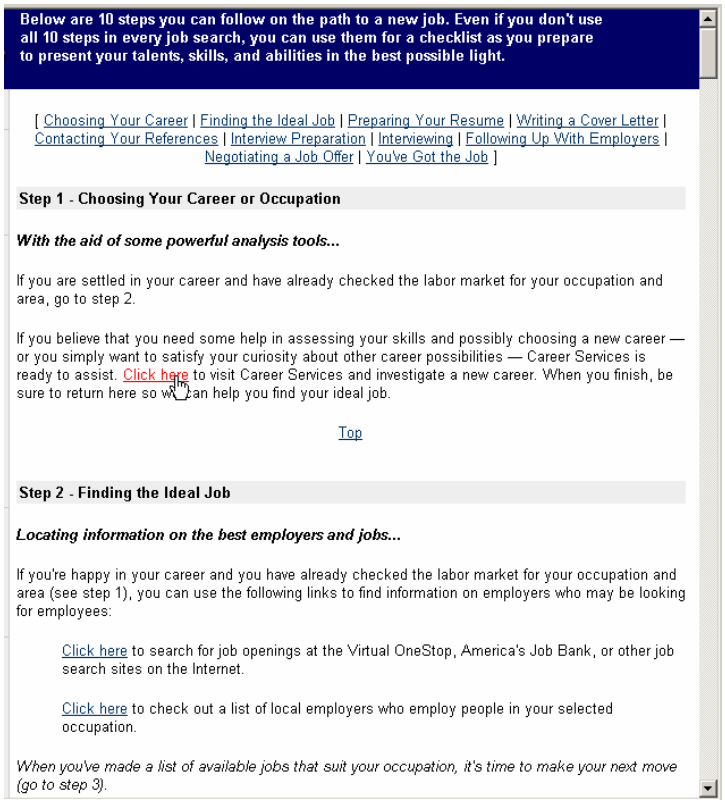
Jobseekers can use the system's main Job Seeker Services screen to go straight to a **10 Steps** function, which includes tips on several aspects of improving employment prospects.



Virtual OneStop – Job Search Steps

Virtual OneStop includes a ten-step guided service that assists the individual through the entire process of doing a job search, including follow-up after the interview and job offer negotiation.

When the user selects the "10 Steps" option in Job Seeker Services, a screen appears—similar to the following figure — giving access to a set of steps that assist job seekers in conducting their job search.



Below are 10 steps you can follow on the path to a new job. Even if you don't use all 10 steps in every job search, you can use them for a checklist as you prepare to present your talents, skills, and abilities in the best possible light.

[Choosing Your Career | Finding the Ideal Job | Preparing Your Resume | Writing a Cover Letter | Contacting Your References | Interview Preparation | Interviewing | Following Up With Employers | Negotiating a Job Offer | You've Got the Job]

Step 1 - Choosing Your Career or Occupation

With the aid of some powerful analysis tools...

If you are settled in your career and have already checked the labor market for your occupation and area, go to step 2.

If you believe that you need some help in assessing your skills and possibly choosing a new career — or you simply want to satisfy your curiosity about other career possibilities — Career Services is ready to assist. Click here to visit Career Services and investigate a new career. When you finish, be sure to return here so we can help you find your ideal job.

Top

Step 2 - Finding the Ideal Job

Locating information on the best employers and jobs...

If you're happy in your career and you have already checked the labor market for your occupation and area (see step 1), you can use the following links to find information on employers who may be looking for employees:

Click here to search for job openings at the Virtual OneStop, America's Job Bank, or other job search sites on the Internet.

Click here to check out a list of local employers who employ people in your selected occupation.

When you've made a list of available jobs that suit your occupation, it's time to make your next move (go to step 3).

Virtual OneStop - Job Seeker's 10 Steps Screen (step 1)

This section provides valuable information and resources to guide the user through a successful job search. The process is covered by guidance through the ten steps indicated below:

Job Seeker 10 Steps

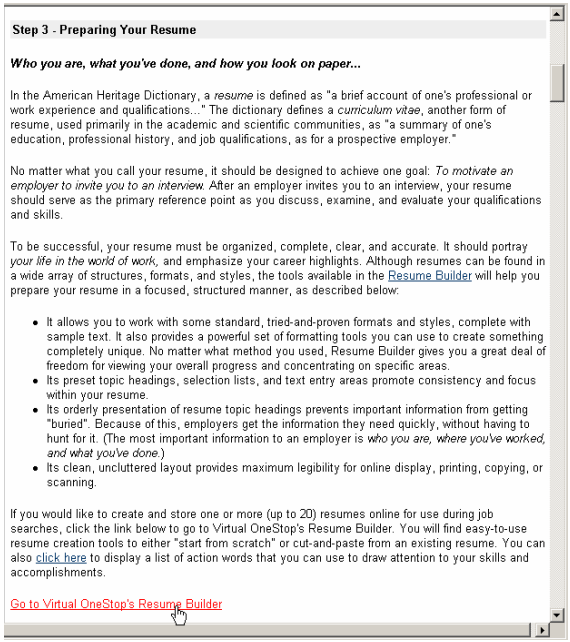
- Choosing Your Career or Occupation
- Finding the Ideal Job
- Preparing Your Resume
- Writing a Cover Letter
- Contacting Your References
- Preparing for an Interview
- Interviewing: A Two-Way Street
- Following Up With Employers
- Negotiating Job Offers
- You've Got the Job

After following these ten steps, the individual is directed to other appropriate Job Seeker Services, such as Career Services, Employers, Job Search, Resume Builder, and Letter Builder.

Although the steps are listed on one continuous screen, the user can jump to a specific area by clicking the title of the option that the user wants to explore.

V.5.4.8 Resources on Resume Development [RFP 3.2.5.4.8]

The Virtual OneStop System provides access to useful resources on resume development. Step 3 of the guided job search assistance (indicated in the previous topic) is “Preparing Your Resume”. The system will display general textual information for resume preparation from the screen for this step, as well as a link top the Resume Builder tool.



Step 3 - Preparing Your Resume

Who you are, what you've done, and how you look on paper...

In the American Heritage Dictionary, a *resume* is defined as "a brief account of one's professional or work experience and qualifications..." The dictionary defines a *curriculum vitae*, another form of resume, used primarily in the academic and scientific communities, as "a summary of one's education, professional history, and job qualifications, as for a prospective employer."

No matter what you call your resume, it should be designed to achieve one goal: *To motivate an employer to invite you to an interview.* After an employer invites you to an interview, your resume should serve as the primary reference point as you discuss, examine, and evaluate your qualifications and skills.

To be successful, your resume must be organized, complete, clear, and accurate. It should portray *your life in the world of work,* and emphasize your career highlights. Although resumes can be found in a wide array of structures, formats, and styles, the tools available in the Resume Builder will help you prepare your resume in a focused, structured manner, as described below:

- It allows you to work with some standard, tried-and-proven formats and styles, complete with sample text. It also provides a powerful set of formatting tools you can use to create something completely unique. No matter what method you used, Resume Builder gives you a great deal of freedom for viewing your overall progress and concentrating on specific areas.
- Its preset topic headings, selection lists, and text entry areas promote consistency and focus within your resume.
- Its orderly presentation of resume topic headings prevents important information from getting "buried". Because of this, employers get the information they need quickly, without having to hunt for it. (The most important information to an employer is *who you are, where you've worked, and what you've done.*)
- Its clean, uncluttered layout provides maximum legibility for online display, printing, copying, or scanning.

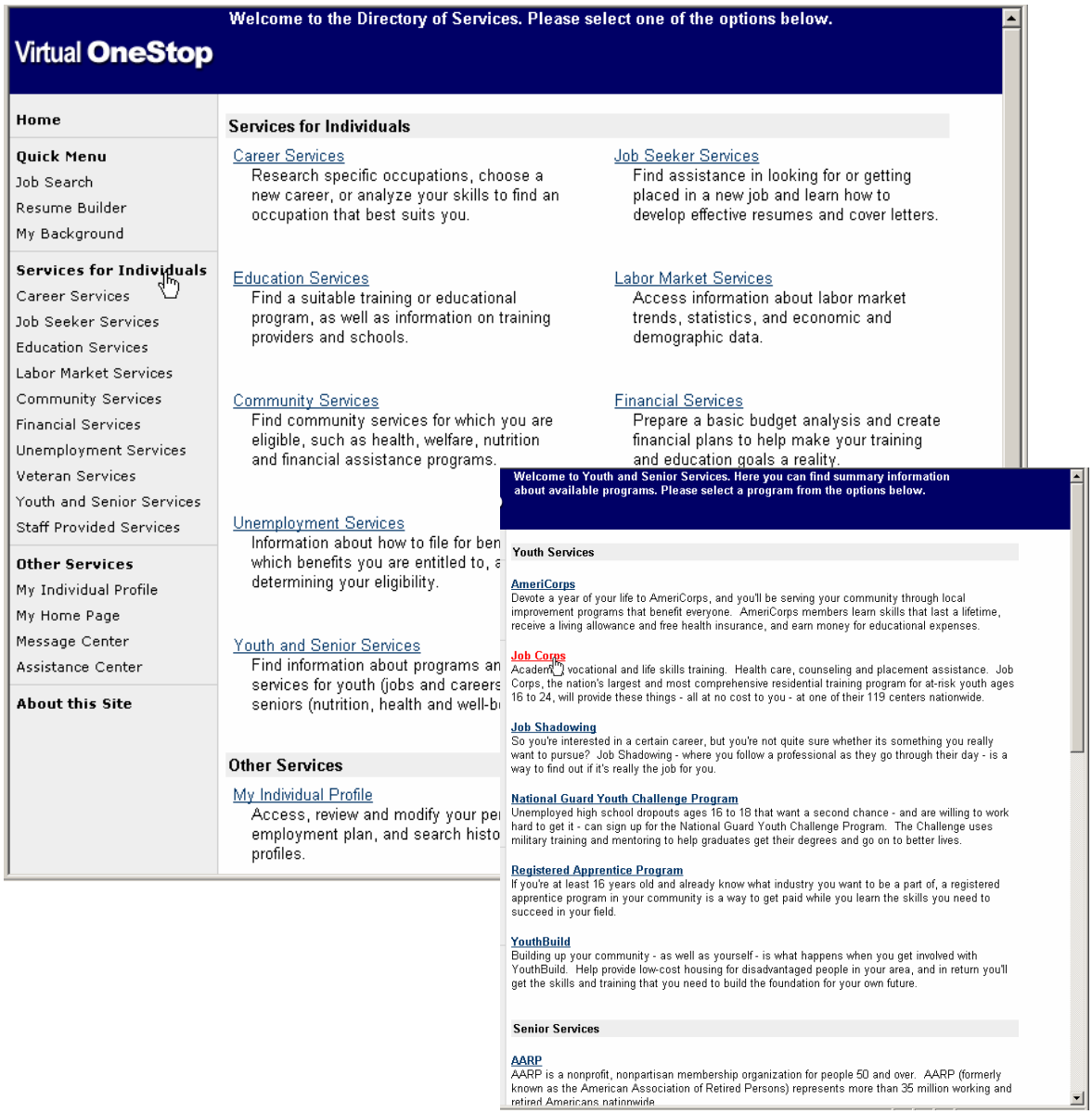
If you would like to create and store one or more (up to 20) resumes online for use during job searches, click the link below to go to Virtual OneStop's Resume Builder. You will find easy-to-use resume creation tools to either "start from scratch" or cut-and-paste from an existing resume. You can also click here to display a list of action words that you can use to draw attention to your skills and accomplishments.

Go to Virtual OneStop's Resume Builder

Virtual OneStop –Resume Development Text

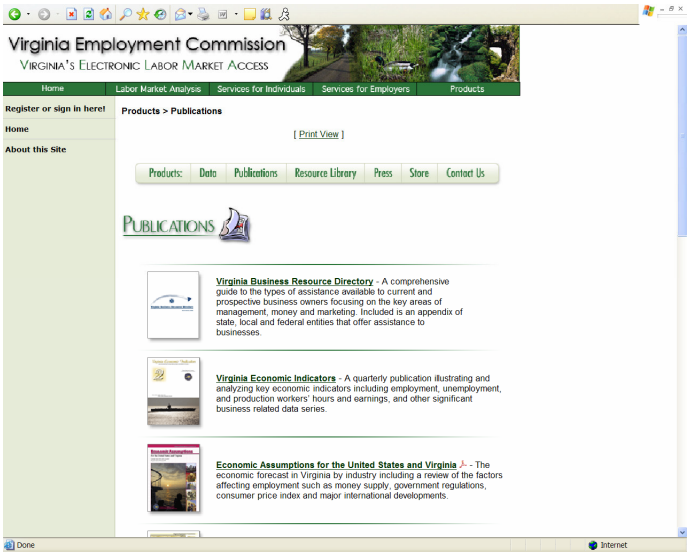
V.5.4.9 Other Resources for Jobseekers [RFP 3.2.5.4.9]

The Virtual OneStop System provides the ability to view and access many other resources. These resources include but are not limited to career building tools and information (as described in the following section Career Resource Information and Links [RFP 3.2.5.4.14], starting on page 93), as well as Education Services, Community Services, Youth and Senior Services, Veteran Services, and other services all available from the Services for Individuals screen.



Virtual OneStop - Services for Individuals Options Page

The Virtual OneStop, Version 7, Web Content Manager module permits authorized Hawaii State staff to modify the core common pages in the system to help with access to additional resource. Information on these programs can be accessible from the Virtual OneStop homepage, and job seekers can be directed to access these special services or resources



Virtual OneStop's Web Content Manager Effectively Markets Agency Services

Additionally, the Individual Services component of Virtual OneStop includes several sections where staff can provide and maintain their own information, using the built-in Content Publisher content management system. Staff users can create and maintain links to information that they feel will be beneficial to their users. The following figure shows an example of an Individual Services links page.

Individual Services Links – Community Programs

There are several areas within the Individual Services module where customers can include their own content. They are:

Community Services – Information on community service programs for which the individual might be eligible, such as health, welfare, nutrition and financial assistance programs.

Unemployment Services – Information about how to file for unemployment insurance benefits, which benefits an individual is entitled to, and how to determine eligibility for benefits.

Veterans Services – Information on health, pension, education and other benefits that are available for veterans and their dependents.

Youth and Senior Services – Information about programs for youth (jobs and careers) and seniors (nutrition, health and well-being).

V.5.4.10 Online Resume Development and Posting [RFP 3.2.5.4.10]

V.5.4.10.1 Resume Creation

The Virtual OneStop Component Library has a comprehensive Resume Builder solution so job seekers can easily create, store, update, and post multiple resumes online. It was developed after intensive user feedback in our workforce development systems. Resume Builder guides the user through a series of screens that require basic employment, education, and background information. The user selects the area in which they would like to work, the salary and the resume format. A professional resume is then generated from data entry in the series of screens.

Job Seekers can indicate if they wish all or some of their resume to be shown online to employers seeking qualified applicants. When posted online, resumes are available to employers through the key search categories such as occupation, job location, and salary range. If job seekers do not want resumes to be posted online for employers to review, the information will be kept confidential.

Resumes are formatted in several layout types, as described in the following table:

Fonts and Headings	Margins
Multiple Font Styles and Sizes (Times New Roman, Arial, Courier, etc.) Options to show and rename headings for different resume types Options to determine the order in which sections appear Options to cut and paste existing resumes into a format for further editing Options to e-mail or download resumes once they are created	Indented Centered Flush Left

This tool also allows users to edit or format their resume for further customizing. The job seeker may choose to download the resume to a file, print a resume, or e-mail a resume in text version.

Once the user completes the resume builder steps, the finished resume will display on the screen. At that point, the user may click a link for each section of the resume to edit the resume if desired. If the user is finished with the resume, it can be printed, downloaded, sent by email, or saved for future use in the system.

The following figure displays a completed resume that uses selected layout and style types:

Cara Smith
45 Gulf Drive
Palm Harbor, FL 34683 US
Phone: 727-786-7955

Objective

To use my office and computer skills in a medical practice or healthcare setting.

Employment History

Office Accounts Clerk (Office Clerks, General)

12/2002 - 12/2003 *Wellcare Health Agency* VENICE, FL

Handled accounts payable disbursements, answered telephones, used MS Word for letters and word processing, operated copiers, fax machines, and computer scanner, managed daily mail and express mail.

Medical Office Clerk (Office Clerks, General)

01/1999 - 09/2002 *Orthopedic Specialists* CLEARWATER, FL

Assisted the bookkeeper, created invoices, answered telephones, sorted mail, used computer with MS Word for word processing on letters, handled patient reception area.

Education History

Course or Study	*Degree Received*	*Issuing Institution*	*Completion date*
High School Courses	High School Graduate	Pelican High School	06/1998
Microsoft Word Computer Courses	No School Grade Completed	Gulf Community College	12/1998

Honors

Received fund-raising award for 3k walk for cancer research.

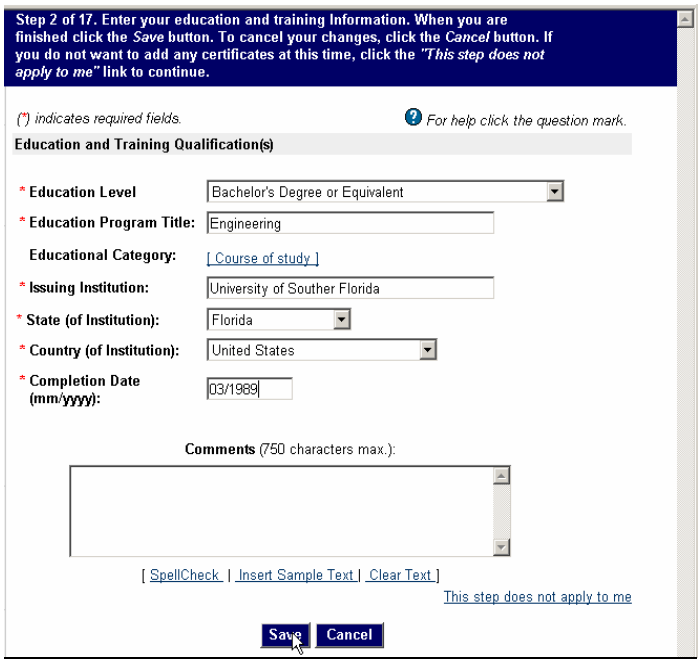
Abilities

Proficient in MS Word, familiar with MS Office 2000 Outlook and Excel software, and standard office equipment including copiers, fax, and computer scanners. Dedicated worker with good interpersonal skills who works well on teams.

Close Preview

Virtual OneStop - Individual Resume Screen

Virtual OneStop guides the user through a step-by-step process of successfully creating and saving resume information in professional formats. The “Resume Wizard” is an ideal tool for individuals who have yet to complete their background information. The “Resume Wizard” allows customers to outline their employment, license, educational history, and additional background areas (including skills and honors) that are helpful in constructing a resume.



Virtual OneStop - Sample Education and Training Screen

The "Resume Wizard" also helps individuals modify existing background information one step/section at a time. Starting with step one – Selecting Access Level and Title – the "Resume Wizard" guides the individual through successful completion of all 17 sections/steps, recording all required information.

If required information is omitted, or has the wrong format, the "Resume Wizard" will display a pop-up box with directions to help correct the problem. The following information steps/sections are topics included in the "Resume Wizard":

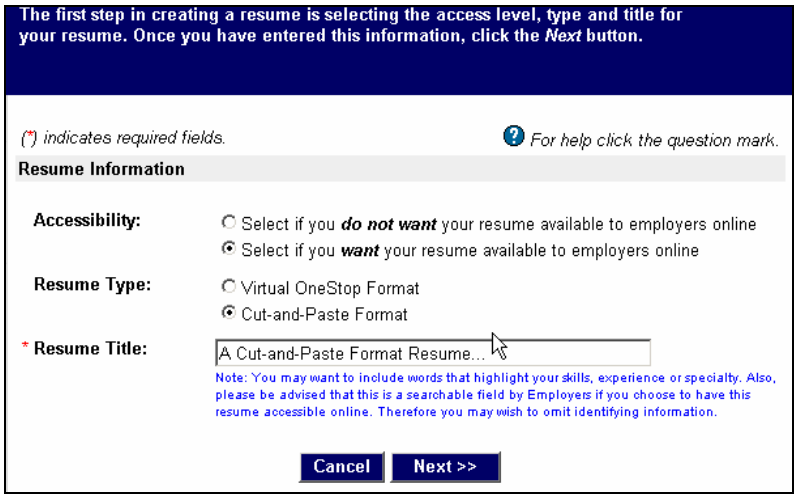
- Step 1. Selecting Access Level and Title
- Step 2. Education and Training
- Step 3. Certificates and Occupational Licenses
- Step 4. Employment History
- Step 5 Honors and Activities
- Step 6. Additional Information
- Step 7. Skills and Abilities
- Step 8. Summary of Abilities
- Step 9. Driver's License Information
- Step 10. Desired Availability
- Step 11. Desired Occupation
- Step 12. Desired Salary
- Step 13. Desired Location

- Step 14. Objectives
- Step 15. Contact Information
- Step 16. References
- Step 17. Review and save final resume

Once complete, the individual can use the entered information to create a resume or online application. A series of screens prompts the user for required entries and advances to the next step until the resume is created. Customers will have the option to indicate if they want the resume to be available online, locally and/or nationally. The system will also keep track of how many times the resume has been reviewed by employers.

By tracking this number, customers can easily see which resumes saved within the system are having the most "hits." The individual's skills, education, work history and background information can be easily modified at any time to include new information, to better match job opportunities found in the system.

In addition to the ability to create a structured resume, Virtual OneStop also supports a "Cut and Paste" resume format. This allows individuals to take a digital copy of the body of an existing resume and paste it into Virtual OneStop.



Virtual OneStop – Resume Type Selection

V.5.4.10.2 Guided Letter Builder

This easy-to-use tool helps individuals create, store, and update multiple letters needed during a job search, such as cover letters, follow-up letters, and acceptance letters. Job seekers may store more than one letter with the option to edit and customize the layouts for any saved letter. The Letter Builder function takes the guesswork out of writing professional letters to prospective employers. Several formats are available with sample text to help individuals start from a basic letter and then add pertinent details on the job description or their applicable skills. An example of a cover letter in the system follows.

North Dakota Works–Career Steps Letter Builder Template Screen

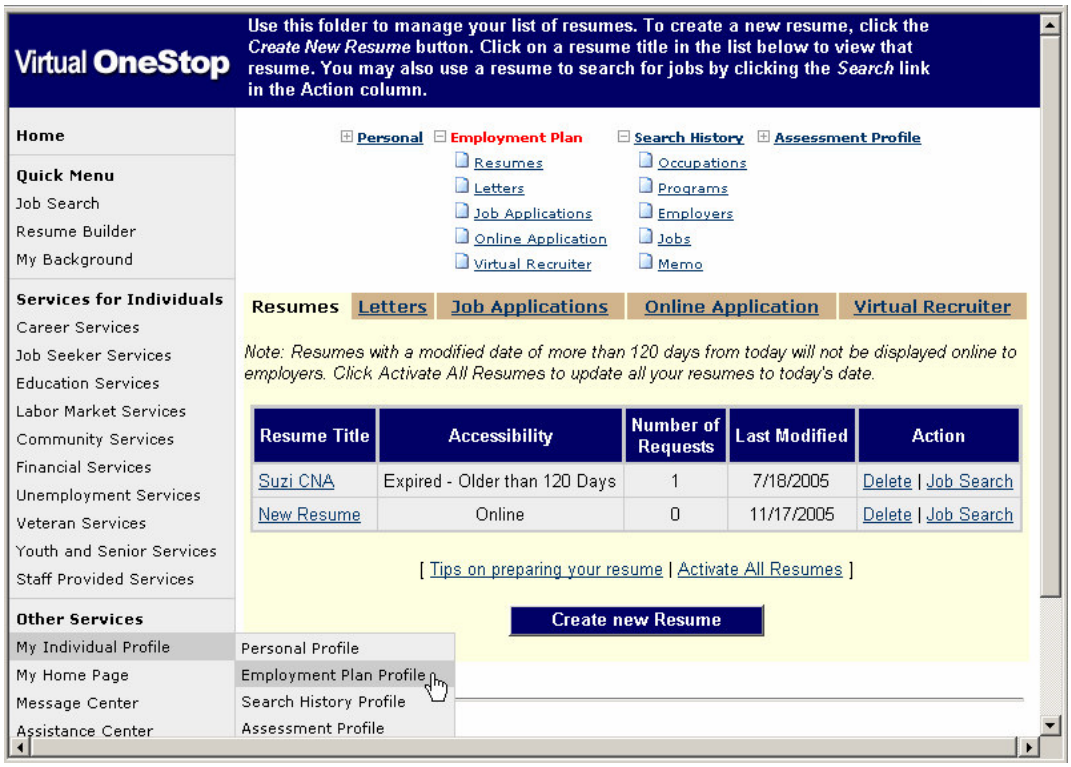
V.5.4.11 Resume, Application and Cover Letter Storage [RFP 3.2.5.4.11]

In the Virtual OneStop System, the many functions and services for the Job Seeker portal (as well as those for Employer and Mediated Services portals) all share a common database and use integrated, intuitive connections which allow multiple paths to be used for any collected data. This means that the data for resumes, cover letters, and job applications is stored at any point that it is collected, and it is quickly and easily available in a consistent manner from various functions.

The state can determine the amount of time for inactivity prior to resumes being purged from the system. This is a function of the Administration System.

Each individual user (such as a jobseeker) will have access the resumes, cover letters, online job applications, and other data uses in their ongoing job search, through folders such as their Employment Plan.

Employment Plan Profile - Select this option to view or create your resumes and letter, your online job application and your saved job searches



Virtual OneStop - Employment Plan Profile Screen

Any type of job seeker - dislocated workers, students, youth, veterans, welfare-to-work clients and others - will be able to build and store resumes, create letters, look for jobs, review trends in the job marketplace, and gather important job search information in the online Employment Plan folder.

For more details on the Employment Plan, see the Employment Plan section previously described in Personalized Profiles for Job Seekers [RFP 3.2.5.4.3], starting on page 59.

V.5.4.12 Job Searching and Matching [RFP 3.2.5.4.12]

Virtual OneStop has an extensive and sophisticated array of job searching and matching functions that allows flexibility and power in the job seeker's ability to conduct effective job searches based on skills, experience, location, and other relevant criteria, including the ability to have results e-mailed to the job seeker.

The proposed Job Matching System, using the Virtual OneStop functions, will employ multiple strategies to maximize job matching. The latest Virtual OneStop system, Version 7, incorporates a proprietary job search technology that uses "Database Intelligence" techniques to allow the user to rapidly search jobs based on comprehensive criteria. Using this state-of-the-art mechanism known as "Laser Job Search Technology," the user can scan through tens of thousands of jobs almost instantaneously. The system provides capability well beyond a simple keyword search, permitting the user to provide multiple search

criteria including occupations, industries, skills, salary, employer, and more.

The Virtual OneStop Job Query Component supports sophisticated searches on character string columns. The system processes full-text job search queries and determines which entries in the job index meet the full-text selection criteria. For each entry that meets the selection criteria, it returns the identity of the row plus a ranking value to the application, where this information is used to construct the query result set. The types of queries supported include searching for:

- Words or phrases
- Words in close proximity to each other
- Inflectional forms of verbs and nouns

The full-text job search engine runs as a service on the server. Transact-SQL statements combine full-text searches referencing SQL Server tables with textual searches of file data by using both the full-text SQL constructs with distributed query references to the OLE DB Provider for Indexing Service.

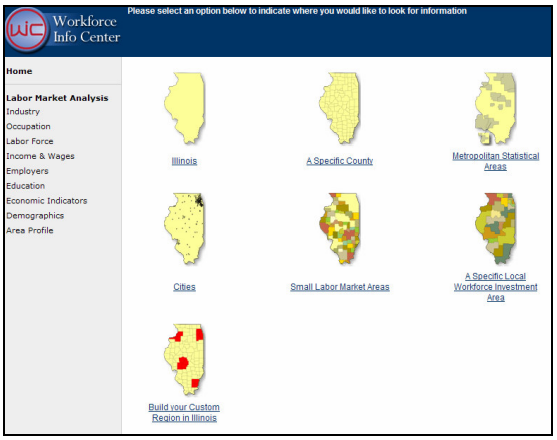
The Virtual OneStop Job Search Component provides an intelligent, easy-to-use mechanism that allows a job seeker to quickly find a suitable job. The component was developed as a result of intensive field-testing by Geographic Solutions of a variety of search mechanisms. Virtual OneStop combines simple broad job searching and more advanced job search options that allows the sophisticated job seeker the flexibility of performing a “targeted” job search.

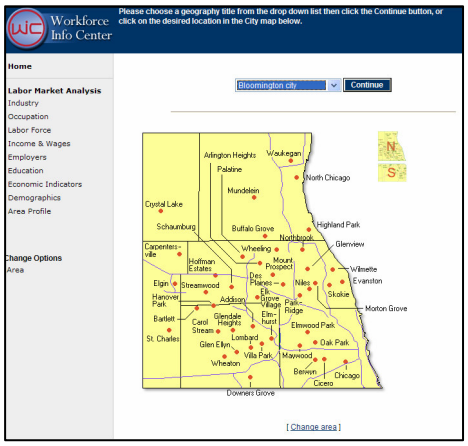
V.5.4.12.1 Multiple Job Search Options

The proposed Job Matching System, using the Virtual OneStop functions, will employ multiple strategies to maximize job matching. Matching criteria are first specified by geographical criteria, then by skills, experience, other occupational and similar objective matching criteria. The general skills, tools and strategies employed in Virtual OneStop are described in this section, including some of the assistance tools and services that can be used as part of a fully implemented strategy to match job seekers with jobs. The available options are outlined below:

V.5.4.12.1.1 Geographic Area Selection

The system will incorporate screens displaying maps of Hawaii. These maps will allow the user to easily select an area of interest by clicking on the appropriate region on the screen.





Illinois Workforce Information Center – Geographic Selection Map Screens

Users can select a geographic region by clicking on areas on a map. Users can also select areas from pull-down menus. In searching for jobs, the user can specify a radius of a zip code or enter a city name.

V.5.4.12.1.2 Quick Search

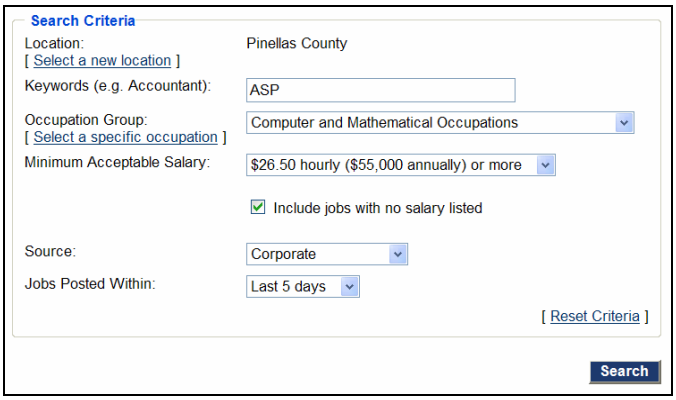
The latest Virtual OneStop system, Version 7, incorporates a “Quick Search” ability. The “Quick Search” capability is an integral part of the searching functions for finding qualified job applicants using Virtual OneStop - and it is literally as easy as 1, 2, 3.

Quick Search (a Job Search from the "Quick Menu) in Indiana’s “Southern 7” System

The preceding figure shows the steps in a “Quick Search:”

- Click on the geographic area to consider.
- Type a keyword for occupation (or select other criteria)
- Search to see job results

In version 7 of Virtual OneStop, it can be even faster. For registered job seekers, the system can remember many settings (such as the standard geographic area to search), and bypass a step.



Job Matching (Quick Search) – from Geographic Selection Screen

In the Quick Search option, the user can search by specifying one or more of the following:

V.5.4.12.1.2.1 Keyword
In the Keyword search option, the user enters a keyword, such as "nurse." The system then searches the database for all the job orders in the area that contain that word. The text search mechanism is described in detail in Section II.A above.

V.5.4.12.1.2.2 Occupational Group
In the Occupational Group Search option, the individual is presented with a drop-down list of occupational group titles. When the user selects a group, a list of the job orders in the system and from other Internet job banks displays. The figure above contains a sample of a search results screen.

The Occupational Category Search is a very effective method because it allows the job seeker to quickly and efficiently find suitable jobs without specifying a lot of search criteria

V.5.4.12.1.2.3 Specific Occupation
The Specific Occupation Search differs from other searches in that it allows the job seeker to select a unique occupation from a list. After the search is performed, the user can then click on the occupation title to view information about that job order. All job orders in the system for the selected area display for that specific occupation.

V.5.4.12.1.2.4 Minimum Acceptable Salary
A minimum acceptable salary is selectable from a drop-down list to eliminate listing too many jobs which may partially match the criteria but would be below a set salary requirement. This can include or exclude listing jobs with no salary listed.

V.5.4.12.1.2.5 Job Posting
The source of the job posting can be identified (from a drop-down list), such as whether the job is corporate, government, etc. How recently the job was posted can also be selected (from a drop-down list), such as within the last 5 days, within the last 180 days, etc.

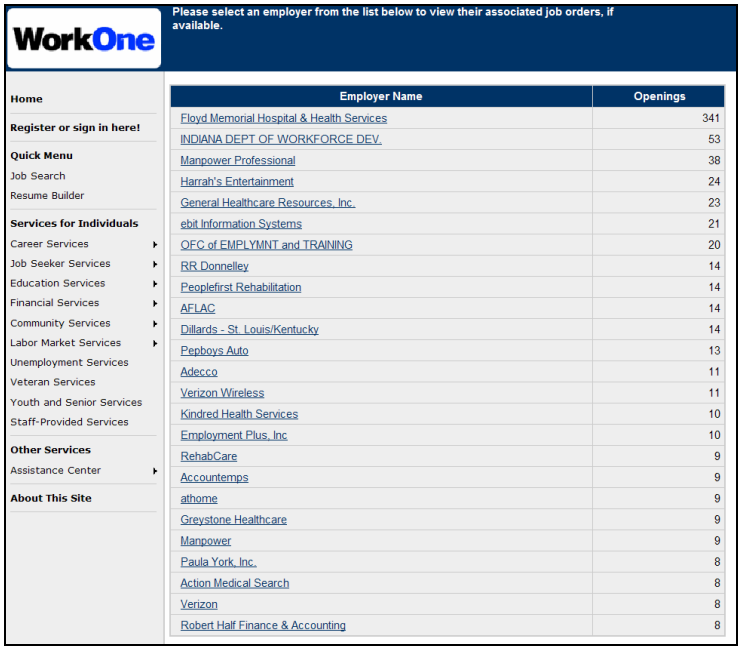
V.5.4.12.1.3 Focused Searches

In addition to the quick search capability Virtual OneStop offers specific search options for users looking to find jobs using certain defined criteria. These job search options are outlined below:

V.5.4.12.1.3.1 1 - Search by Employer
The Search by Employer option lets job seekers search from known employers in the area. A job seeker will select a keyword search for the employer or can choose the first letter of the employer name (such as

"G" for all employer names beginning with that letter). For example, if a job seeker was interested in working for *General Electric*, he or she could directly search for jobs available at that employer.

The employer search has an option to display the top 25, top 50, top 75 or top 100 employers in an area by number of jobs posted. This feature is used not only by job seekers but also by business representatives and job developers across the country to assist them in determining who is hiring and what their specific needs are.



Employer Name	Openings
Floyd Memorial Hospital & Health Services	341
INDIANA DEPT OF WORKFORCE DEV.	53
Manpower Professional	38
Harrah's Entertainment	24
General Healthcare Resources, Inc.	23
ebit Information Systems	21
OFC of EMPLYMNT and TRAINING	20
RR Donnelley	14
Peoplefirst Rehabilitation	14
AFLAC	14
Dillards - St. Louis/Kentucky	14
Pepboys Auto	13
Adecco	11
Verizon Wireless	11
Kindred Health Services	10
Employment Plus, Inc	10
RehabCare	9
Accountemps	9
athome	9
Greystone Healthcare	9
Manpower	9
Paula York, Inc.	8
Action Medical Search	8
Verizon	8
Robert Half Finance & Accounting	8

Top 25 employers in the Southern 7 Workforce Region by Jobs Posted

V.5.4.12.1.3.2 2 – Search by Job Order Number
The Search by Job Order Number can be used if the individual has recorded a job order number from a prior search.

V.5.4.12.1.3.3 3 – Search Using Resume Criteria
Data entered in an individual's resume can be used to direct their job search. This includes parameters such as desired occupation, salary requirements, education, experience, etc.

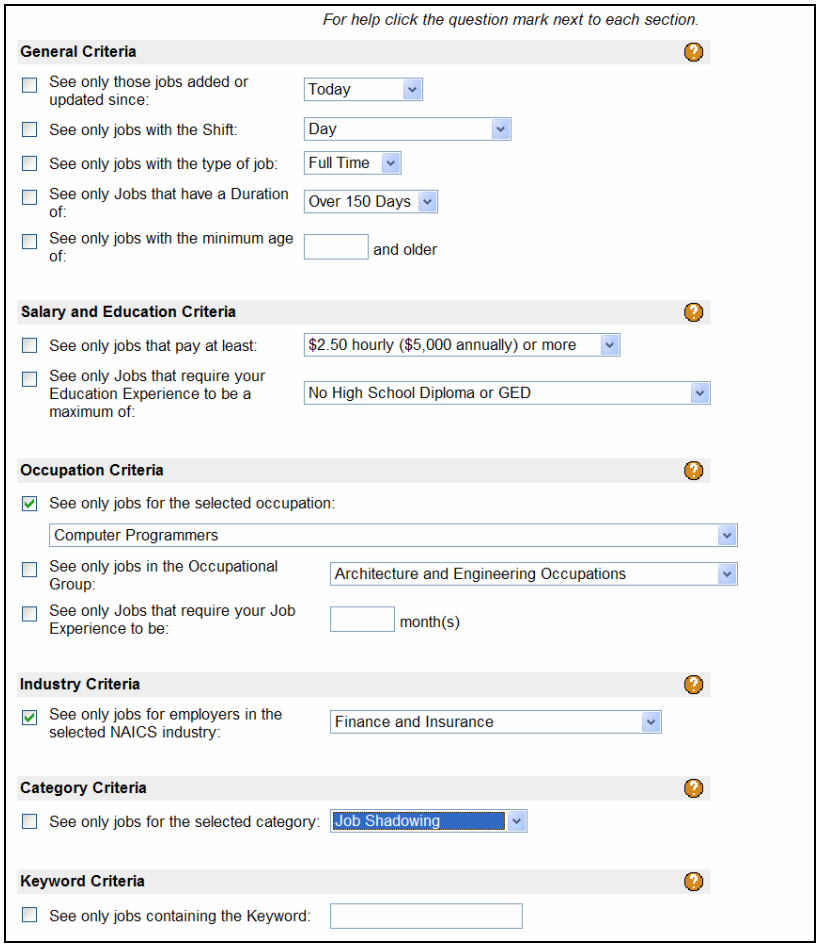
V.5.4.12.1.3.4 4 – Skills Match Search
The Skill Match Search allows job seekers to use their skill sets as the search criteria for job orders posted in the system. The user selects a match level determined by the percentage of the skills for a job order to be listed in the results.

For example, if the job seeker specifies a moderate match, only those job orders for which he or she has more than half the required skills are listed in the search results. The Skill Set Search allows job seekers to investigate alternate jobs they might be qualified for, based on transferable skills in their current skill sets.

V.5.4.12.1.3.5 5 – Special Category Search
The Special Category Search is designed for those users looking for specific defined job categories such as youth jobs or internships. The user selects a category from a drop-down list. The job order results then display with detailed information. These categories can be modified or supplemented by the State at any time.

V.5.4.12.1.4 Advanced Searches

This option allows the sophisticated job seeker the flexibility of performing a “targeted” job search. Users can filter their job search by parameters such as salary, required education qualifications, required experience, job duration, industry information, occupation criteria, special job categories such as internships and job shadowing, and keyword. The system will then list only those job orders that meet the specified criteria.



Virtual OneStop Advanced Job Search

V.5.4.12.2 Contextual Text Search

The Virtual OneStop Job Keyword search option is an advanced contextual based search. When the user enters a keyword, such as “nurse” the system then searches the database for all the job orders in the area that contain that word in the job title or job description. However, the search will also advance to check the occupation title, occupational description and lay title database. So if I enter “ R.N.” I will still find jobs that contain the words registered nurse.

When jobs are displayed after entering keywords a “Google” like interface is used. The location where the text matched is highlighted in the job title and job description.

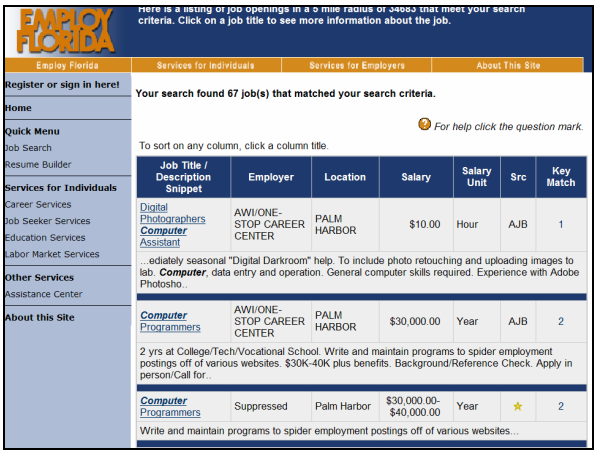
Job Title / Description Snippet	Employer	Location	Salary	Salary Unit	Src	Key Match
Application Developers-VB.Net/***ASP***.Net	Kforce Technology Staffing	Ybor City			PJB	1
...Kforce Technology Staffing in Minneapolis is looking for Senior VB.Net and ***ASP***.Net Developers for permanent or contract-to-hire employment! If you are qualified and interested..						

Employ Florida Market Place – Result after entering keyword of "ASP"

The results are ranked with the best match shown at the top of the table.

V.5.4.12.3 Browsing Jobs

The number of job search options available on the Virtual OneStop system truly incorporates the best use of technology for job seekers. When a user executes a search option, a list of the jobs that match the search criteria will be displayed. If a keyword was part of the search, then the listing includes a view of the areas in the job description where a match was made.



Employ Florida Virtual OneStop - Job Listing (Keyword Search Left and Area Search Right)

The user can browse or scroll through the job listing. The listing can also be sorted by any field such as job title, employer, salary etc. When the user is interested in looking at more detail about a job they click the job title and the detailed job order is displayed as shown below;

Here are the details for the selected job. If you wish to apply for this job click the *Display more information on this job* button.

Services for Individuals | Services for Employers | About This Site

For help click the question mark next to each section.

Job Information

Job Order Number:	1299
Employer Name:	Maxim Health Care Services
Job Title:	Licensed Practical and Licensed Vocational Nurses
Occupation:	Licensed Practical and Licensed Vocational Nurses
Job Duration:	Over 150 Days
Job Position(s):	15
Type of Employer:	Private Sector

Job Requirements

Minimum Age:	None Specified
Test Requirement:	Employer will perform testing
Description of testing performed:	L.P.N. screening test, Peds test (if applicanble), I.V. test (if applicable), Vent test (if applicable)
Hiring Requirements:	Background Checks, Reference Checks
Education Level:	Associates Degree or Equivalent
Experience:	12 months
Driver's License Certification Requirement:	Yes, Operator License
Job Skills:	View Employer Skill Requirements

Compensation and Hours

Salary Range:	$14.00 Hour
Pay Comments:	Will discuss with applicant
Hours per Week:	40
Shift:	Not Applicable
Supplemental Compensation:	Not Applicable
Benefits:	Dental - Life Insurance - Medical - Vision - "live" person to answer calls 24/7

Work Site Location

City, State, and Country:	Clearwater, FL US
Public Transportation Accessible:	No

Job Description

Care for ill, injured, convalescent, or disabled persons in hospitals, nursing homes, clinics, private homes, group homes, and similar institutions. May work under the supervision of a registered nurse. Licensing required.

Special Skills (degrees, certifications, software, etc.)

None Specified

Additional Information

None Specified

Other Job Listings for this Employer

[Other local job listings for this employer | All job listings for this employer]

Occupation Information

To display more information about the occupation Licensed Practical and Licensed Vocational Nurses, click a link below.

[Occupational summary | Occupation details | Custom occupation report]

Click here to see how to apply for a job

To display more information including how to apply for this job, click the button below.

Display more information on this job

[Choose another Job | Print View]

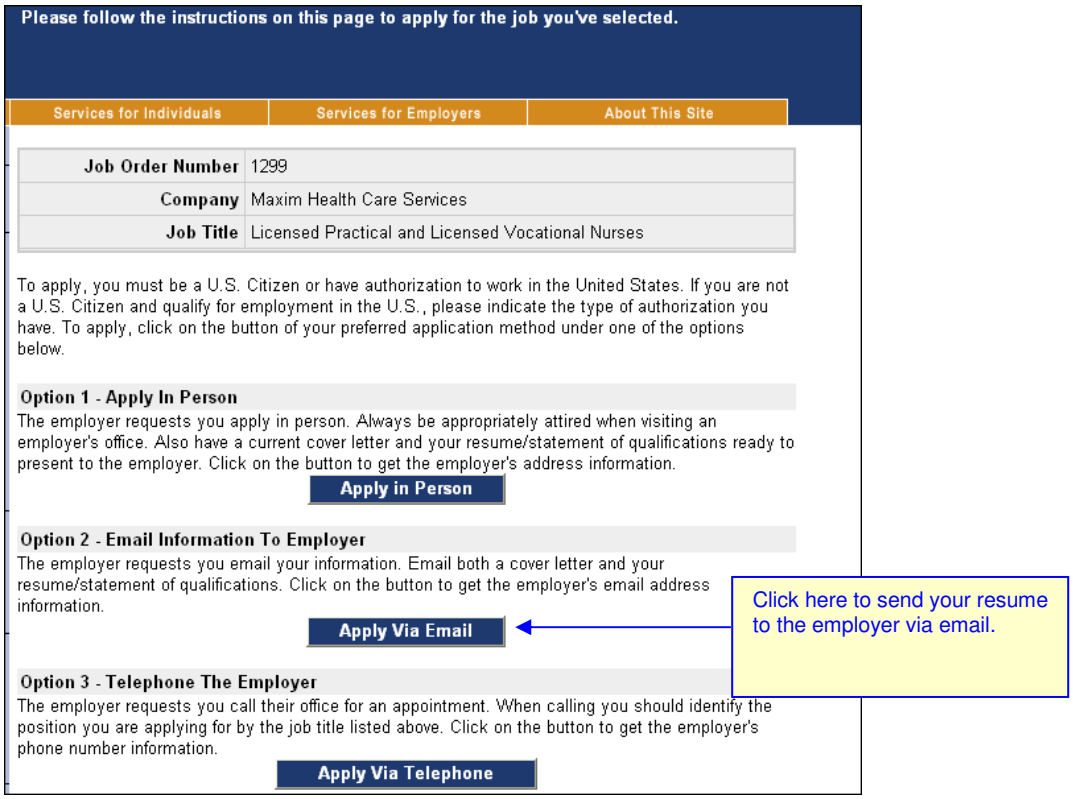
Virtual OneStop -- Job Order Details Screen

V.5.4.12.4 Applying for a Job

The job application process in Virtual OneStop can be configured based on the requirements of the customer. There are two basic methods: the internal and external job application processes (briefly described below).

V.5.4.12.4.1 Internal Job Application Process

When job seekers click the job title link for an internal job (that is, the employer sponsoring the job is registered in the system), they display the job order as illustrated above. After reading job order details, job seekers may apply for the job directly by clicking the "**Display More Information About This Job**" button. Based on the parameters of the job order (open, partially suppressed, or totally suppressed), individuals may see a screen similar to the following figure.



Virtual OneStop - Job Application Screen

In this case, the employer sponsoring the job order did not suppress it, as employer contact information and the ability to attach a resume are included. Had this been a *partially* suppressed job order, individuals would be directed to their nearest one-stop center for further assistance. They would see job order details without employer contact info. (Note: employers may also submit *totally* suppressed job orders that never display in a job search result list. Only one-stop staff members can refer job seekers to suppressed job orders.)

Virtual OneStop can be configured so that a referral record can be automatically generated at the point of application by the job seeker. These referrals can then be used as service records for federal reporting.

As a follow-up measure, Virtual OneStop also automatically records all the job orders viewed by job seekers, and whether they applied for them (see below).

Occupations | Programs | Employers | Jobs | Memo

#	Job Title	Viewed Details	View Date	Action
1	.NET Developer	Yes	07/01/2005	Delete
2	.NET LDAP SQL Applications Dev	Yes	07/27/2005	Delete
3	.Net/C# Developer	Yes	10/13/2005	Delete
4	10 Internists for east coast Florida 004232 Physician, Surg	Yes	07/27/2005	Delete

Virtual OneStop - Job Seeker's Updated Jobs Tab Folder

On the employer side of the system, they can see a list of job referrals (either by self-service or staff-assistance), as shown in the following figure:

Job Orders | Job Applicants | Skill Sets | Virtual Recruiter

For help click the question mark.

Display only JobOrders with a status of : Open

** To close a job order, click on a link in the status column of the job order you want to close.*

#	Job Order Title	Job Status	Online Status	Created	Inactive On	Views	Applicants	Action
51305	Senior Proposal & Technical Writer	Open	Open	06/17/2005	09/17/2005	38	5	Copy | Edit | Delete Search

Virtual OneStop - Employer's Updated Job Applicants Tab Folder

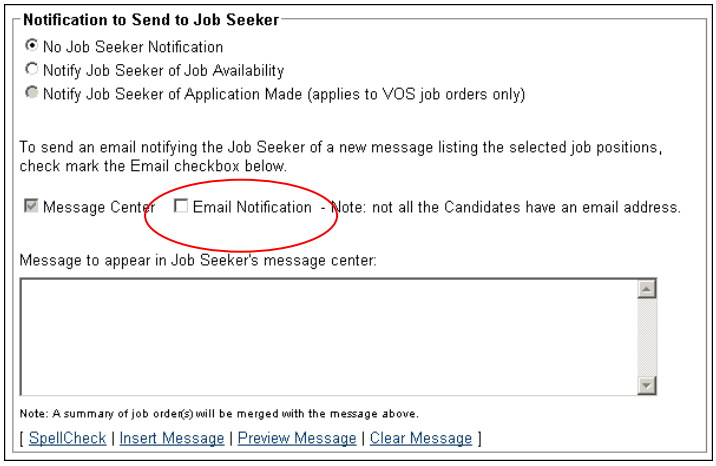
V.5.4.12.4.2 External Job Application Process

When job seekers click the job title link for a non-Virtual OneStop job (that is, the employer sponsoring the job is not registered in the system), they can expect to see job order details similar to those displayed above. After reading details of the job order, individuals may apply directly by clicking the **Display more information on this job** button. At this point, Virtual OneStop opens a new window to display the external Website (for example, America's Job Bank) and, if possible, the actual job posting. Job seekers follow screen instructions to complete the application process.

Virtual Onestop can be configured so that an external job referral record can be automatically generated at the point of application by the job seeker.

V.5.4.12.5 E-mail Notification When Matching a Job

An email capability is available to facilitate the job match. Virtual OneStop allows communication by direct messaging and email between the jobseeker, employer and staff member. Assisted job-seeker functions allow the system to send the job seeker an email message automatically about job referrals matching selected criteria (provided the job seeker has indicated the desire to receive this notification).



"E-Mail Notification to Job Seeker" Section of a Job Creation screen

V.5.4.12.6 Job Spidering Functionality

The State of Hawaii has the option to use Virtual OneStop's VOSJobs technology to load third party jobs by using "spidering" or "crawling" technology. This enables thousands of external job openings to be available in "real-time" and accessed easily by the end user.

The Virtual OneStop VOSJobs' spider technology is unique in its operation and intelligence. The system recognizes three classes of job data sources and parses these sites with separate techniques. These sources are:

1. Fully Structured Sites – These are sites similar to America's Job Bank that contain jobs that are classified by location at the county level and SOC or O*NET code. The spider technology will parse the structures such as job titles, descriptions, occupational codes, etc.

2. Partially Structured Sites – These are large job boards that contain a geographic coding and a broad occupational classification. The spider technology will parse the structures along with job titles, descriptions, etc.

3. Non-structured Sites – These are sites such as corporate websites, community organization sites, hospital sites, local newspapers and government sites that contain little or no occupational classification. In these sites, the job title and description are parsed and an O*NET occupation code is assigned if possible.

VOSJobs is a targeted spider that extracts information such as job title, job description, occupation (if present), geographic location (if present) and salary (if present). Suitable job sites for spidering are located through manual research and automated location. VOSJobs spidering includes jobs extracted from

- Job boards
- Hospitals
- Military branch sites
- Federal, state and local government sites
- Recruiter sites
- Non-profits
- Employer/corporate websites

V.5.4.12.6.1 Advantages of Job Spidering

Adding job spidering to the traditional labor exchange has major advantages for job seekers, employers, staff, and the agency as a whole:

- For job seekers, it provides easy access through a single interface to a large number of jobs, including many higher paying jobs. Depending on the level of spidering desired by Hawaii, job seekers can get instant exposure to many times the number of jobs available through the traditional approach, many of which would have been very difficult to locate on their own. Job listings can be accessed by keyword, O*NET occupational title, or O*NET/SOC occupational group, and link to LMI (ALMIS) data and O*NET occupational characteristics data to help facilitate informed choice.

- Employers benefit from the increase in the size and skill level of the talent pool available from the workforce system. Additionally, the "real time" view of wages and other aspects of the local labor market can be very useful prior to posting a job and/or interviewing candidates.

- For staff, spidering adds a large number of jobs to the workforce system with no staff time involved. Further, the information on job postings can provide valuable intelligence for job developers.

- Hawaii will benefit from the ability to track job seekers' access to external jobs and to count external job search in performance reporting. Too, the broad spectrum of jobs accessed is attractive to professional and managerial job seekers, and the ability to provide a full range of highly qualified applicants enhances the agency's image with employers.

What Makes Geographic Solutions' Job Spidering Unique

Geographic Solutions' approach to job spidering is designed for workforce development and incorporates several special features to address challenges inherent in the technology.

- Geographic Solutions spiders more local jobs than any other vendor. We provide the most focused job spider available.

- To minimize duplication of job listings we use sophisticated post processing technology. In addition, when searching for jobs the most recent jobs are selected and displayed first. We do not utilize sites that spider other sites.

- To minimize the display of inactive jobs, we spider most sites within 24 hours or less.

- To ensure quality and appropriateness of spidered jobs, new sites are monitored for content. Virtual OneStop Version 7 now includes a mechanism that lets staff define inappropriate words, and spidered jobs containing these words are blocked from searches.

- Geographic Solutions is the only vendor that accurately assigns most spidered jobs to an O*NET code. This is achieved using a sophisticated post-processing technique. This allows spidered jobs to be integrated into the workforce system including interfacing with labor market information and key O*NET data such as abilities, tasks, interests, etc.

- Most spidered sites do not classify their jobs by occupation, and existing approaches to automated assignment of an O*NET occupation are lacking in accuracy, generally producing an accurate code about 50% of the time. Geographic Solutions has developed a unique approach to improving the accuracy of O*NET occupational coding. A 14-step matching process utilizes not only the O*NET lay title file, as in other approaches, but also files developed by our staff that assign O*NET codes for job titles most frequently found among spidered jobs, including employer specific job titles and - for titles that are too general for code assignment (e.g., Manager or Consultant) - tables of keywords that are searched for in the job description. This process is monitored, evaluated and upgraded on an ongoing basis.

- Geographic Solutions is the only vendor that generates a reportable service record when individuals are self-referred to spidered jobs.

Virtual OneStop Version 7 includes a new mechanism that allows staff to automatically convert spidered job listings into internal job orders that are included in traditional Wagner-Peyser reporting.

Job Spidering Levels

There are four available VOSJobs spidering option levels. These are outlined below**:**

LEVEL I SPIDER *: Spidered Jobs in Hawaii from 2 national job boards, America's Job Bank, state job board if available.

LEVEL II SPIDER*: Spidered jobs in Hawaii from all available national job boards, Fortune 1000 corporations, national recruiters, military branches' sites, major hospitals, major non-profits, major newspapers.

LEVEL III SPIDER*: Spidered jobs in Hawaii from all available national job boards, local job boards, Fortune 1000 corporations, local government sites, national recruiters, military branches' sites, major hospitals, major non-profits, major newspapers, web sites of all employers with over 500 employees. (Number of employees threshold can be lower for additional cost).

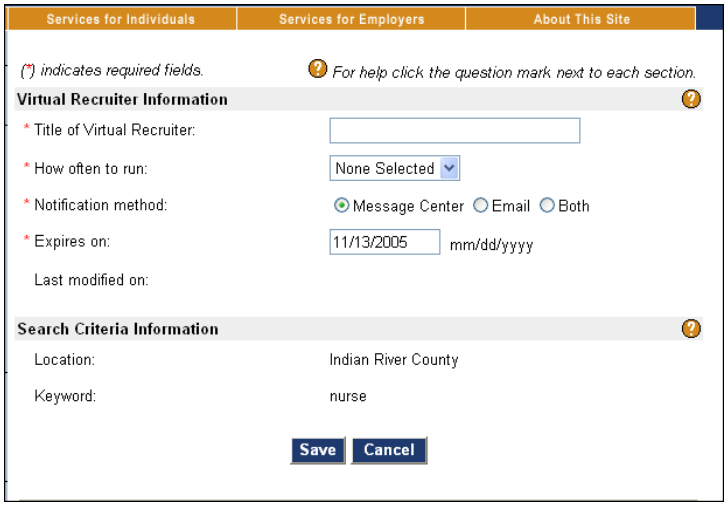
LEVEL IV SPIDER*: Spidered jobs in Hawaii from all available national job boards, local job boards, Fortune 1000 corporations, local government sites, national recruiters, local recruiters, military branches' sites, all hospitals, all non-profits, chambers of commerce, all newspapers, web sites of all area employers.

*To qualify for spider, organization must have web site with online job postings or post to a third party site. Geographic Solutions will only access jobs from sites that do not prohibit web crawling or spidering.

NOTE: ***Level II spidering is included with this proposal at no cost.***
Level III spidering is offered as an enhancement option.

V.5.4.13 Saving and Rerunning Job Searches (Virtual Recruiter) [RFP 3.2.5.4.13]

The Virtual OneStop Job Search functions include a module known as Virtual Recruiter. The Virtual Recruiter allows customers to create a job search, then save the search and run it periodically. Results are reported to the customer's message box, to an e-mail address, or both. Users may also modify the search agents or run them manually whenever they choose. The following figure displays a sample of a job seeker's Virtual Recruiter.



Virtual OneStop - Virtual Recruiter Creation Screen

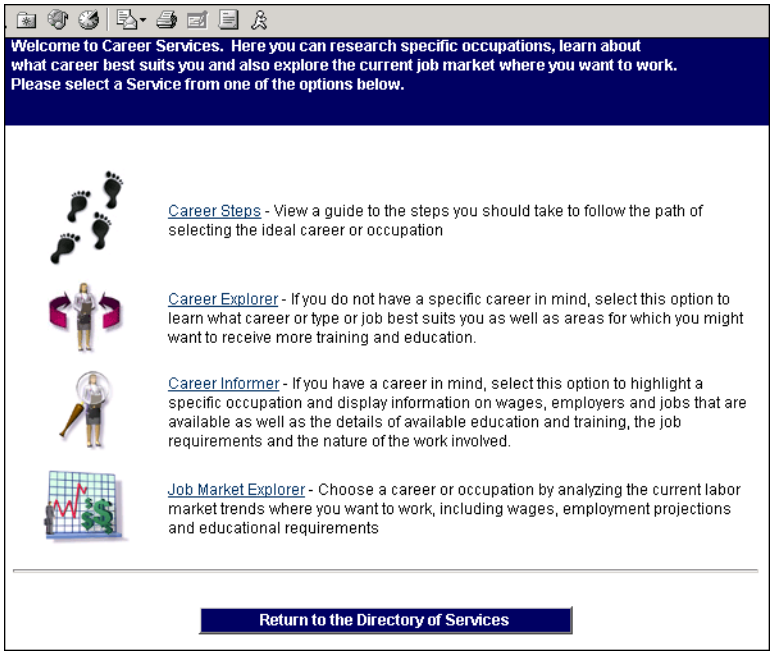
When a Virtual Recruiter job search is created, the job seeker selects the notification method and the time to run the search along with all search criteria. The criteria includes selecting locations from geographic maps, defining the job type and salary level, and other options designed to fine tune a job search.

V.5.4.14 Career Resource Information and Links [RFP 3.2.5.4.14]

The Core Services for Individuals module includes advanced functionality for individuals - job seekers as well as students and others choosing a career. This functionality includes options designed to assist individuals in making career decisions, researching the labor market, choosing a career, and finding jobs and training opportunities. The Career Services component allows users to analyze their own skills and attributes together with the local labor market conditions to make an informed career choice. It includes a step-by-step guide to selecting a career, and a section to analyze a person's skills and match those skills to a suitable occupation. Additionally, users may review profiles of occupations and analyze, in detail, labor market information on occupations for their region or for the entire state.

In Career Services, individuals can select from Career Steps to review tips on career selection; Career Explorer to assess and match skills, interests and/or work values; Career Informer to access extensive occupational information; and Job Market Explorer to quickly find occupations that meet the individuals skill sets and labor market requirements including wages, required education/training, and job outlook. Career Explorer and Job Market Explorer both enable the user to link to full details on any of the occupations suggested by these exploration tools.

The following figure is an example of a Career Services options screen.



Virtual OneStop Career Services Options Page

Virtual OneStop's web content manager can provide content from and links to the State Department of Labor and Industrial Relations (DLIR) career resource information. Links can be provided from the a specific menu screen such as the Career Services page.

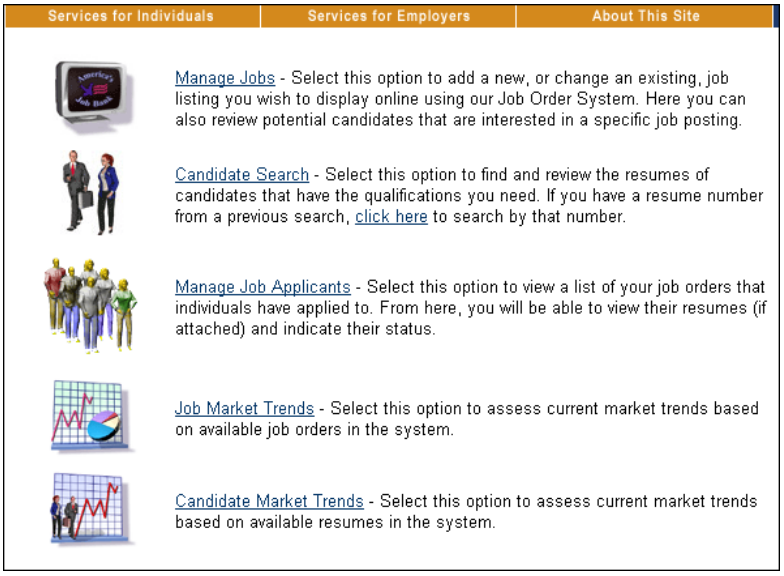
V.5.5 The Employer Portal [RFP 3.2.5.5]

Geographic Solutions' Virtual OneStop System meets all requirements for the Employer Portal (RFP 3.2.5.5) as summarized in Table 5: Employer and Jobseeker Portal Requirements — Compliance Summary, on page 45.

Geographic Solutions recognizes the importance of the Business Customer in a modern workforce development system. The Virtual OneStop component library provides the tools to deploy a successful "demand driven" workforce system. Evidence of the effectiveness of Virtual OneStop in a supply side role is that the technology was used for the new Employ Florida Marketplace system (www.employflorida.com) released by the state of Florida on March 1st, 2005. This new site has revolutionized Florida's labor exchange and was specifically designed to meet the demands of the State's business community.

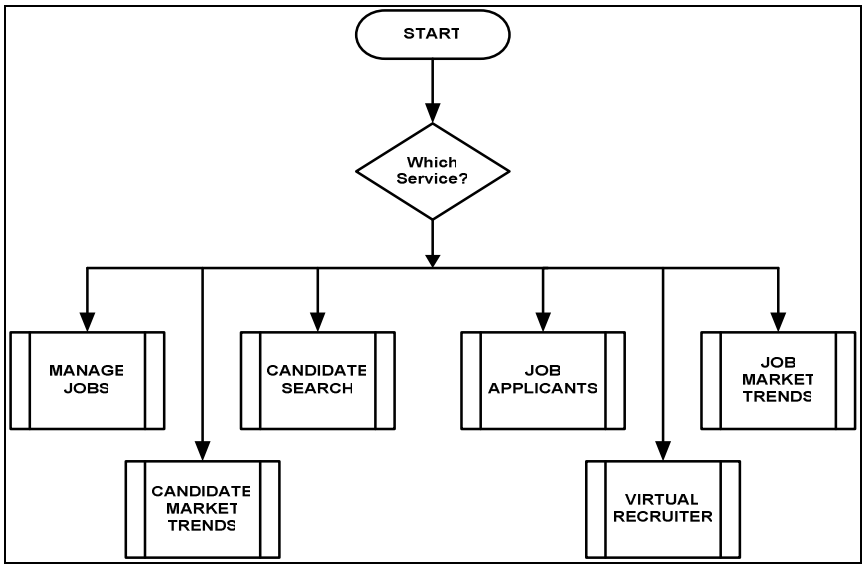
Employ Florida is an effort to move Florida to a recognizable branded system locally, at the state level and nationally. It is a move toward a focused outreach effort to work directly with employers to collect and update job openings.

Virtual OneStop provides assistance to employers to post job orders, view applicants for open job positions, search for candidates, assess job market trends, analyze occupations and labor market information, view web links on employment topics, and store collected data in online recruitment folders. Staff may also assist employers with these services using the Manage Employers function.



Employ Florida Marketplace – Virtual OneStop Recruitment Services page

The following diagram represents the standard Employer Recruitment Services workflow.

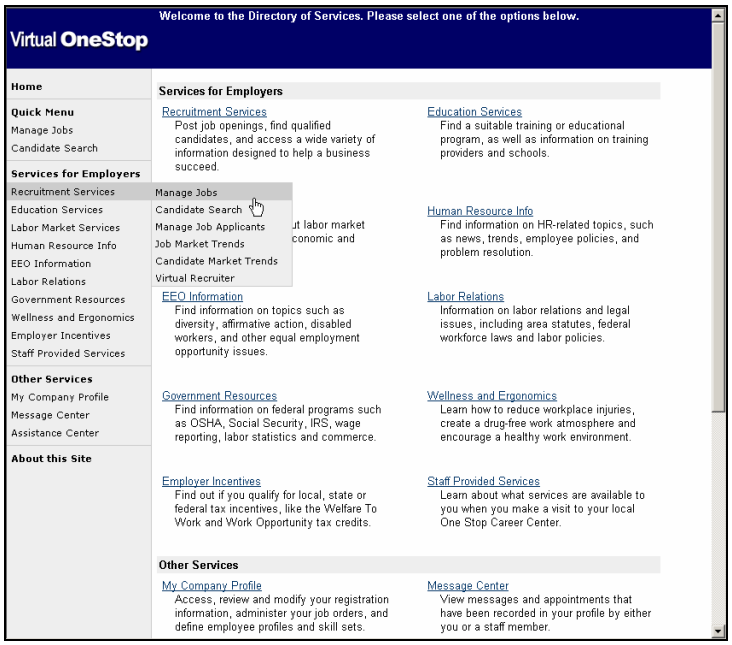


Virtual OneStop Employer Recruitment Services Component Workflow

The capability of the Virtual OneStop Employer Portal is outlined in detail in the following sections;

V.5.5.1 Creating, Updating, Posting and Managing Employer Information [RFP 3.2.5.5.1]

Employers may access the system without registering; however, before their employer information can be created and posted, they must be registered in the system so that basic employer information (e.g., NAICS Code, Tax ID number, Employer Contacts, Worksites, etc.) can be used to display the desired Employer information to users (when desired by the Employer) and to have access to all of the Employer Services available from the Employer Directory of Services screen.



Virtual OneStop Employer Services Page

The sections below briefly discuss registration and data storage for creating and posting of Employer data. Following those sections is a description of the Employer File Folder System for updating and managing the information (in the section Updating and Managing Employer Information , starting on page 98).

V.5.5.1.1 Collecting and Storing Employer Data Necessary for the Required Service

In today's business environment employers are very busy people. Time is precious and employers are traditionally reluctant to embrace a website that requires a significant amount of data entry. The Virtual OneStop system is built on the principle of asking the employer for information only when it is needed. Employers accessing the Virtual OneStop System are presented with the option of registering or simply entering the system so they can learn what is available to them before any registration is required.

The points at which a Virtual OneStop system will require an employer to register (if at all) are configuration options set by the State. After registration most Geographic Solutions State customers normally opt to place the employer in an "on hold" status until the employer has been verified by staff. This is a configuration option in the system. An option also exists to require that all job orders be verified by staff prior to posting. This is a less commonly used option due to the staff time involved.

Employers can be permitted to access Virtual OneStop as guests without registering. The state can configure the system to limit the information they will be able to access (for example, preventing non-registered employers from posting job orders and accessing resume details).

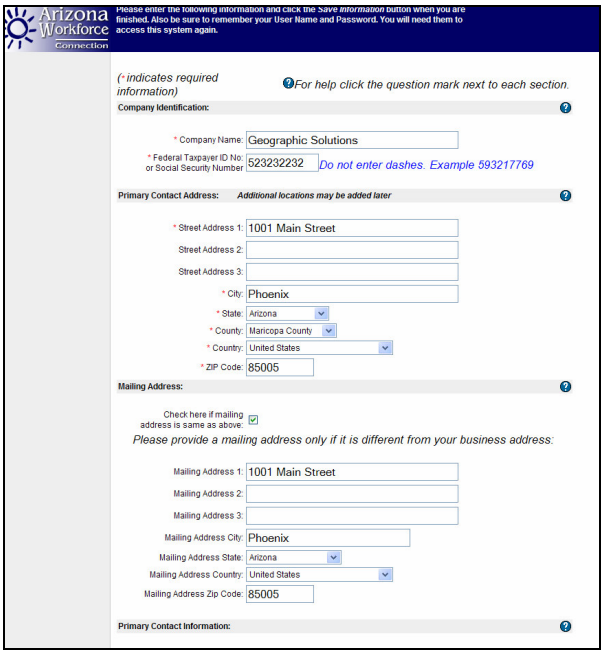
Most Virtual OneStop sites will prompt an employer to register prior to creating a job order or viewing the details of a candidate resume. The level of staff involvement in verifying an employer account is also configurable. For example, in Florida an employer can register and create job orders immediately. However, these jobs will not be available on-line to job seekers until either a staff member has reviewed the employer's information or two business days have passed. Once approved the employer can post jobs that will be available online immediately. In Alaska even after approval all job orders are verified by staff prior to being available online.

In summary, the Virtual OneStop system has the flexibility to allow the State of Hawaii to define when and what information employers will provide when they use the new Automated Management Information System.

V.5.5.1.2 Employer Registration

Through the Virtual OneStop registration component, employers can easily register from any computer with Internet access without requiring help from staff. Alternatively, the employer may prefer to work with a staff member to set up an account or receive assistance with resume screening. The employer registration form in the Virtual OneStop Component Library can be configured to display the information required by the State of Hawaii.

A partial view of an Arizona Workforce Connection employer registration form follows.



Arizona Workforce Connection (Virtual OneStop) Employer Registration – Partial Form

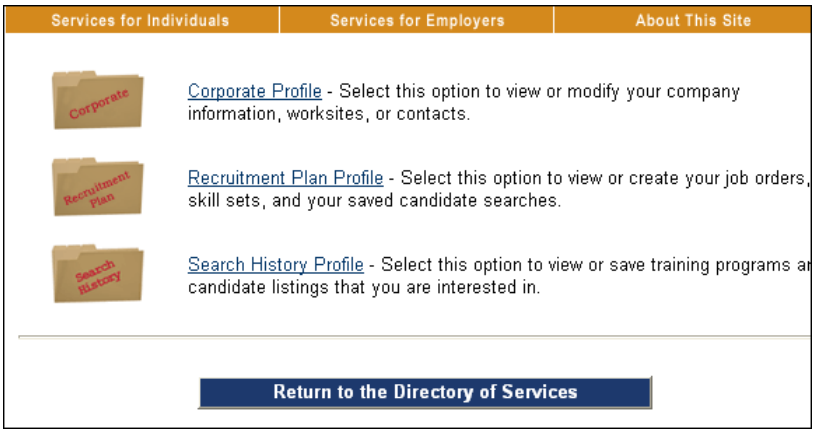
V.5.5.1.3 Employer System Access Rights

The Virtual OneStop System provides staff an added measure of security for employer account management. Because employers may self register, the system may be set up to temporarily lockdown these new employer accounts, preventing self-service activity in the system. This permits staff to investigate employer registration data, and perform any necessary background checks to prevent fraudulent activity within the system.

V.5.5.1.4 Updating and Managing Employer Information

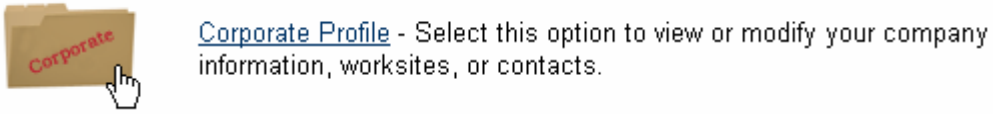
In the Virtual OneStop System, the many functions and services for the Employer portal share a common database for storing data in employer profiles. The Virtual OneStop System maintains account information that employers provided while using the web services available to them. The data for an Employer is stored at any point that it is collected, and it is quickly and easily available in a consistent manner from various functions. To access this data, employers (or staff) select *My Company Profile* or *Currently Managing* on the Navigation Menu.

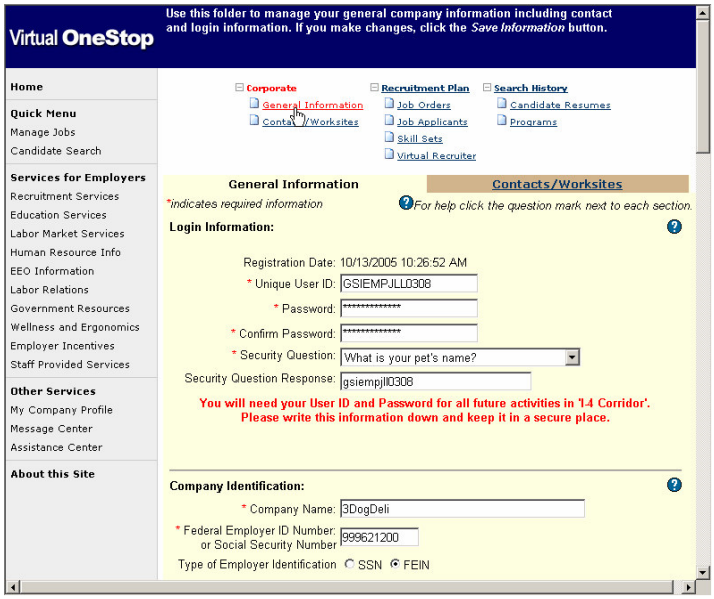
The following figure displays a sample My Company Profile Options screen.



My Company Profile Options Screen

Each Employer will have access to their information, and the ability to update and manage employer information through their Employer Profile folders.





Virtual OneStop Corporate Profile – General Information Screen

Employers click a desired profile to access the data contained therein. The Company Profile offers the following options:

- **Corporate Profile**—displays folder tabs to maintain employer registration and location contact information.
- **Recruitment Plan Profile**—displays folder tabs to maintain employer job order data, candidate referral information (including their resumes, if applicable), required job order skill set information, and automatic resume search agents.

- **Search History Information**—displays folder tabs to maintain select candidate resumes and desired training program information.

V.5.5.2 Post Job Openings [RFP 3.2.5.5.2]

Virtual OneStop includes an advanced and comprehensive job order system with advanced tools to assist employers in online recruiting including allowing employers to input job orders without staff assistance. In the Recruitment Services component, employers complete an online form to post a job order with specific skills required for the position and other items such as whether the job order is accessible online. Standard occupational descriptions are easily selected by occupational code. Employers choose options on how they want to receive resumes and responses, such as by fax, by email, telephone calls, US mail, or other sources. A partial view of a sample job order form is shown below..

Virtual OneStop Job Order – Partial Form

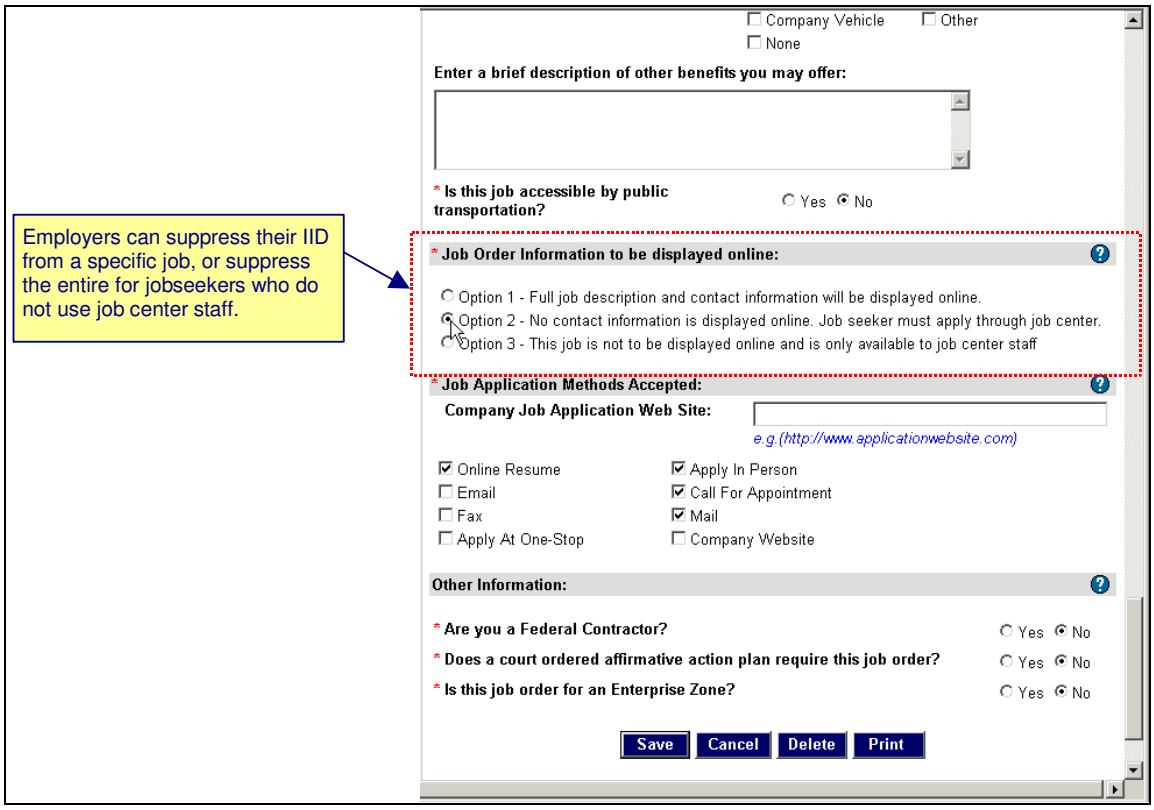
Once a job order is posted to the system, it is available for job seekers to view unless the job order is suppressed and requires review by a staff member first. Employer contacts can be input before actual job orders are entered on the system. Contacts are used to identify how to apply for specific job orders within the system.

To add a job order, employers or staff will simply click on the *Create a New Job Order* button and begin entering information. Every job order has the ability to have unique contact information linked to the specific job order. Selecting the occupation or educational requirements begins the entry process.

Within Virtual OneStop, Employer Representatives or Case Managers will have the capability to access an employer's account to make changes to the identifying information, view job orders, view profile searches, and view saved skill sets.

V.5.5.3 Selection of Fields to be Disclosed [RFP 3.2.5.5.3]

The Virtual OneStop System does allow employers, at their discretion, to identify whether certain data is displayable to the public. For example, in the Job Order from shown in the previous topic, an option determines whether the employer contact information will display with the job, or whether the job order will display online for all jobseekers.



Job Order – Partial Form (with Display Options)

As part of Geographic Solutions' Program Management Methodology, additional requirements for selection of specific fields to be suppressed from display can be identified by business analysts as part of the system design.

V.5.5.4 Candidate Search, Screening and Ranking Tools [RFP 3.2.5.5.4]

The Virtual OneStop System has an array of searching, screening and ranking tools to help the employer quickly focus on the candidates that meet their needs. Specific details on some of the system's tools and methods for providing assistance to employers are described in the following topics.

V.5.5.4.1 Employer Candidate Search

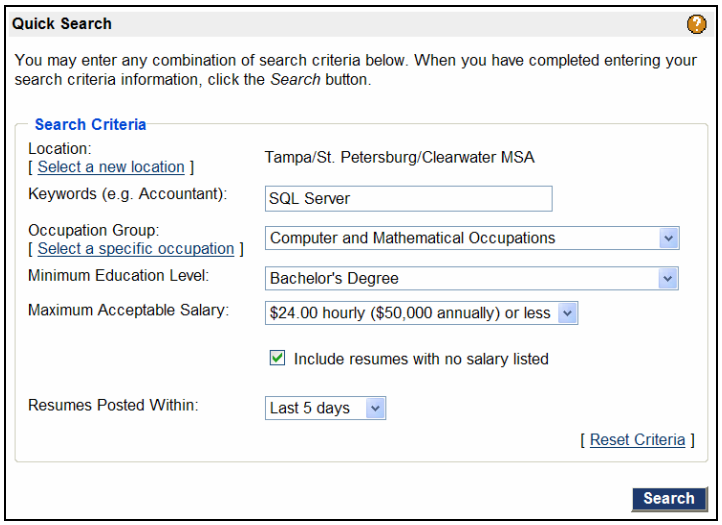
The Virtual OneStop System includes tools that provide employers with access to a complete selection of qualified jobseekers. Virtual OneStop includes a module that lets employers and staff search resumes entered through the system by staff or individuals. The Virtual OneStop Candidate Search Component provides an intelligent, easy-to-use mechanism that allows an employer to quickly find suitable talent. Virtual OneStop combines simple broad candidate searching and more advanced candidate search options that allows the sophisticated employer the flexibility of performing a "targeted" search.

Upon defining the location they are looking in, the employer is presented with multiple options for their candidate search. These options are described in the following sections:

V.5.5.4.1.1.1 Quick Candidate Search

In the Quick Candidate Search option, the employer can search by specifying one or more of the following:

- Geography (the area that you wish to hire individuals from)
- Keyword
- Occupation Group (from a drop-down list)
- Specific Occupation
- Maximum acceptable salary (from a drop-down list)
- When a resume was posted (from a drop-down list)



A summary list of matching resumes is then displayed.

V.5.5.4.1.1.2 Focused Search Options

More focused candidate searches available to employers and staff in Virtual OneStop are as follows:

- Resume Number Search – Resume number is entered directly.
- Skill Set Search – Using saved search sets, the system can find candidates that match 25%,

50%, or 70% of the employer's required skills.

- Job Order Criteria Search – The parameters of a job order selected from a pull down are used to search for candidates. This includes parameters such as salary, occupation, educational and skill requirements etc.

V.5.5.4.1.1.3 Advanced Search

The advanced search option is for employers or staff who want to perform more sophisticated candidate searches. Employers and staff can follow the instructions from the method chosen to search all resumes on the system that match the specific search criteria. For example, an employer specifies a skill set looking for an accountant who matches 25%, 50%, or 70% of the employer's required skills. A list of matching resumes is displayed.

Parameters that can be defined include: occupation, occupational experience, salary, education level, qualifications, candidate skills, keyword, driver's license type, driver's license endorsement type, resume modification date, shift availability, and minimum age.

V.5.5.4.1.1.4 Resume Ranking

Virtual OneStop Version 7 incorporates a powerful new resume ranking tool that allows employers to search for candidates using multiple criteria that can be designated as "required," "desirable" or "N/A". Returned results list candidates in order of ranking.

V.5.5.4.2 Displaying Candidate Information

Upon execution of a candidate search Virtual OneStop displays a summary of candidates that meet the search criteria. Employers can then click the resumes on the list to view or print them. They may also return to the Resume Search and continue searching for candidate resumes who meet the skills posted in the job order. A summary of the individual's resume is presented that includes:

- Name and Location
- Resume title and number
- Desired occupation
- Occupational experience
- Desired salary
- Education level
- Qualifications
- Certifications

Resume Summary		Ranking	View
Name and Location:	Pilar J Liebrecht of Fort Walton Beach, WI		
Resume Title and Number:	Staff Accountant # 10840		Resume
Desired Occupation:	Accountants		Skills
Occupational Experience:	Accountants (8 months)		
Desired Salary:	$12.00 hourly ($25,000 annually) or more	76%	Contact Info
Education Level:	Bachelor's Degree or Equivalent		
Qualifications:			Other Info
Certificates:	BS/BA Accounting/Professional accountant		
Indicators:			
Name and Location:	Withheld		
Resume Title and Number:	Experienced Degreed Accountant # 4770		Resume
Desired Occupation:	Accountants		Skills
Occupational Experience:			
Desired Salary:	ANY	60%	Contact Info
Education Level:	Bachelor's Degree or Equivalent		
Qualifications:			Other Info
Certificates:			
Indicators:	- Veteran		
Name and Location:	Melissa R Beckham of Valdosta, GA		
Resume Title and Number:	MELISSA BECKHAM - RESUME 2005 # 13333		Resume
Desired Occupation:	Accountants		Skills
Occupational Experience:	Accountants (36 months), Data Entry Keyers (4 months)	60%	Contact Info
Desired Salary:	$12.00 hourly ($25,000 annually) or more		

Virtual OneStop -- Candidate Summary Screen

From the summary page employers can access any available detailed information on an individual including a skills list, contact information and the candidate's resume. The following figure is a sample resume that an employer may view.

This is a preview of the individual's resume.

Cara Smith
1001 Gulf Way
Palm Harbor, FL 34683 US
Phone: 727-786-7955

Objective

Looking for a position to utilize my present skills and develop more skills in the growing health services field.

Employment History

Home Health Care Aide (Nursing Aides, Orderlies, and Attendants)
2002 - 2003 *Special Services* Clearwater, FL
Provide basic patient home care under direction of nursing staff. Perform duties, such as feed, bathe, dress, groom, or move patients, or change linens.

Cashier (Retail Salespersons)
1999 - 2001 *Skylar Natural Foods* Tampa, FL
Total grocery purchases, collect money, balance money and credit card transactions daily. Assist with stocking and inventory when needed.

Nursing Aide 1 (Nursing Aides, Orderlies, and Attendants)
1998 - 1999 *Wellcare Assisted Living* Blue Lagoon, FL
Provide basic patient care under direction of nursing staff. Perform duties, such as feed, bathe, dress, groom, or move patients, or change linens.

Education History

Course or Study	*Degree Received*	*Issuing Institution*
High School Courses	High School Graduate	Pelican High School

Notes

Willing to work flexible schedules.

[Print View]

Return to Resume Search

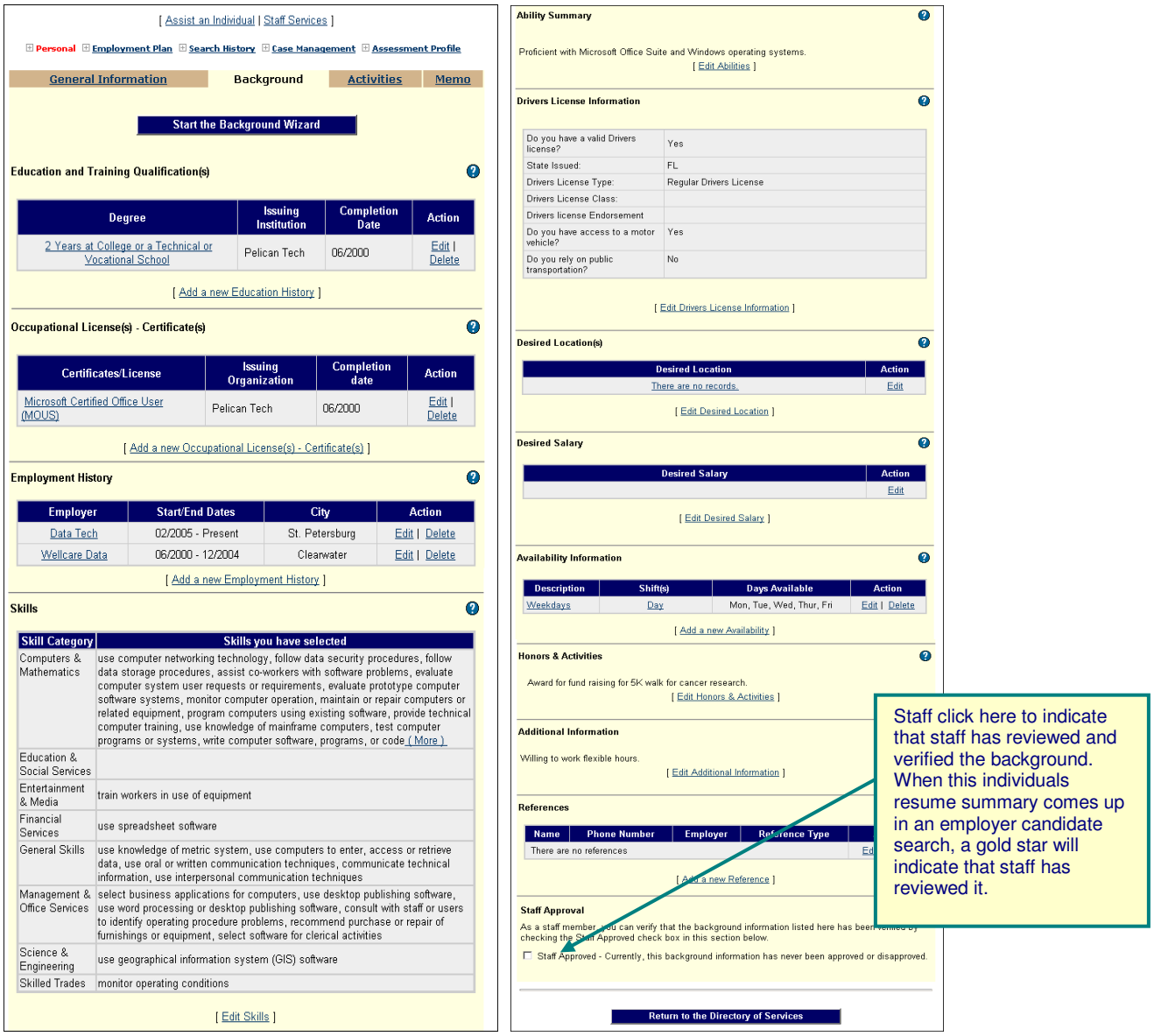
Virtual OneStop-- Resume Screen for Employers' View

V.5.5.4.3 Candidate Screening and Background Verification

Employers posting job orders on Virtual OneStop can select to make the order partially suppressed, resulting in individuals being directed to their nearest One-Stop center for further assistance. Jobseekers see job order details without employer contact information. Employers may also submit totally suppressed job orders that never display in a job search result list. Only One-Stop staff members can refer job seekers to suppressed job orders.

Virtual One Stop also offers a feature that identifies job seekers who have had their resume and job application information verified/validated by One Stop Staff.

Employers recognize the value added when that information has been verified by staff members. Information can be validated by staff for any registered individual with a resume or completed job application.



Updated Background Tab
(Provides Staff with Access to Complete Individual Background Information)

Data input by individuals or by staff on behalf of individuals is stored in the individual's Background tab in their Personal Profile. The information is available to staff to validate.

The screen below indicates the view that employers see when an individual's background has been validated by staff:

Candidates whose background information has been verified by staff display with a gold star and the verification date.

Here is a list of active resumes for candidates in Pinellas County that matched your criteria. You may click a link in the *View Resume* link in the Action column to display the associated resume.

For help click the question mark

To sort on any column, click the Resume Summary column title.

Name and Location:	Bert A QA of Odessa, FL		
Resume Title and Number:	testing 02 # 1026		Resume
Desired Occupation:	Accountants		Skills
Occupational Experience:	Accountants (6 months)		
Desired Salary:	$7.25 hourly ($15,000 annually) or more	95%	Contact Info
Education Level:	Bachelor's Degree or Equivalent		
Qualifications:			Other Info
Certificates:	FL Construction Cert.		
Indicators:	★ - Staff Verified on 05/12/2005		
Name and Location:	chris j achudson of Tampa, FL		
Resume Title and Number:	asdfasdf # 1009		Resume
Desired Occupation:	Accountants		Skills
Occupational Experience:			
Desired Salary:	$21.75 hourly ($45,000 annually) or more	75%	Contact Info
Education Level:	Bachelor's Degree or Equivalent		
Qualifications:			Other Info
Certificates:			
Indicators:			

Sample Candidates Returned from Ranked Search Screen

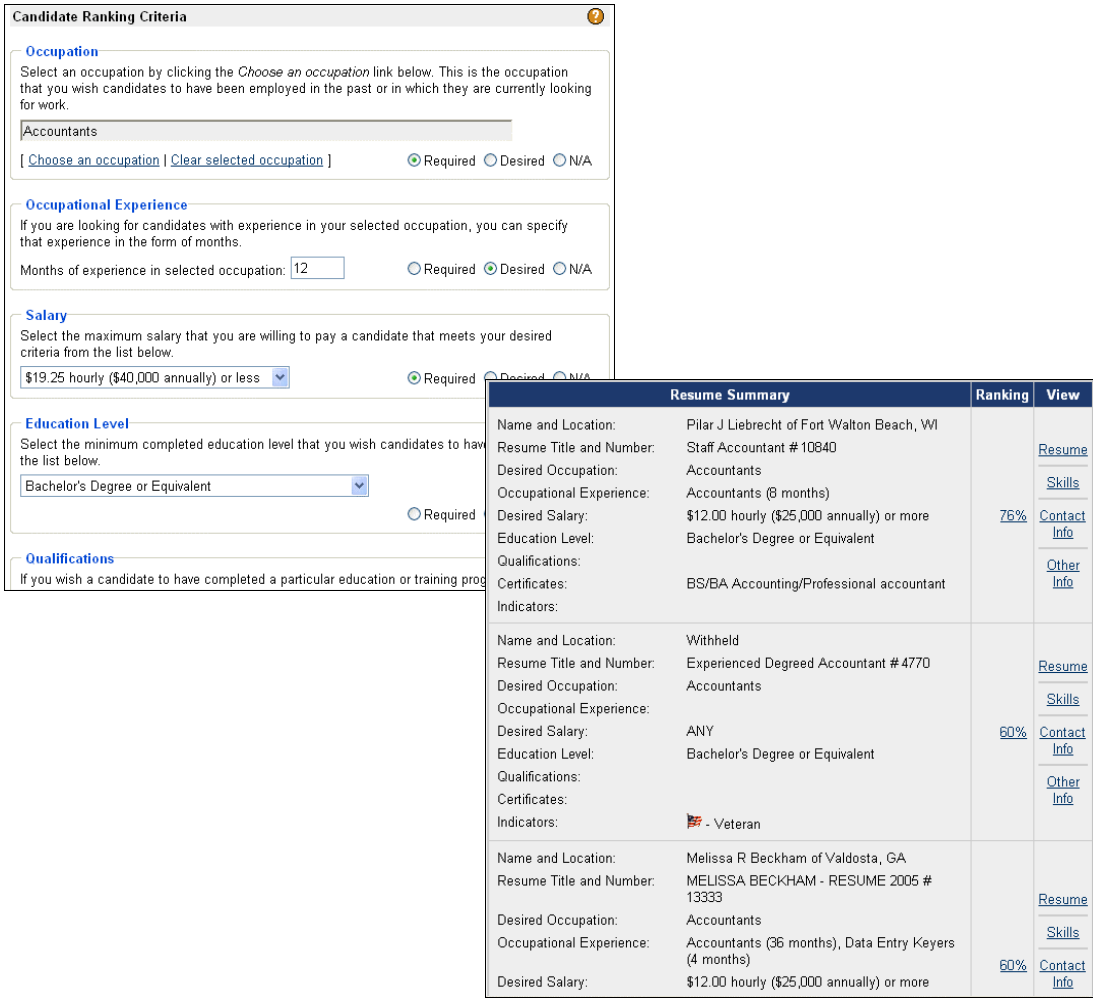
Hawaii WDD can elect to use this option as fee for service, providing only subscribing employers with staff verified job seekers or they can selectively use this feature to validate the background information on specific individuals at an employer's request.

V.5.5.4.4 Automated Candidate Ranking

Virtual OneStop Version 7 incorporates a powerful new resume ranking tool that allows employers to search for candidates using multiple criteria, which can be designated as "required", "desirable" or "N/A". Returned results list candidates (and their resumes) in an order, or ranking, based on the criteria used.

This feature in the Virtual OneStop module lets employers and staff search resumes entered through the system by staff or individuals, and display the resulting candidates/resumes with a priority ranking mechanism that allows employers to control how many job applicants to view (and scheduler for referral). This includes searches by keyword, skill set, occupation group, location, advanced criteria such as salary level, and all resumes in the system.

Returned results list candidates in order of ranking as illustrated below.



Sample Virtual OneStop-- Candidate/Resume Ranking Screens

V.5.5.4.5 Applicant Tracking

The Virtual OneStop Component Library includes a comprehensive Position Management and Applicant Tracking component that allows staff and employers to view a list of job orders that interested individuals have applied to. Staff and employers may also view an applicant's attached resume, if the individual provides it. The list of job applicants for specific job orders is similar to the following figure:

Listed below are job orders that individuals have applied to. Click the *View* link in the Resume column to view any attached resumes. Click the *Results* link in the action column to help us record if any applicants were hired.

To sort on any column, click a column title.

Applicant Name	Job Order Title	Applied Date	Result	Resume	Action
Eternal, Hope	Able Seamen - New	02/07/2005			Results
Smart, Kim	Medical and Health Services Managers	01/11/2005		View	Results
Marks, John	Accountants	01/11/2005	2 - Interviewed not Hired		Results
Morris, Danny	Accountants	09/20/2004			Results

Enter page number: Go

Viewing Page 1 of 4

Select another Recruitment Service

[Home | Services | Settings | Feedback | Log Off]

Sample List of Job Applicants Screen

The system allows the user to sort the list of job orders by selecting a column heading and to select the outcome and results of a job order application for future records.

Within the Virtual OneStop Component Library, there is an interface for employers to record the result of any referral made to their specific job orders. When the employer changes the status of a job order to indicate that a position has been filled, the system displays a list of the candidates that were referred to that specific job asking the employer to indicate whether the individual was hired, and if so, the date and hourly rate.

Arizona Workforce Connection

Please provided information for the following fields and click the Save button when you are finished. Otherwise click the Cancel button to return to the job order listing page.

Home
Quick Menu
Post a Job
Candidate Search
Services for Employers
Recruitment Services
Education Services
Labor Market Services
Human Resource Info
EEO Information
Labor Relations
Government Resources
Wellness and Ergonomics
Employer Incentives

(*) indicates required fields. For help click the question mark.

Job Order Status

Current job order status: O - Open
* New job order status: None Selected
None Selected
C - Position no longer available
F - Position filled

Outstanding Referrals

Please help us identify if any of the candidate(s) below were hired or not.

Candidate Name	Candidate Status	Hire Date	Hourly Rate
Tate, Tom	Hired Not Hired	01/27/2004	$ 15.00

Save Cancel

Arizona Workforce Connection Employer Referral Results Screen

The system has separate job order status fields for employers and staff. This permits an employer to indicate via self-service mode that a position is filled and no longer available without directly modifying the job order status used for reporting.

Following are potential optional fee-based services proposed by Geographic Solutions, Inc.

V.5.5.4.6 Virtual Recruiter for Employers

The Virtual Recruiter allows employers to create a resume search, then save the search and run it periodically. Results are reported to the employer's message box, to an e-mail address or to both. Employers can also modify the search agents or run them manually whenever they choose. The following figure displays a sample of the employer's Virtual Recruiter.

Employ Florida Marketplace (Virtual OneStop) - Virtual Recruiter Resume Search List

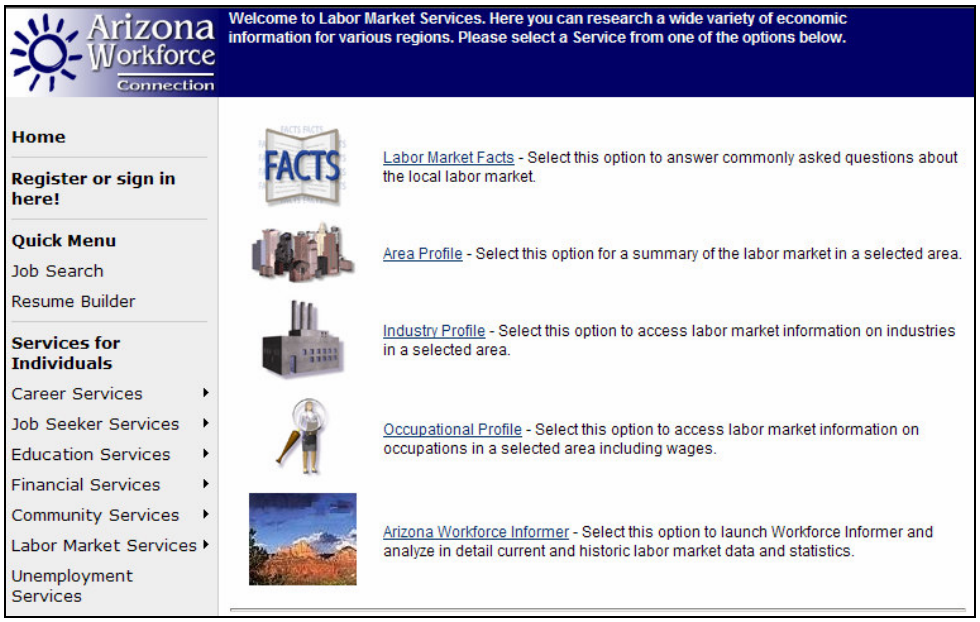
V.5.5.5 Labor Market Information for Employers [RFP 3.2.5.5.5]

The Virtual OneStop Services for Employers module includes information for employers looking for a quick and user-friendly method of accessing specific labor, industrial and economic data. The Labor Market Services component provides simple "point and click" access to data for the person seeking answers to "what, where, and when" style questions about labor market information. For example, "What is the average weekly wage in the Hawaii telephone communications industry?" Other types of information include number of work locations, number of employees, expected growth with number of jobs, required skills, occupations within the industry, employers in the industry, and average wages.

The Virtual OneStop Labor Market Services component will be available as a module for the new MIS system. This module displays an abundance of employment statistical data and labor market information that will assist the job seeker. Information includes occupational data, wages, current and future employment, required skills, licensing information, and main industries for an occupation.

V.5.5.5.1 Integration with Workforce Informer System

It is proposed that the new Automated Management Information System have links to the Hawaii Workforce Informer web site for analyzing labor market information in detail. The Arizona Workforce Connection Virtual OneStop and Alaska ALEXS systems currently incorporate this feature, as shown in the example below.



Arizona Workforce Connection Labor Market Services

V.5.5.5.2 Real-Time LMI

Version 7 of Virtual OneStop presents a summary of the labor market to employers and individuals. This includes a summary of salaries compiled by analyzing, on the fly, wages advertised on jobs posted on line for the selected occupation for the last twelve months. These are real-time statistics extracted from posted job orders on systems such as America's Job Bank. This feature is very useful to employers that are looking to post jobs and wish to access the appropriate wage to list by looking at similar posted jobs.

Current Advertised Wages for Registered Nurses

An analysis of 113 job order(s) in the system that listed a wage for Registered Nurses in Florida for the period 3/21/2004 through 3/21/2005 indicates that the average posted minimum available wage is $38,571 per year. The lowest posted minimum available wage is $16,640 per year. The highest posted minimum available wage is $89,688 per year. The table below is a statistical breakdown of minimum available wage posted on job orders in the system:

Low Level (Quartile 1)	Median	High Level (Quartile 3)
$31,200	$36,096	$45,760

Note: This information is based on actual job orders and is not based on a statistically valid labor market survey.

Click here to display the job order(s) that the above information is based on.

Real Time LMI Display in Employ Florida

V.5.5.5.3 Integration of Agency Labor Market Data

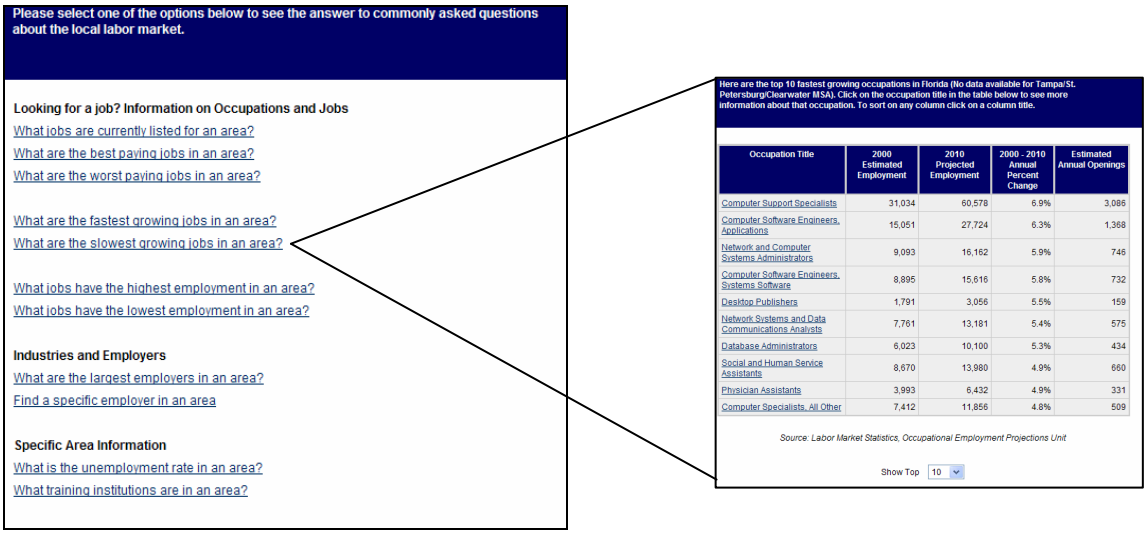
The proposed Hawaii Automated Management Information System will provide true integration of labor

market information where it is appropriate for job seekers and employers. Labor Market Information can be accessed directly from the America's Labor Market Information System (ALMIS) structure specified by the U.S. Department of Labor, Employment and Training Administration. The system can access the same ALMIS databases developed and used by the state of Hawaii.

The Labor Market Services component is designed to quickly and easily display the latest labor market information to the user. Each option provides further occupational and labor market detail on the topic simply by pointing and clicking. Each occupation icon on the screen will display the latest information available for that occupation. This includes basic labor market information from the ALMIS database, data from the O*NET database and data extracted from the BLS Occupational Outlook Handbook. Options are described in the sections that follow.

V.5.5.5.4 Labor Market Facts

The Labor Market Facts Component is designed to quickly answer commonly asked questions about the local labor market. This includes questions such as what are the best paying jobs in an area, the fast growing occupations, the occupations with the highest employment, the largest employers, etc. As an example, selecting the link "What are the fastest growing jobs in an area?" will prompt the user to select an area and then display a table showing the top 25 occupations in terms of the annual percent change. The user can then change the parameters to display, say, the top 100 occupations or sort on any of the data columns.



Virtual OneStop – Labor Market Facts Component

V.5.5.5.5 Occupational Profile

The Occupational Profile component displays an unequalled amount of information on a selected occupation. This includes information from:

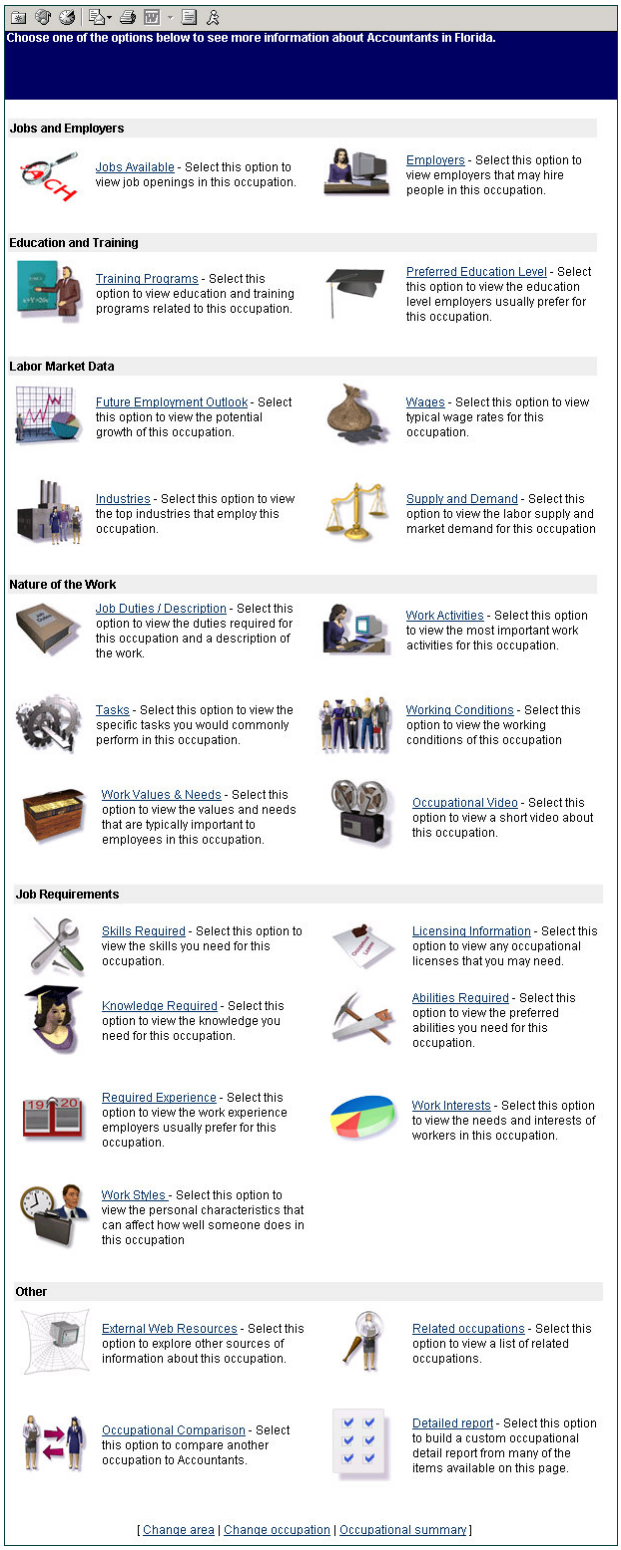
- The America's Labor Market Information System (ALMIS) 2.3 database.
- The Occupational Information Network (O*NET) 7.0 database.

- The Bureau of Labor Statistics Occupational Outlook Handbook, 2004-05 Ed.
- Real time statistics extracted from posted job orders on systems such as America's Job Bank.

When the user selects the occupation profile option, they are prompted to select a geographic area of interest and a specific occupation. Virtual OneStop then displays a summary page that includes the following information:

- Occupational description
- Links to available jobs
- Wage info
- Projected occupation growth data
- Related industry data

Below the summary data is the *Display more information about this occupation* button. When clicked, the Virtual OneStop system will display a screen similar to the following one:



Occupation Profile Screen

Each icon on the screen will display the latest information available for that occupation. For more information, refer to the following icon descriptions.

Jobs Available—will display the jobs that are available for the selected occupation or related occupation group jobs in the selected area. The user may employ general or specific search criteria to locate desirable job postings. These may include jobs from other state systems and/or external job sites, such as America's Job Bank (AJB). The job search options are described in more detail in the "Search for Job Openings" section below.

Employers—presents contact and company description information for employers within the selected area for the top industries that employ the selected occupation. The Virtual OneStop system displays a list of matching employers, and the user accesses the desired employer data by clicking its company name link.

Training Programs—displays a list of desired training programs that are related to the selected occupation in the selected area. The data that is displayed for training programs is described in more detail under the "View Training Information Section" below.

Preferred Education Level—displays an educational requirement summary for the selected occupation, to include job order statistics compiled within the last year. Section three describes the necessary training and qualifications for the selected occupation, and lists desirable skills, aptitudes, and personal characteristics. This information is obtained from the U.S. Department of Labor Bureau of Labor Statistics. Refer to the following image to view a sample screen.

Here is the information on the education level that employers prefer when hiring Accountants.

For help click the question mark next to each section.

Typical Education Requirements for Accountants

Accountants usually require at least a Bachelor's degree. However, not all employers may make this a hiring requirement.

Current Advertised Education Requirements for Accountants

Our analysis of the job orders in the system for Accountants in Tampa/St. Petersburg/Clearwater MSA for the period 10/10/2002 through 10/10/2003 has led to the education requirements break down described in the table below. The *Education Requirements* column displays the level of education required by the job order. The *Total* column displays the number of job orders requiring that education level.

Education Requirements	Total
N/A	9
No School Grade Completed	1
13th year of education completed	1
14th year of education completed	2

Note: This information is based on actual job orders and is not based on a statistically valid labor market survey.

Description of Training and Qualifications for Accountants and Auditors

Most accountant and internal auditor positions require at least a bachelor's degree in accounting or a related field. Beginning accounting and auditing positions in the Federal Government, for example, usually require four years of college (including 24 semester hours in accounting or auditing) or an equivalent combination of education and experience. Some employers prefer applicants with a master's degree in accounting or with a master's degree in business administration with a concentration in accounting.

Virtual OneStop Occupation Profile - Preferred Education Level Screen

Future Employment Outlook—displays various employment projection-related statistics for the selected occupation. Information in this section is obtained from the ALMIS database and originates from the Bureau of Labor Statistics' Office of Occupational Statistics and Employment Projections. The OES program produces employment and wage estimates for over 700 occupations. These are estimates of the number of people employed in certain occupations, and estimates of the wages paid to them. Self-employed persons are not included in the estimates. These estimates are available for the nation as a whole, for individual states and for metropolitan areas; national occupational estimates for specific

industries are also available. Employment projections are developed from this data according to BLS-prescribed methodology. Virtual OneStop displays long and short-term employment projections and openings data both in descriptive and numeric format.

Wages—displays ALMIS wage information compiled for the Bureau of Labor Statistics' Occupational Employment Statistics (OES) program. The OES program conducts a yearly mail survey designed to produce estimates of employment and wages for specific occupations, collecting data on wage and salary workers in order to produce employment and wage estimates for over 700 occupations. There are estimates of the number of people employed in certain occupations, and estimates of the wages paid to them. These estimates are available by geographic area (National, State and Metropolitan Statistical Area levels) and industry.

The OES Wage Survey covers all full-time and part-time wage and salary workers in non-farm industries. The survey does not cover self-employed workers, owners and partners in unincorporated firms, household workers, or unpaid family workers. Virtual OneStop displays all the wage types contained in the ALMIS 2.2 database included hourly annual and calculated wage rates. This allows accurate wage rates to be displayed for occupations such as teachers that do not work year round.

Virtual OneStop includes a summary of salaries compiled by analyzing, on the fly, wages advertised on jobs posted on line for the selected occupation for the last twelve months. The system now also includes data on national earnings for the selected occupation from the BLS occupation outlook handbook.

Industries—displays a numerical value representing a base year employment estimate for the selected occupation within industries where that occupation is typically employed. This information is obtained from the ALMIS database compiled for the Bureau of Labor Statistics' Occupational Employment Statistics (OES) program. Refer to the following image to view a sample screen.

Here are the top 25 industries for Accountants And Auditors (No data available for Accountants) in Tampa/St. Petersburg/Clearwater MSA. The number of employees is based on a 1999 estimate.

For help click the question mark.

Industries that employ the most for Accountants And Auditors

The 25 industries that employed the most Accountants And Auditors (No data available for Accountants) in Tampa/St. Petersburg/Clearwater MSA in 1999 are outlined in the table below.

Industry Title	Number of Accountants And Auditors Employed
Accounting, Auditing & Bookkeeping	3,060
Employment & Temporary Help Agencies	1,260
Private Households	1,143
Self-employed & Unpaid Family Workers	1,143
Colleges & Universities	523
Computer & Data Processing Services	373
Elementary & Secondary Schools	350
Misc. Schools & Educational Services	320
Vocational Schools	312
Libraries	301
Management & Public Relations Services	273

Virtual OneStop Occupation Profile - Excerpt from Industries Screen

Supply and Demand—presents a detailed analysis of the selected occupation on a national scale, to include the following factors:

- Educational requirements
- Future employment outlook
- Related skills/occupations
- Occupational trends

The Bureau of Labor Statistics compiles this information and publishes it in the Occupational Outlook Handbook.

Job Duties/Description—summarizes the O*NET description for the selected occupation and the more detailed BLS Occupational Outlook Handbook description. Refer to the following image to view a sample screen.

Here is information on the typical job duties for Accountants and a description of their work.

For help click the question mark next to each section.

Summary of Job Duties for Accountants

Analyze financial information and prepare financial reports to determine or maintain record of assets, liabilities, profit and loss, tax liability, or other financial activities within an organization.

*This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.*

Description of the Work Performed by Accountants and Auditors

Accountants and auditors help to ensure that the Nation's firms are run more efficiently, its public records kept more accurately, and its taxes paid properly and on time. They perform these vital functions by offering an increasingly wide array of business and accounting services to their clients. These services include public, management, and government accounting, as well as internal auditing. However, accountants and auditors are broadening the services they offer to include budget analysis, financial and investment planning, information technology consulting, and limited legal services. Beyond the fundamental tasks of the occupation—preparing, analyzing, and verifying financial documents in order to provide information to clients—many accountants now are required to possess a wide range of knowledge and skills.

Virtual OneStop Occupation Profile - Excerpt from Job Duties/Description Screen

Work Activities—summarizes the kinds of general tasks that may be performed across multiple occupations, including the selected one. The information in this section is obtained from the *Occupation Requirements* content area of the Occupational Information Network (O*NET) database. O*NET was developed by the Employment and Training Administration (ETA), U.S. Department of Labor. Refer to the following image to view a sample screen.

Working Context for Registered Nurses

Work Context	Work Context Description	Importance (Out of 100)
Deal With External Customers	How important is it to work with external customers or the public in this job?	95.83
Indoors, Environmentally Controlled	How often does this job require working indoors in environmentally controlled conditions?	91.67
Contact With Others	How much does this job require the worker to be in contact with others (face-to-face, by telephone, or otherwise) in order to perform it?	88.83
Importance of Being Exact or Accurate	How important is being very exact or highly accurate in performing this job?	87.50
Consequence of Error	How serious would the result usually be if the worker made a mistake that was not readily correctable?	86.08
Responsible for Others' Health and Safety	How much responsibility is there for the health and safety of others in this job?	86.04
Spend Time Standing	How much does this job require standing?	79.17
Exposed to Disease or Infections	How often does this job require exposure to disease/infections?	75.00
Wear Common Protective or Safety Equipment such as Safety Shoes, Glasses, Gloves, Hearing Protection, Hard Hats, or Life Jackets	How much does this job require wearing common protective or safety equipment such as safety shoes, glasses, gloves, hard hats or live jackets?	75.00
Spend Time Using Your Hands to Handle, Control, or Feel Objects, Tools, or Controls	How much does this job require using your hands to handle, control, or feel objects, tools or controls?	66.67
Spend Time Walking and Running	How much does this job require walking and running?	62.50

For help click the question mark next to each section.

National Working Conditions for Registered Nurses

Most nurses work in well-lighted, comfortable healthcare facilities. Home health and public health nurses travel to patients' homes, schools, community centers, and other sites. Nurses may spend considerable time walking and standing. They need emotional stability to cope with human suffering, emergencies, and other stresses. Patients in hospitals and nursing homes require 24-hour care; consequently, nurses in these institutions may work nights, weekends, and holidays. RNs also may be on-call(available to work on short notice. Office, occupational health, and public health nurses are more likely to work regular business hours. Almost 1 in 10 RNs held more than one job in 2000.

Nursing has its hazards, especially in hospitals, nursing homes, and clinics where nurses may care for individuals with infectious diseases. Nurses must observe rigid guidelines to guard against disease and other dangers, such as those posed by radiation, chemicals used for sterilization of instruments, and anesthetics. In addition, they are vulnerable to back injury when moving patients, shocks from electrical equipment, and hazards posed by compressed gases.

Source: U.S. Department of Labor Bureau of Labor Statistics

Virtual OneStop - Working Conditions Link

Tasks—displays specific work activities that can be unique to the selected occupation. The information

in this section was obtained from the *Occupation Specific* content area of the Occupational Information Network (O*NET) database.

Working Conditions—displays a description of the working conditions for the selected occupation. Section 1 discusses working conditions such as work setting, typical hours worked, workplace environment, etc. The Bureau of Labor Statistics compiles this information for the Occupational Outlook Handbook.

Section 2 displays “work context” for the selected occupation, which refers to physical and social factors that influence the nature of work. The information in this section derives from the *Occupation Requirements* content area of the Occupational Information Network (O*NET) database.

Work Values & Needs—defines and measures global work values related to the selected occupation. Virtual OneStop only lists those values whose rated importance exceeds 50%. This information derives from the *Worker Characteristics* content area of the Occupational Information Network (O*NET) database.

Occupational Video—presents a short video that describes the duties performed within the selected occupation. Created by the State of New Jersey, these videos cover mainstream occupations and offer viewers practical insight towards career selection.

Skills Required—lists the capacities that facilitate learning and the performance of activities that occur across jobs, including the selected occupation. Some of the skills are developed over time and are used not only to do work but also to learn other skills.

The information in this section derives from the *Occupation Specific* content area of the Occupational Information Network (O*NET) database. O*NET rates skills on a scale of 0–5 (5 being the highest) to signify how important those skills are in the selected occupation. The Virtual OneStop system displays the skills rated 3 and higher.

Licensing Information—lists the licenses that may be required for the selected occupation and location. If there is no information on licenses available for the geographical area that you selected, license information from the next largest geographical area will be displayed. Some information in this section may have been determined by a survey of employers in the geographical area that you selected.

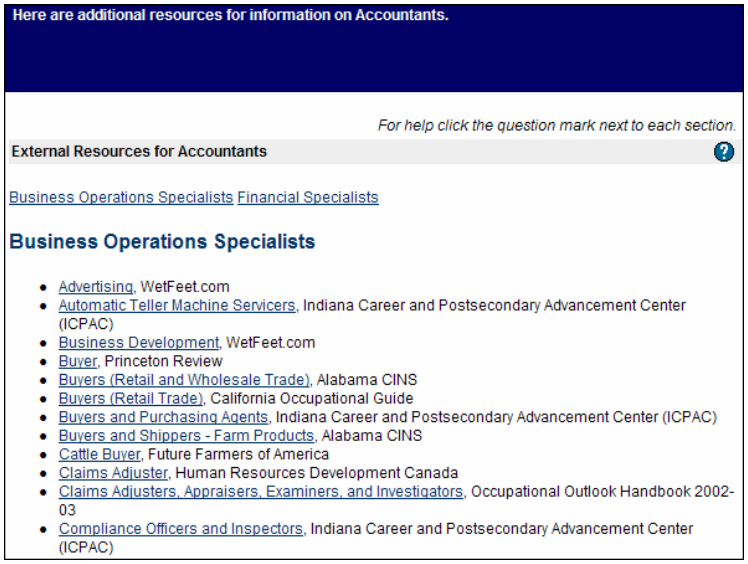
Knowledge Required—lists organized sets of principles and facts that apply to a wide range of situations. Knowledge is needed to address problems and issues in particular aspects of the selected occupation. The information in this section derives from the *Occupation Specific* content area of the Occupational Information Network (O*NET) database. O*NET rates each knowledge requirement on a scale of 0-5 (5 being the most important) to signify how important it is in the selected occupation. Virtual OneStop displays the knowledge requirements rated 3 and higher.

Abilities Required—lists those enduring attributes of an individual that influence performance in a variety of tasks that are performed in the selected occupation. Abilities are also referred to as "aptitudes" or "talents" and affect how quickly a person can learn new skills and what level of skill they can achieve. The information in this section derives from the *Worker Characteristics* content area of the Occupational Information Network (O*NET) database. O*NET rates 52 abilities for each job on a scale of 0-5 (5 being the most important) to signify how important those abilities are in the selected occupation. This system displays the abilities rated 3 and higher.

Required Experience—summarizes the typical work experience required for the selected occupation. The first section of this screen displays work experience, as determined by the Occupational Information Network (O*NET). The second section displays the experience requirements derived interactively from job orders posted for this occupation over the last twelve months.

Work Interests—lists personal preferences for work environments and outcomes. The Work Interests displayed ranked above average (50%) for the selected occupation. This data derives from the *Worker Characteristics* content area of the Occupational Information Network (O*NET) database.

External Resources—provides access to a number of Web resources to further analyze the selected occupation. Section 1 of this form derives from the Career Resource Library of America's Career InfoNet. Section 2 derives from the Bureau of Labor Statistics. Refer to the following image to view a sample screen.



Virtual OneStop Occupation Profile - Excerpt from External Web Resources Screen

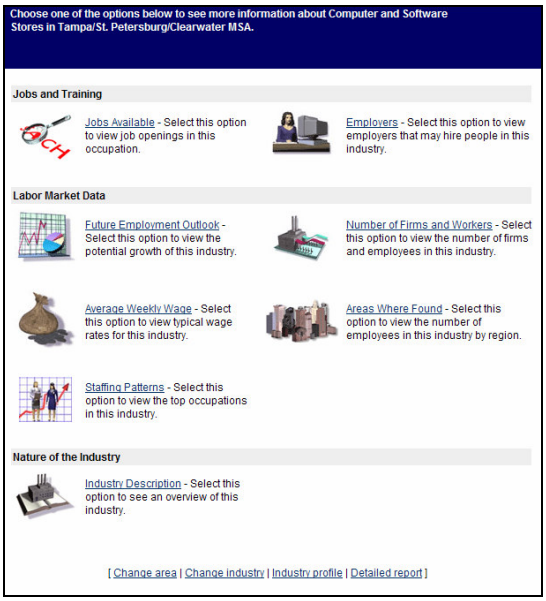
Related Occupations—lists occupations or careers similar to the selected one. Users may then consider job openings in related occupations.

Occupational Comparison— compares various attributes of the selected occupation to a newly selected occupation.

Detailed Report—allows the user to create a customized report that presents desired information for the selected occupation. Report topics for selection are education needed, future employment outlook, supply and demand, wages, job duties, skills required, working conditions, and other relevant employment information.

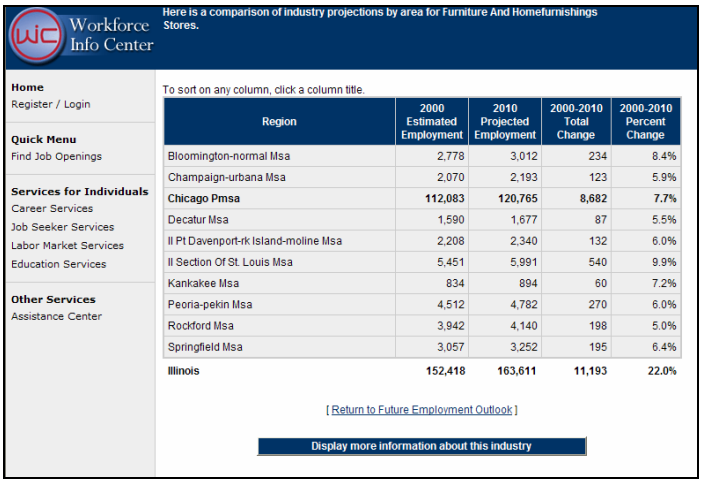
V.5.5.5.6 Industry Profile

When the user selects the industry profile option, they are prompted to select the geographic area of interest and a specific industry. The following industry profile screen is then displayed.



Virtual OneStop - Industry Profile Screen

Each icon on the screen will display the latest information available for that industry. This includes labor market information from the ALMIS database. The data includes the NAICS industry description, the industry projections, the average weekly wage data, ES202 number of firms and workers, and the staffing patterns.



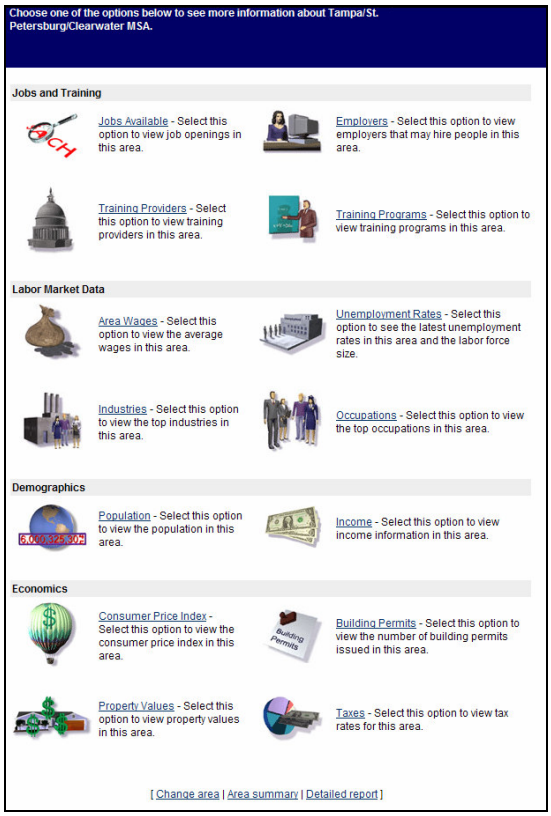
Region	2000 Estimated Employment	2010 Projected Employment	2000-2010 Total Change	2000-2010 Percent Change
Bloomington-normal Msa	2,778	3,012	234	8.4%
Champaign-urbana Msa	2,070	2,193	123	5.9%
Chicago Pmsa	**112,083**	**120,765**	**8,682**	**7.7%**
Decatur Msa	1,590	1,677	87	5.5%
Il Pt Davenport-rk Island-moline Msa	2,208	2,340	132	6.0%
Il Section Of St. Louis Msa	5,451	5,991	540	9.9%
Kankakee Msa	834	894	60	7.2%
Peoria-pekin Msa	4,512	4,782	270	6.0%
Rockford Msa	3,942	4,140	198	5.0%
Springfield Msa	3,057	3,252	195	6.4%
Illinois	**152,418**	**163,611**	**11,193**	**22.0%**

Illinois Workforce Info Center – Industry Projections Comparison

Within the Industry profile, users can compare their selected industry with data from other industries and other regions.

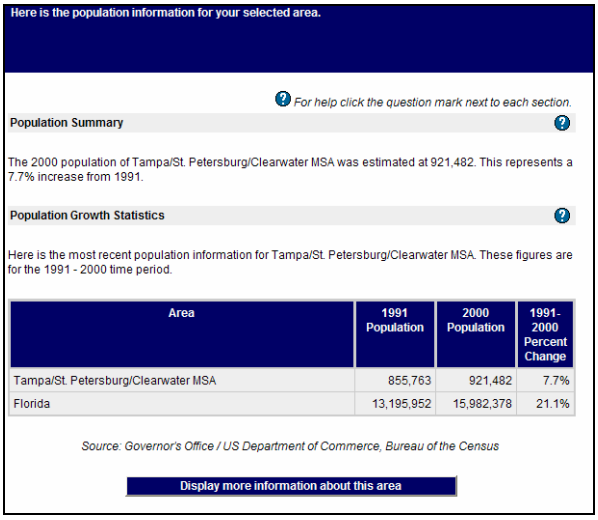
V.5.5.5.7 Area Profile

When the user selects the area profile option, they are prompted to select the geographic area first. The following area profile screen is then displayed:



Virtual OneStop - Area Profile Screen

Each icon on the screen will display the latest information available for that area. This includes labor market information from the ALMIS database. The data includes the NAICS industry description, the industry projections, the average weekly wage data, staffing patterns and LAUS labor force data and unemployment rates. The ALMIS demographic data including available population and income data is also displayed. The Virtual OneStop Area Profile screen will also display any Economic Indicators available in the ALMIS database. This includes the consumer price index, building permit data, property values, and tax information.



Area	1991 Population	2000 Population	1991-2000 Percent Change
Tampa/St. Petersburg/Clearwater MSA	855,763	921,482	7.7%
Florida	13,195,952	15,982,378	21.1%

Virtual OneStop - Area Population Screen

V.5.5.6 Employer and Job Order Verification [RFP 3.2.5.5.6]

The proposed Virtual OneStop System includes the ability to configure the system so that internal staff automatically receives alerts (as e-mails or other notifications) whenever an employer first registers in the system. The system will then restrict the employer from searching for candidates and from posting job orders online for a configured period of time until the staff member receiving the alert has verified the employer's registration or has verified the individual job order.

V.5.5.6.1 Employer Verification

The system can be configured so that an identified internal staff member is automatically sent alerts when an employer first registers in the system. The System will then restrict the employer from searching candidates or posting job orders for a configured period of time (e.g., 24, 48, 72 hours) until the Virtual OneStop Staff member verifies the employer's registration, and enables their access.

The staff member can also change an employer's status for job order entry and resume searches, at any point, by performing a search to identify an employer based on selection criteria, and then accessing an Employer Access Rights screen.

V.5.5.6.2 Job Order Verification

The proposed Hawaii Automated Management Information System will offer staff the ability to manage and control the verification of job orders from employers. This labor exchange tool includes the following service options:

- Job Order Verification — Staff can modify existing job order information, or simply review it for verification.
- Job Order Mass Referrals — Staff can refer one or several job seekers to job orders.
- Job Order Referral Results — Staff can record results for job referrals.
- Job Order Referrals Requiring Staff Review — Staff can pre-screen applicants for partially suppressed job orders.
- Job Order Follow-Ups — Staff can manage referral efforts for job seekers they cannot contact.

This functionality permits staff to add job orders for employers and verify and activate/inactivate job orders posted by employers. Staff can refer individuals directly to job orders and record the referral results.

V.5.5.7 Tracking and Reporting of Employer and Jobseeker Portal Usage [RFP 3.2.5.6]

The Virtual OneStop System is able to automatically track the number of employers and jobseekers who use the Employer and Jobseeker portals as well as the number of new users of these portals. The methods that can be used are outlined below.

V.5.5.7.1 Tracking and Reporting of Registered Employers and Job Seekers Usage

The Virtual OneStop system tracks a variety of information when individuals and employers register on

the system. This includes a wide variety of demographic information. The system can then report on these to provide detailed usage reports for both individuals and employers. The table below illustrates the reports available for registered individuals and employers.

Report Category	Report Option
Registered Individual Reports	List of individuals
	Individuals by Age
	Individuals by Race
	Individuals by Gender
	Individuals by Ward/Borough/Township
	Individuals by Education Achievement
	Individuals by Disability Status
	Individuals by Employment Status
	Individuals by Migrant Seasonal Farm Worker Status
	Individuals by County/Parish
	Individuals by Ethnicity
	Individuals by Website Access Location
	Individuals by Cookie Location
	Individuals by Zip Code
	Individuals by Attending School Status
	Individuals by Region/LWIA
	Individuals by Unemployment Status
Registered Veteran Individuals	Individuals by Potential Eligibility for Veteran Benefits
	Individuals by Discharge Status
	Individuals by Veteran Eligible Person
	Individuals by Veteran Status
	Individuals by Transitioning Service Members
	Individuals by Disabled Veteran Status
Registered Employers	List of Employers
	Employers by Benefits Offered
	Employers by Zip Code

Report Category	Report Option
	Employers by State
	Employers by Number of Employees
	Employers by Federal Contractor Status
	List Employer Mailing Information
	Employers by Worksite Locations
	Employers by Employer Type
	Employers by Industry
	Employers by County/Parish
	Employers by ADA Compliance

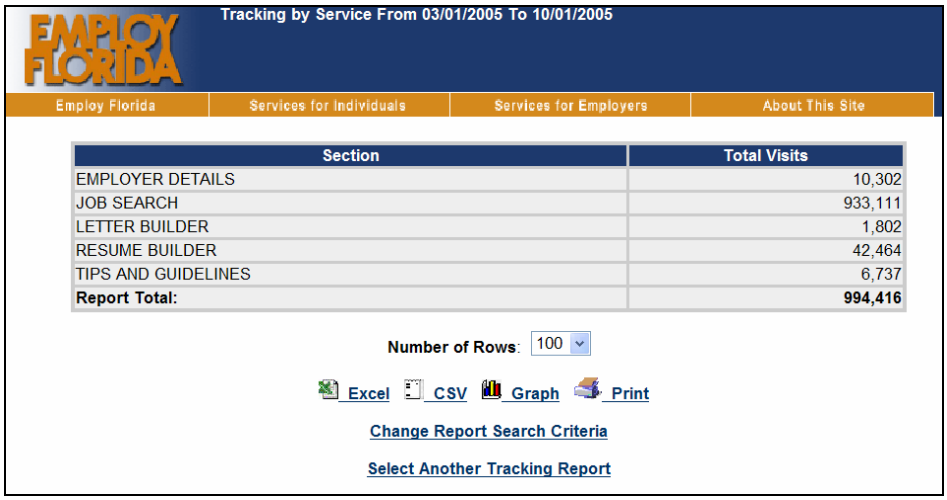
The registered individual and employer reports can be filtered by a wide variety of parameters such a geography, date range, demographic characteristics etc. When the report of is displayed the results can be displayed in a table as illustrated below or in a graph. The data can also be saved to an Excel or text file.

Website Access Locations	Total
NA	1
Work	3,907
Other	4,451
High School	192
Library	2,004
College	606
Home	36,209
Elementary School	25
One-Stop Location	4,443
Middle School	6
Report Total:	**51,844**

Employ Florida – Registered Individuals by Access Location

V.5.5.7.2 Tracking Total Usage

The Virtual OneStop system includes a mechanism that tracks the number of times a user accesses a specific component of the system. This data can be reported for the individual user or in aggregate as shown in the diagram below:



Section	Total Visits
EMPLOYER DETAILS	10,302
JOB SEARCH	933,111
LETTER BUILDER	1,802
RESUME BUILDER	42,464
TIPS AND GUIDELINES	6,737
Report Total:	**994,416**

Employ Florida – Usage for All Individuals

V.5.5.7.3 Tracking Web Statistics

For a measurable evaluation, Geographic Solutions uses the Web Service Log Analyzer tool when we host systems that present statistics on usage, how the system is used, where the system is used, the bandwidth usage by day, and other information. The statistics will be available dynamically on the proposed Hawaii site to State staff members

V.5.5.8 Tracking and Reporting of Jobseeker Activities

Virtual OneStop can automatically track and report all jobseeker self service activities. Services can be added automatically via labor exchange and case management events that occur in the system. For example, when an individual reviews an external job a service record can be created.

Services can be assigned to specific web pages in the system so that they are credited. For example, when a user accesses completion information on a training provider the “103 Information on Training Providers Performance Outcomes” service can be added. The system can be programmed to allow this service record to be added only once an hour, once a day, etc. for a given employer.

A Service Tracking report for individual sis shown in the following figure:

All Services where Registration Date between 09/27/2004 and 11/26/2005.

Virtual OneStop

Home

Services for Staff
Manage Individuals
Manage Employers
Manage Resumes
Manage Job Orders
Manage Labor Exchange
Manage Communications
Manage Profiling
View Reports
Manage Fund Tracking
Manual Scan Services
Dynamic Works Staff Courseware

About this Site

Service	Distinct Users	Total
001 - Hold, waiting for activities or health/medical	1	1
010 - First Registration Year	37	37
101 - Orientation	2	2
102 - Initial Assessment	22	22
103 - Information On Training Providers, Performance Outcomes	5	5
104 - Workshops and Job clubs	5	5
105 - Job Finding Club	7	7
106 - Provided Internet Job Search Support / Training	4	4
107 - Provision Of Labor Market Research	31	73
108 - Follow-Up Services / Counseling	3	3

Viewing Page 1 Of 2

Number of Rows: 10

Excel Text Graph Print

Change Report Search Criteria

Select Another Activity Report

Virtual OneStop - Individual Services Report

V.5.5.9 Tracking and Reporting of Employer Activities

V.5.5.9.1 Employer Service Tracking

The activities that an employer engages in through the Employer portal are automatically tracked by Virtual OneStop. Staff can select an employer account and review the services that have been provided to an employer and create reports of aggregated data as the diagram below illustrates;

Services Provided Employer Reports - By Services Given where Service Date Between 9/01/2004 and 10/01/2005.

Virtual OneStop

Home

Services for Staff
Manage Individuals
Manage Employers
Manage Resumes
Manage Job Orders
Manage Labor Exchange
Manage Communications
Manage Profiling
View Reports
Manage Fund Tracking
Manual Scan Services
Dynamic Works Staff Courseware

About this Site

Service Description	Total Number of Services Given
Information On Training Providers, Performance Outcomes	1
On-Site Visit	3
Promotional Call	1
Provided Detailed Labor Market Study	1
Provided Job Order Assistance	1
Provision Of Labor Market Research	50
Referred Qualified Applicants	34
Report Total:	**91**

Number of Rows: 10

Excel Text Graph Print

Change Report Search Criteria

Select Another Services Provied Employers Report

Virtual OneStop - Employer Service Tracking Report

The system will record a variety if service types for tracking purposes in a similar fashion as described above for individual service tracking. As an example an authorized system administrator can designate that when employers access certain web pages, the system will add a completed service record. An example is that viewing labor market information will result in the addition of a “107 Provision of Labor Market information” service record.

V.5.5.9.2 Tracking Other Employer Activities

Staff can directly access an employers Company Profile Folder to access, job orders, applicants, candidate resumes, and information on other employer activities. The Reports component generates summary reports for employer activities. This includes 30 different reports on employer job orders,

V.6 Mediated Job-Matching Requirements [RFP 3.2.6]

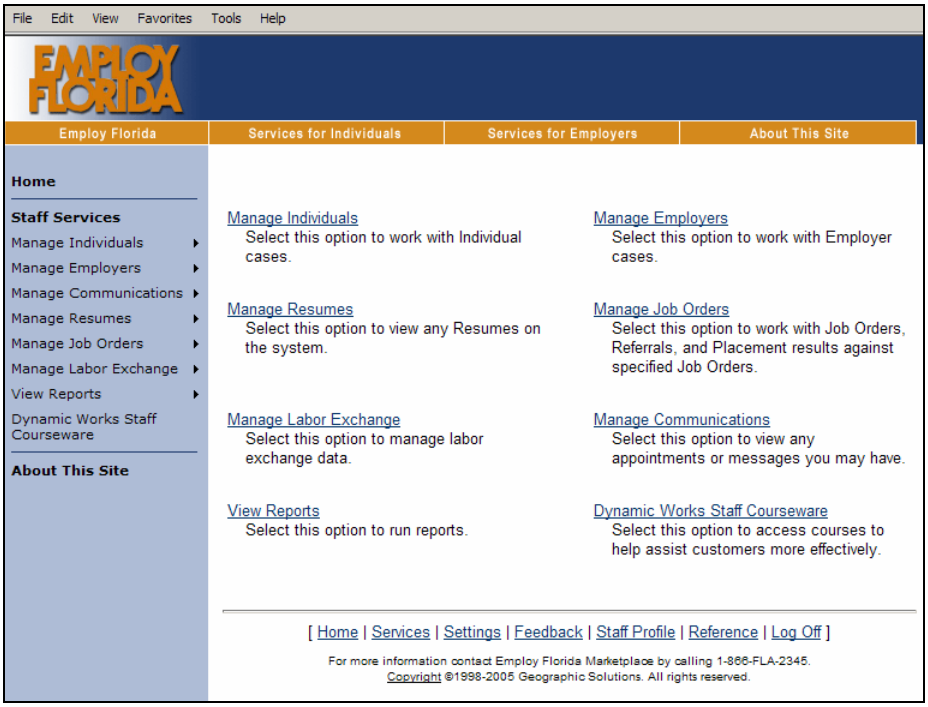
Geographic Solutions will meet the Mediated Job-Matching requirements (i.e., Staff-assisted job matching) as summarized in the following table, and elaborated upon in the topics following the table.

Table 6: Mediated Job-Matching Requirements — Compliance Summary

Requirement	Met by Virtual OneStop	Description / Notes
3.2.6.1 - The System must allow interface with AJB, send resumes and job orders to AJB, and load job orders from AJB on a daily basis.	Fully Compliant	The proposed Virtual OneStop System interfaces with America's Job Bank (AJB), including the ability to send resumes and job orders to AJB, and load job orders from AJB on a daily basis. Several Virtual OneStop customers have implemented this two-way AJB interface. For details, see the section Interface with America's Job Bank [RFP 3.2.6.1], starting on page 130.
3.2.6.2 - The System must allow authorized staff of One-Stop Centers and other providers to do the following:	Fully Compliant	The Mediated portal is referred to as Staff Services in Virtual OneStop. Virtual OneStop's Staff Services portal and Staff functions, meet all of the criteria indicated in these subsections.
3.2.6.2.1 – Enter and maintain job seeker resume data, which must include the applicant's job history, schools, licenses, certific4ates, education history, desired job by O*NET code, and other pertinent information	Fully Compliant	The Virtual OneStop System supports staff entry and maintenance of resume data (including applicant job history, schools, licenses, certificates, education history, desired job by O*NET code, etc.). For details, see the section Mediated Staff Services [RFP 3.2.6.2] The Virtual OneStop system will allow authorized staff of One-Stop Centers and other providers to do the following: Staff Entry and Maintenance of Resume Data [RFP 3.2.6.2.1], starting on page 130.
3.2.6.2.2 – View the job seeker's complete service history at a glance.	Fully Compliant	Staff members can use the Virtual OneStop System's Service Tracking capability to view a jobseeker's complete service history at a glance. For details, see the section View Jobseeker Service History [RFP 3.2.6.2.2], starting on page 132.
3.2.6.2.3 – Enter and maintain data on employers, job openings, job requirements, referrals made, and results	Fully Compliant	Virtual OneStop provides useful access to resources on resume development. For details, see the section Entering and Maintaining Employer Data [RFP 3.2.6.2.3], starting on page 134.

Requirement	Met by Virtual OneStop	Description / Notes
3.2.6.2.4 – Track employer activities and notes pertaining to the employer or job order	Fully Compliant	Using Virtual OneStop, staff can track employer activities and case notes for an employer or job order. For details, see the section Tracking Employer Activities and Employer Notes [RFP 3.2.6.2.4], starting on page 140.
3.2.6.2.5 – Enter and maintain job order information, which must include the capability to duplicate job order information previously entered for a current job order	Fully Compliant	From a Recruitment Plan Profile in Virtual OneStop, staff can enter and maintain job order data, including copying data from a job order for a new job order. For details, see Entering and Maintaining Job Order Information [RFP 3.2.6.2.5], starting on page 142.
3.2.6.2.6 – Perform automated matching of job seekers and job openings based on O*NET codes, skills, experience, education, location, and other relevant criteria	Fully Compliant	Virtual OneStop includes automated tools for staff effectively match job seekers with job opening based on O*NET codes, skills, experience, education, location, and/or other relevant criteria. For details, see the section Automated Job Matching RFP 3.2.6.2.6], starting on page 143.
3.2.6.2.7 – Create employer and job seeker correspondence	Fully Compliant	The Virtual OneStop System provides a means for correspondence for the employer and jobseeker, with messaging tools, with email capabilities, and with letter writing tools. For details, see the section Creating Employer and Jobseeker Correspondence [RFP 3.2.6.2.7] starting on page 146.
3.2.6.2.8 – Search for job seekers, employers, job orders, service providers and offerings using any combination of defined search criteria, including by program participation and by services used	Fully Compliant	Virtual OneStop includes a comprehensive search mechanisms for staff to easily locate job seekers and resumes, employers and job orders, service providers and offerings etc. For details, see the section Search for Job Seekers, Employers, Job Orders, Service Providers and Offerings [RFP 3.2.6.2.8], starting on page 148.
3.2.6.2.9 – Link to career resource information of DLIR	Fully Compliant	The proposed Virtual OneStop System will directly link to DLIR career resource information. For details, see the section Link to Career Resource Information [RFP 3.2.6.2.9], starting on page 152.

In addition to the Individual and Employer Self-Service Portals, the Virtual OneStop Component Library contains a staff services module to provide Labor Exchange, Staff Management of Clients (Employers and Individuals), Service Tracking and Wagner-Peyser Functionality. This module allows staff to assist job seekers and employers, and manage other daily responsibilities such as generating reports. The following figure displays a sample staff Directory of Services screen.



Employ Florida (Virtual OneStop) - Staff Directory of Services Screen

Staff may perform the following functions associated with mediated job matching from this screen:

- **Manage Individuals**—create accounts for new customers and manage existing customer account data.
- **Manage Employers**—create accounts for new employers and manage account data for existing employers.
- **Manage Resumes**—search for resumes and refer individuals to employers that match their specific criteria.
- **Manage Job Orders**—administer job orders on behalf of employers, create and manage job referrals, and record referral results for job seekers. Search for jobs on behalf of job seekers.
- **Manage Labor Exchange**—administer data that is used by staff in the labor exchage process including information such as specific skill sets.
- **Manage Communications**—maintain contact with One-Stop customers, create tickler files to manage critical business obligations, and receive message notification alerts using this intuitive appointment and messaging tool.
- **View Reports**—create reports that measure system use and track user activity. This includes the ability to generate ETA 9002 series and VETS 200 reports, as mandated by the U.S. Department of Labor.
- **Dynamic Works Staff Courseware**—information and training courses designed to to assist workforce development staff . This courseware is supplied by Dynamic Works.

Within the context of this Staff Services view, the Virtual OneStop System offers staff a Case Management tool to manage labor exchange services provided to job seekers and employers.

Accordingly, staff may document the progression of a customer's service plan under Wagner-Peyser , thus creating data elements compiled by the ETA 9000 series and VETS 200 reports

The capability of the proposed Virtual OneStop for mediated job matching is outlined in detail in the following sections:

V.6.1 Interface with America's Job Bank [RFP 3.2.6.1]

The Virtual OneStop System that Geographic Solutions is proposing will meet the Hawaii WDD requirement to interface with America's Job Bank (AJB), including the ability to send resumes and job orders to AJB, and the requirement to load job orders from AJB on a daily basis.

Geographic Solutions' uses a common shared database, and information sent to and retrieved from AJB, is accessible for the Mediated/Staff Services Portal just as it is for the Jobseeker and Employer portals.

For details, see the response in section Interface with America's Job Bank (AJB) [RFP 3.2.5.3], starting on page 51.

V.6.2 Mediated Staff Services [RFP 3.2.6.2]

The Virtual OneStop system will allow authorized staff of One-Stop Centers and other providers to do the following:

V.6.2.1 Staff Entry and Maintenance of Resume Data [RFP 3.2.6.2.1]

Staff-assisted resume creation and management tools are available through Virtual OneStop for staff members to assist directed service clients in the entry and maintenance of resume data (including applicant job history, schools, licenses, certificates, education history, desired job by O*NET code, etc.).

When staff assists individual users, they can enter background information in a specific folder for the user. Using the "Background" tab, staff members can guide the user in recording information that is useful as they develop their resume. The following figure displays a sample "Background" tab.

Personal | Employment Plan | Search History | Assessment Profile

General Information | Background | Activities | Memo

Start the Background Wizard

Education and Training Qualification(s)

Degree	Issuing Institution	Completion Date	Action
12th Grade Completed & Did Not Graduate	Gibbs High School	05/1994	Edit | Delete
Associates Degree	Florida Technical University	05/1996	Edit | Delete
Bachelor's Degree	Florida Institute of Technology	05/1998	Edit | Delete

[Add a new Education History]

Occupational License(s) - Certificate(s)

Certificates/License	Issuing Organization	Completion date	Action
MCSE	Microsoft Inc.	08/1996	Edit | Delete
Oracle Certification	Tampa Tech	09/1998	Edit | Delete

[Add a new Occupational License(s) - Certificate(s)]

Employment History

Employer	Start/End Dates	City	Action
Lockheed Martin	01/2003 - 04/2004	Oldsmar	Edit | Delete
3Comm	04/2000 - 11/2002	Tampa	Edit | Delete
DataFlex Inc.	07/1998 - 03/2000	Tampa	Edit | Delete

[Add a new Employment History]

Skills

Skill Category	Skills you have selected
Computers & Mathematics	Use computer networking technology, Follow data security procedures, Follow data storage procedures, Use differential equations in computer programming, Assist co-workers with software problems, Use knowledge of mainframe computers, Use object-oriented computer programming techniques, Use structural analysis techniques to analyze computer systems, Design computer hardware or software interface, Design computer programs or programming tools, Design data processing systems, Design data security systems (More)
Construction	
Education & Social Services	Make education presentations, Write scholarly or technical research papers, Develop training programs, Evaluate training programs or instructors, Train instructors in training techniques, Monitor training costs, Recommend modifications to educational programs, Establish educational policy or academic codes, Plan training procedures, Identify training needs, Organize educational material or ideas, Develop instructional materials (More)
Entertainment & Media	Compile information through interviews, Use graphic arts techniques, Use creativity in graphics, Evaluate documents or manuscripts, Collect details for stories or articles, Distinguish details in graphic arts material, Write documentation for computer programming, Interpret technical information for written materials, Identify color or balance, Proofread printed or written material, Write technical specifications for computer systems, software or applications (More)
Financial Services	
General Skills	Use public speaking techniques, Use project management techniques, Use computers to enter, access or retrieve data, Read technical drawings, Understand technical operating, service or repair manuals, Use cash registers, Evaluate importance of incoming telephone calls, Make presentations, Retrieve files or charts, Take messages, Write research or project grant proposals, Work as a team member, Enter time sheet information, Conduct or attend staff meetings (More)
Healthcare	
Management & Office Services	Arrange teleconference calls, Analyze workflow, Develop new office forms, Develop records management system, Recommend purchase or repair of furnishings or equipment, Develop tables depicting data, Direct and coordinate activities of workers or staff, Determine customer needs, Analyze technical data, designs, or preliminary specifications, Prepare meeting agenda, Design systems in cooperation with colleagues, Use telephone communication techniques (More)
Science & Engineering	Understand detailed electronic design specifications, Understand engineering data or reports, Conduct performance testing, Design electronic equipment, Use scientific research methodology, Resolve engineering or science problems, Read schematics, Use geographical information system (GIS) software
Skilled Trades	Monitor operating conditions, Monitor equipment or machine operation to detect problems

[Edit Skills]

Ability Summary

Punctual; detail-oriented; dependable.

[Edit Abilities]

Drivers License Information

Do you have a valid Drivers license?	Yes
State Issued:	FL
Drivers License Type:	Regular Drivers License
Drivers license Endorsement	
Do you have access to a motor vehicle?	Yes
Do you rely on public transportation?	No

[Edit Drivers License Information]

Desired Location(s)

Desired Location	Action
Hillsborough County, Pasco County, Pinellas County	Edit

[Edit Desired Location]

Desired Salary

Desired Salary	Action
ANY	Edit

[Edit Desired Salary]

Availability Information

Description	Shift(s)	Days Available	Action
	Day	Mon, Tue, Wed, Thur, Fri	Edit | Delete

[Add a new Availability]

Honors & Activities

Member of PC enthusiast group; teach Web design at local votech.

[Edit Honors & Activities]

Additional Information

Able to work most weekend with advanced notice.

[Edit Additional Information]

References

Name	Phone Number	Employer	Reference Type	Action
Barbara Holt	800-555-6636	Apex Computers	Personal	Edit | Delete
Joseph Morgan	800-555-1245		Personal	Edit | Delete

Sample Background Tab Screen

The Resume Wizard guides staff and users through all the necessary steps to successfully complete each information section. If customers have used the Resume Builder to create a new resume in the system, the background information will be stored in this area. However, if they want to create multiple resumes for different jobs, they can modify the background information for each resume they want to create.

To modify background information, staff may choose from the following sections, all of which appear in their resume:

- **Education and Training Qualifications** – This section shows a list of the educational or training programs for which users have entered information.

- **Occupational License(s) or Certificate(s)** – Allows users to enter any licenses or certifications they may have obtained.
- **Employment History** - Allows users to enter their former employers and information about their previous jobs.
- **Skills** – This section shows a list of the skills and abilities that represent the job seeker's work experience.
- **Ability Summary** – This section contains additional information about the job seeker's abilities.
- **Driver's License Information** – This section contains the information that the job seeker entered about their driver's license.
- **Selected Location(s)** – Allows job seekers to specify the areas where they are willing to work.
- **Desired Salary** – Displays the user's default desired salary.
- **Availability Information** – This section displays the days of the week user records as available.
- **Honors & Activities** – Displays extra-curricular activities users have been involved in, as well as distinguished honors they received. Even minor honors or activities may be useful in this area, such as volunteering with a charitable organization, etc.
- **Additional Information** – Allows users to list additional information that might be useful to prospective employers in considering them as a job candidate. This information might include their ability to work a flexible schedule or applicable job or volunteer experience relating to the occupation that may not be listed in the employment history section.
- **Reference(s)** – This section displays the references they recorded, both personal and business.

When staff members have completed an individual's background, the staff or the user can generate and format a professional looking resume for a specific desired occupation.

The Virtual OneStop System provides tools to allow staff to effectively work as recruiters working with the local employer community. The Managing Resumes component link allows staff to effectively analyze the resumes in the system and the ranking resume search results for employers.

V.6.2.2 View Jobseeker Service History [RFP 3.2.6.2.2]

Staff members can quickly see a job seeker's complete service history at a glance and document all of the labor exchange services provided to customers (both employers and job seekers) for reporting purposes. Staff members do this by accessing the Service Plan link within the Case Management profile. Refer to the following sample.

Listed below are the Services the selected Individual has been assigned. Click the *Add Service* link to create a new Service associated with this Individual.

Social Security Number: 999-20-2020 **Phone:** 727-786-7955
Individual's Name: SMITH, CARA **Address:** 1001 Gulf Way Palm Harbor, FL 34683

[Add Service | Add Multiple Services]

Next Page >>

To Sort, click Column Title

Service Code	Service Description	Program	Scheduled Date/Time	Actual End Date	Completion Code	
107	Provision Of Labor Market Research	WP		1/12/2004	1	View Delete
103	Information On Training Providers, Performance Outcomes	WP		1/12/2004	1	View Delete
179	External Web Site Job Referral	WP		1/12/2004	1	View Delete
179	External Web Site Job Referral	WP		1/12/2004	1	View Delete
104	Workshops and Job clubs	WP	1/6/2004 8:30:00 AM	1/6/2004	1	View Delete

Display Page No: Go

Page 1 of 2 (10 Rows)
Sorted By Actual End Date (descending)

Next Page >>

[Add Service | Add Multiple Services]

Return to Activities Folder

[Home | Services | Settings | Feedback | Staff Profile | Reference | Log Off]

Individual Service Plan List Screen

Virtual OneStop service records can be added by the following methods:

1) Services can be entered manually by staff working with the employer. Services can be added one at a time or in multiples. Staff click **Add Service** to access the Service Plan Information Entry screen, a sample of which follows.

Please provide information for the following fields and click the Save Changes button when you are finished. Otherwise click the Cancel Changes button to return to the Service Plan page.

Service Type: None Selected
Scheduled Date: *MM/DD/YYYY Format*
Scheduled Time: : AM
Actual End Date: *MM/DD/YYYY Format*
Completion Code: None Selected
Office: None Selected
Station: 0000
Staff Name: Regular Staff
Comments:

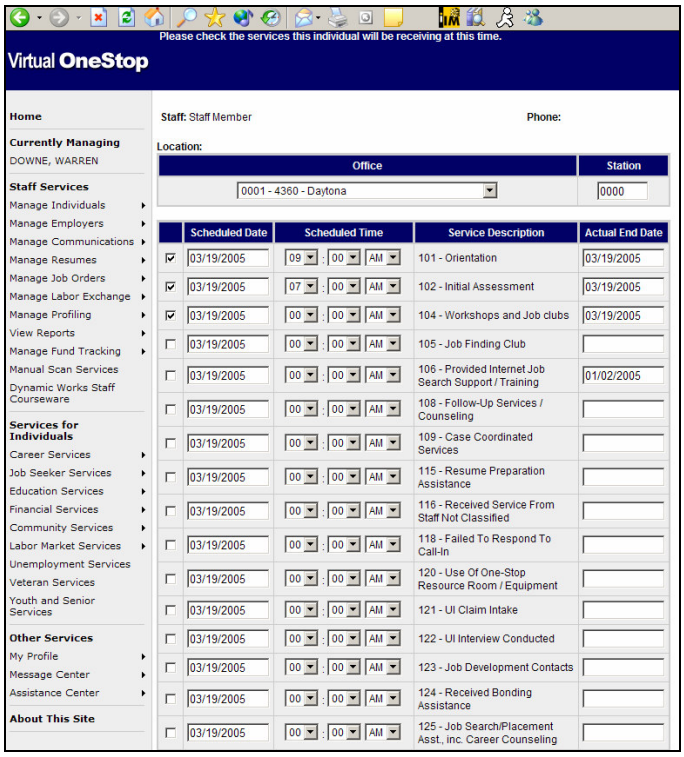
Save Changes Cancel Changes

[Home | Services | Settings | Feedback | Staff Profile | Reference | Log Off]

Service Plan Information Entry Screen

Staff complete the form to document the labor exchange services they provide to the customer, clicking Save Changes to save the record. The Virtual OneStop System updates the Individual Service Plan List screen based on staff data entry, and lists these documented services in ETA 9002 report format.

Multiple services can be added at one time as is illustrated in the screen below:



Partial Multiple Service Information Entry Screen

2) Services can be added automatically via labor exchange and case management events that occur in the system. For example, when an individual reviews an external job a service record can be created.

3) Services can be assigned to specific web pages in the system so that they are credited. For example, when a user accesses a page displaying labor market data the "107 Provision of Labor Market Research" service can be added.

4) Services and events can be added to the system via magnetic scan card readers. (The use of scan card machines is not within the scope of this project).

V.6.2.3 Entering and Maintaining Employer Data [RFP 3.2.6.2.3]

The Staff Services Module within the Virtual OneStop System provides the staff member with a tool to manage the entry and maintenance of employer data (such as job openings, job requirements, referrals made, and results). Although employers may work unassisted, staff may also perform these functions to provide assistance.

The Staff Services module within the Virtual OneStop Component Library includes the ability for staff members to perform the following services:

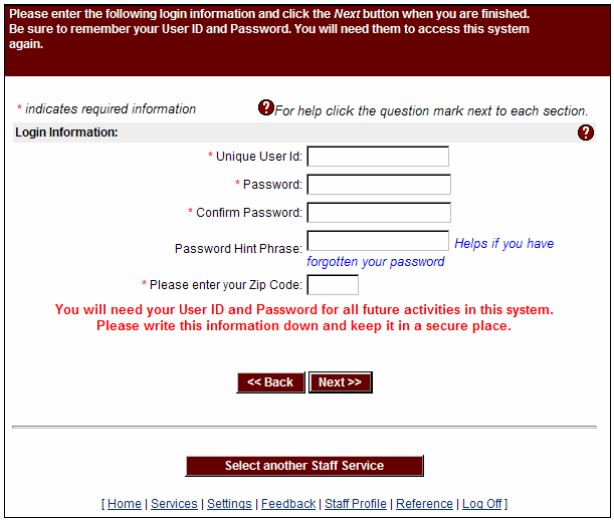
- Enter employer data
- Assist an employer and maintain employer data
- Manage job orders

- Track referrals and placements
- Set employer system access rights

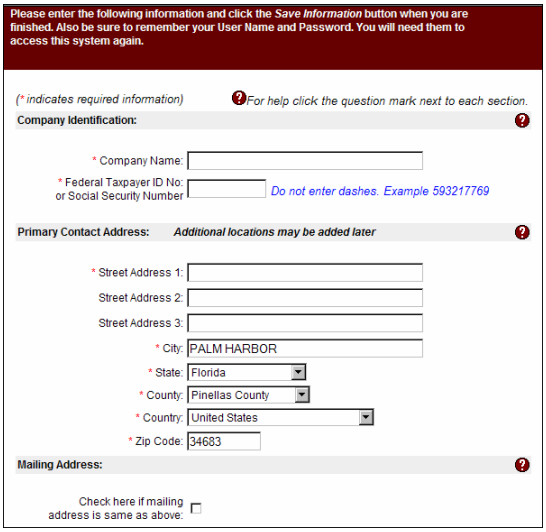
Although employers may work unassisted by staff in the Virtual OneStop System, staff may also perform these functions to provide assistance. Refer to the following topics for details.

V.6.2.3.1 Entering Employer Data

Staff select this option to add new employers to the system database. The system presents two pages to assemble required information, samples of which appear below.



Login Information Screen

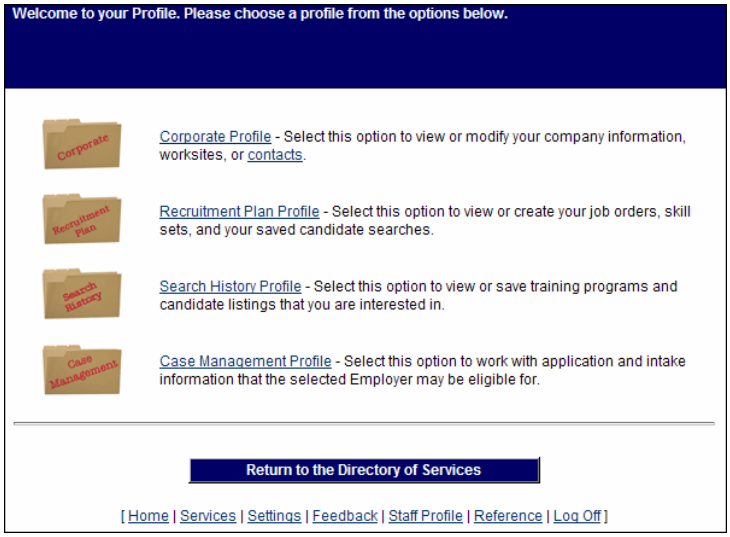


Excerpt from Employer Information Screen

During the registration process, staff record the employer's user ID and password. This is required login data whenever the employer utilizes labor exchange services without staff member assistance. Page two helps collect default employer data that saves staff effort in future endeavors.

V.6.2.3.2 Assisting Employers and Maintaining Employer Data

Staff members use the Staff Services option to work with registered employers. They enter search criteria to locate the desired employer account. The Virtual OneStop System displays a match screen, from which staff click the desired username link. The system displays the Employer Profiles shown below.



Virtual OneStop - My Company Profile Options Screen

The Virtual OneStop system maintains account information that employers provided while using the labor exchange services available to them. Selecting the Case Management profile from the Profile Options screen, displays tabs from which to manage the entry and maintenance of employer data.

Staff click a desired profile to access the employer account data contained therein. The Company Profile screen offers the following options:

Profile Name	Description	Accessed By
Corporate Profile	Includes folder tabs to maintain employer registration and location contact information.	Employers and Staff
Recruitment Plan Profile	Includes folder tabs to maintain employer job order data, candidate referral information (including their resumes, if applicable), required job order skill set information, and automatic resume search agents.	Employers and Staff
Search History Information	Includes folder tabs to maintain select candidate resumes and desired training program information.	Employers and Staff
Case Management Profile (Employer)	This profile displays folder tabs to maintain employer case notes and labor exchange services provided to employers.	Staff

Virtual OneStop Case Management Profile Screen

V.6.2.3.3 Managing Job Orders

Managing job orders from the Virtual OneStop Employer Case Management profile includes the service options for:

- Job Order Verification—Staff modify existing job order information, or simply review it.
- Job Order Mass Referrals—Staff refer one or several job seekers to job orders.
- Job Order Referral Results—Staff record results for job referrals.
- Job Order Referrals Requiring Staff Review—Staff pre-screen applicants for partially suppressed job orders.
- Job Order Follow-Ups—Staff manage referral efforts for job seekers they cannot contact.

This functionality permits staff to add job orders for employers and verify and activate/inactivate job orders posted by employers. Staff can refer individuals directly to job orders and record the referral results. The system provides staff two instruments to view at all times: access to the actual job order, and access to the individual's Common Intake form. Staff may refer to each while creating the referral result.

V.6.2.3.4 Setting Employer System Access Rights

The Virtual OneStop system provides staff an added measure of security for employer account management. Because employers may self register, the system may be set up to temporarily lockdown these new employer accounts, preventing self-service activity in the system. This permits staff to investigate employer registration data, and perform any necessary background checks to prevent fraudulent activity within the system.

To unlock this temporary restraint, staff access the Employer System Access Rights option. Once unlocked, employers may begin posting job orders and searching for qualified candidate resumes without staff member assistance.

V.6.2.3.5 Tracking Referrals and Placements

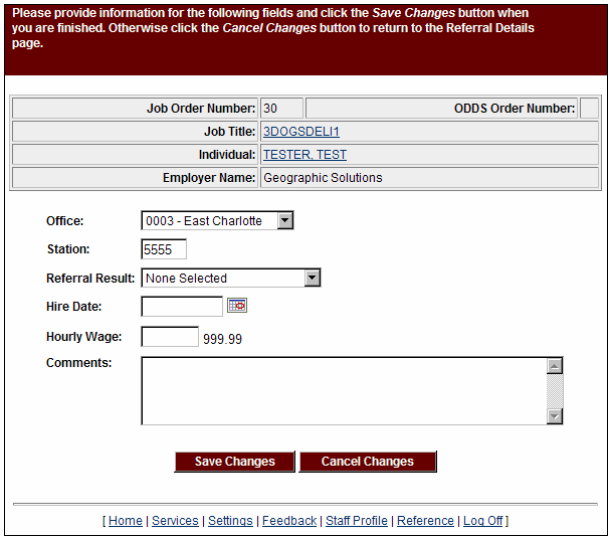
Virtual OneStop Version 7 permits staff to track individual referrals and placements. When individuals search for jobs and a job order is suppressed — indicating the employer has requested staff review the qualified candidates — a referral request is written within the system. Staff can quickly respond to those requests in a real-time environment. Virtual OneStop includes an interface allowing staff to view the requests through a variety of inquiry methods.

The following figure displays the inquiry method the Louisiana Works Virtual One-Stop system uses. After a query is made, a list of matching referrals is displayed for the staff member's selection. This figure displays a sample of this list.

Job Order	Alt Order Number	Status	SSN	First Name	Last Name	Phone	Request Date	Veteran	Action
82777	LA0082777	O	5111	Lee	Walter	318-483-1111	8/14/2003	Yes	Referral
87146	LA0087146	O	5111	Cheryl	Crockett	337-462-1111	7/18/2003	No	Referral
82777	LA0082777	O	5111	Tom	Clement	318-648-1111	6/17/2003	No	Referral
91507	LA0091507	O	5111	Walter	Clement	337-616-1111	9/24/2003	No	Referral
93015	LA0093015	O	5111	Cheryl	Cedric	318-201-1111	9/8/2003	No	Referral
87975	LA0087975	O	5111	Thomas	Trahan	318-641-1111	7/15/2003	No	Referral
21005	LA3001065	O	5111	Stafford	Lee	601-749-1111	8/18/2002	No	Referral
27006	LA3001793	O	5111	Genevia	Cheryl	985-641-1111	6/4/2001	No	Referral
90104	LA0090104	R	5111	Michelle	Stafford	318-379-1111	9/3/2003	No	Referral
89258	LA0089258	R	5111	Cedric	Turner	318-648-1111	8/19/2003	No	Referral

Louisiana Virtual OneStop – Result of Referral Query

After the staff selects a specific referral, the Referral Detail Screen is displayed. The following figure is a sample Referral Detail Screen.



Referral Results Entry Screen

Within the Referral Detail Screen, both the job order and individual are hot linked to provide staff with access to information specific to the order and individual. These links assist staff in determining the qualifications of the individual against the job order.

After an individual is referred to an employer, the result of that referral needs to be recorded. This may be carried out either as a staff recorded function, or the employer can view the referrals made and actually record the result. Clearly, if the employer can record the result, this reduces staff requirements and provides for quicker response for the employer.

Staff can review all qualified referrals through the Referral Results screen as shown below:

Job Order	Employer Name	Referrals	Action
1383	GEORGIA PACIFIC	42	Details
1403	GEORGIA PACIFIC	50	Details
1407	GEORGIA PACIFIC	94	Details
1583	GEORGIA PACIFIC	144	Details
1903	GEORGIA PACIFIC	358	Details
2129	FUGRO GEOSCIENCES	6	Details
3065	GEORGE OSBOURN CONST	17	Details
3101	YVONNE BOURGEOIS TEM	4	Details
3172	BOURGEOIS STAFFING	8	Details
6748	FUGRO GEOSERVICES	6	Details

Louisiana Virtual OneStop – Referral Results Screen

The Referral Results Screen indicates the total number of referrals made for the specific job order. In this screen, staff can click on the details link to list actual individuals referred to the job order itself. The following figure displays a sample of this screen.

Job Order Number:	2111	ODDS Order Number:	LA1095016
Job Title:	DRILLERS & HELPERS		
Employer:	FUGRO GEOSCIENCES		
Contact:	RAY FUGRO	Phone:	225-292-2222

SSN	First Name	Last Name	Referral Date	Veteran	Referral Result	Action
9993	WALLAC	BARDWELL	01/27/2004	No	0 - Not Hired	Results
9998	CECIL	PITTMAN	02/28/2001	No		Results
9998	CECIL	PITTMAN	02/28/2001	No		Results
9992	AVRIC	STILLER	03/02/2001	No		Results
9992	AVRIC	STILLER	03/02/2001	No		Results

Viewing page 1 of 1

Return to Job Order Options

Louisiana Virtual OneStop – Individual Referrals Screen

From the list of individuals referred to the job order, staff can click on a results link to record the referral outcome. The following figure displays a sample of the screen that displays the result.

Job Order Number:	2129	ODDS Order Number:	
Job Title:	DRILLERS & HELPERS		
Individual:	PITTMAN, WALLAC		
Employer Name:	FUGRO GEOSCIENCES		

Office: 0141 - West St. Tammany Job Center

Station: 8105

Referral Result: 1 - Hired

Hire Date: 01/27/2004

Hourly Wage: 10.00 999.99

Comments: LA1095016

Save Changes | Cancel Changes

Louisiana Virtual OneStop – Outcome Screen

V.6.2.4 Tracking Employer Activities and Employer Notes [RFP 3.2.6.2.4]

Using the Employer Case Management profile, a staff member can track employer activities and notes pertaining to the employer or job order.

V.6.2.4.1 Tracking Employer Activities

Staff will use the *Activities* tab to add and/or review services that have been provided to the employer. The following figure contains a sample of the employer services displayed *Activities* tab:

Federal Employer ID: 593217769 **Phone:** 727-786-7955

Company Name: Geographic Solutions, Inc. **Address:** 1001 Omaha Circle Palm Harbor, FL

[Add Service Add Multiple Services]

station	Code	Service Description	Create Date	Scheduled Date/Time	Actual End Date	Completion Code	
0000	107	Provision Of Labor Market Research	07/22/2005		7/22/2005	1	View Delete
0000	E01	On-Site Visit	10/05/2005	10/5/2005	10/5/2005	1	View Delete
0000	E02	Provided Job Fair Services	10/05/2005	10/18/2005			View Delete

Display Page No: Go

<< Previous Page

Page 2 of 2 (8 Rows)

Sorted By Scheduled Date/Time (ascending)

[Add Service Add Multiple Services]

Virtual OneStop - Sample Activities Tab

Staff can record a variety of service types for tracking purposes in a similar fashion as described above for individual service tracking. As staff works with employers and specific job orders, they will have the ability to record various services provided to that company. The Services Entry Component will allow for not only the recording of the service, but also scheduling of services in the future.

This scheduling of services can be used with the Communications system for ticklers to remind staff of services they have scheduled. Geographic Solutions has developed several distinct service tracking mechanisms and each shows the flexibility of the systems currently being used.

To enter a specific service, staff simply clicks the **Add Service** link and they are prompted for the information via the "Services Entry Screen." Information that remains constant (office and station) comes directly from the staff's log-on and no additional data entry is required. The screen allows the service to be scheduled (schedule date and time would be required) and the service can be saved for future completion.

In addition, the staff can bypass the entry of scheduling the service and record the actual end date (date the service was provided) and a completion code. At all times, staff can record specific comments or observations associated with the service.

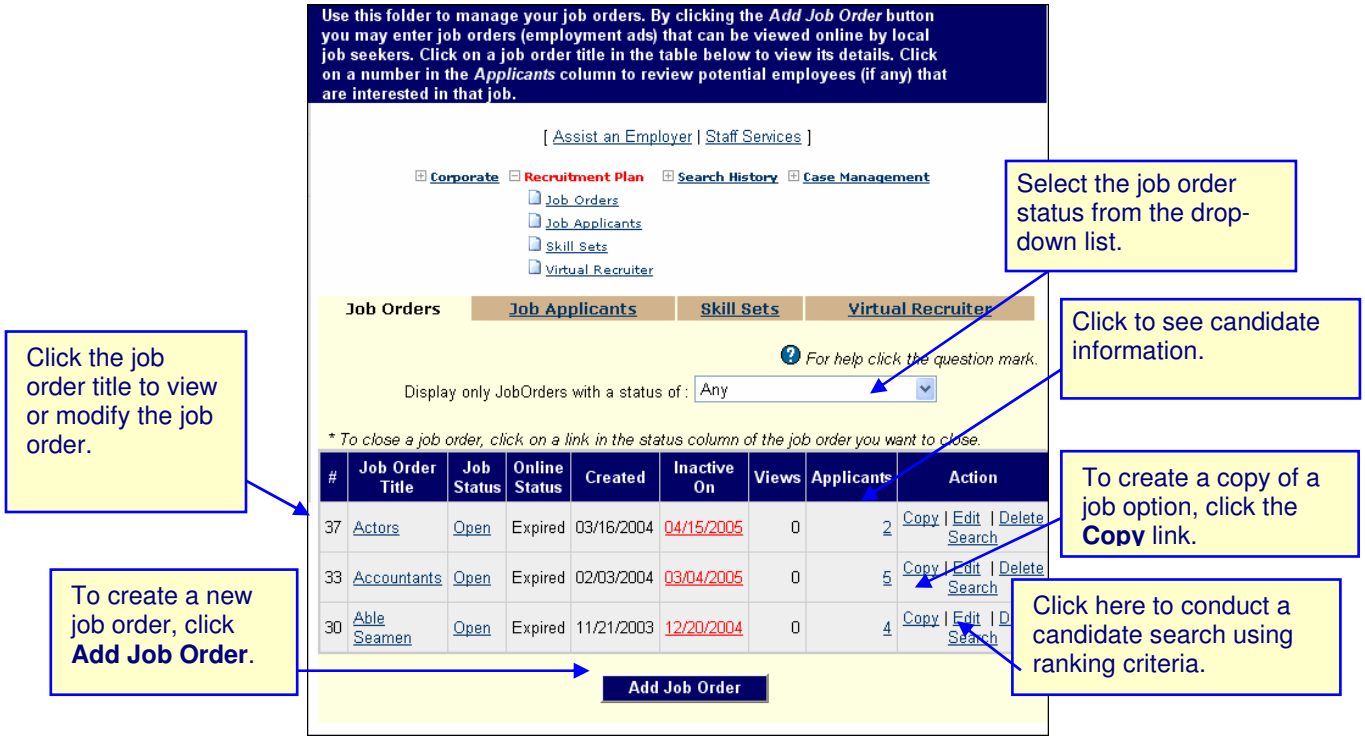
V.6.2.4.2 Employer Notes

Using the Employer Case Note component, staff will have the ability to enter case notes for employers through a free form text entry screen. The system will automatically record the date, staff name, and organization to ensure accountability, consistency and uniformity of the case-noting format from a variety of staff and agencies. The notes will be historical and displayed in either a summary or detailed view. A spell-check function is also included to prevent errors in the case notes.

V.6.2.5 Entering and Maintaining Job Order Information [RFP 3.2.6.2.5]

The Requirement Plan profile folder allows One-Stop staff members to access and maintain job orders, job applicants, skills sets stored for job orders, and general job order information, and to copy/duplicate job order information previously entered for use in a current job order.

The figure below shows a sample of the Recruitment Plan profile, with the job order tab selected.



Job Orders Tab

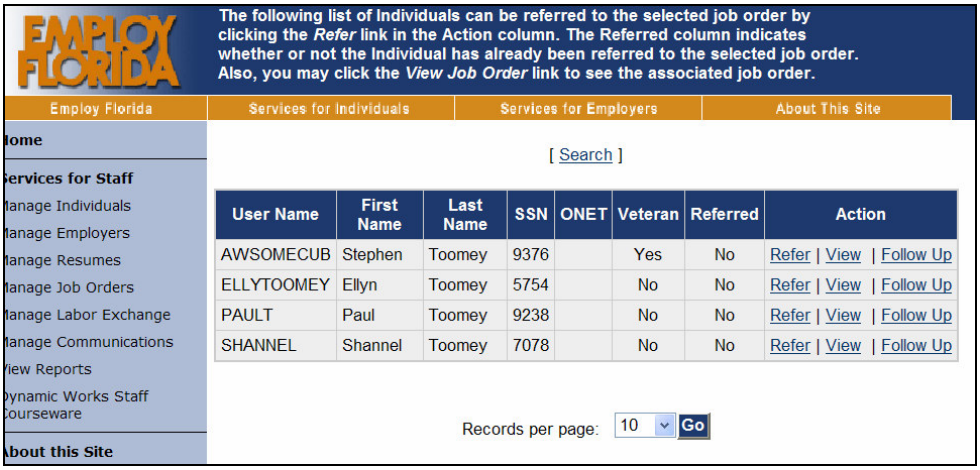
Staff can immediately duplicate a selected job order by using the “Copy” link illustrated in the figure above.

V.6.2.6 Automated Job Matching RFP 3.2.6.2.6]

Specialized, automated tools are available in Virtual OneStop for staff members to easily assist directed service clients and effectively match job seekers with employers. The staff can match job seekers and job openings based on O*NET codes, skills, experience, education, location and/or other relevant criteria.

Staff can enter skills, education, qualifications, salary and numerous other requirements to identify the active job seekers who could satisfy an employer's needs. Candidates can immediately be referred to an employer for consideration.

Staff-assisted Job Matching and Job Referral tools are available through Virtual OneStop for staff members to assist employers with their recruiting needs. The system includes an advanced mass referral tool. Using this tool staff can select an employer and a specific job order and then refer multiple candidates at once to the employer. Candidates can be selected using multiple criteria, including the employer's skill requirements, available salary, etc.



Employ Florida Marketplace - Top Mass Referrals

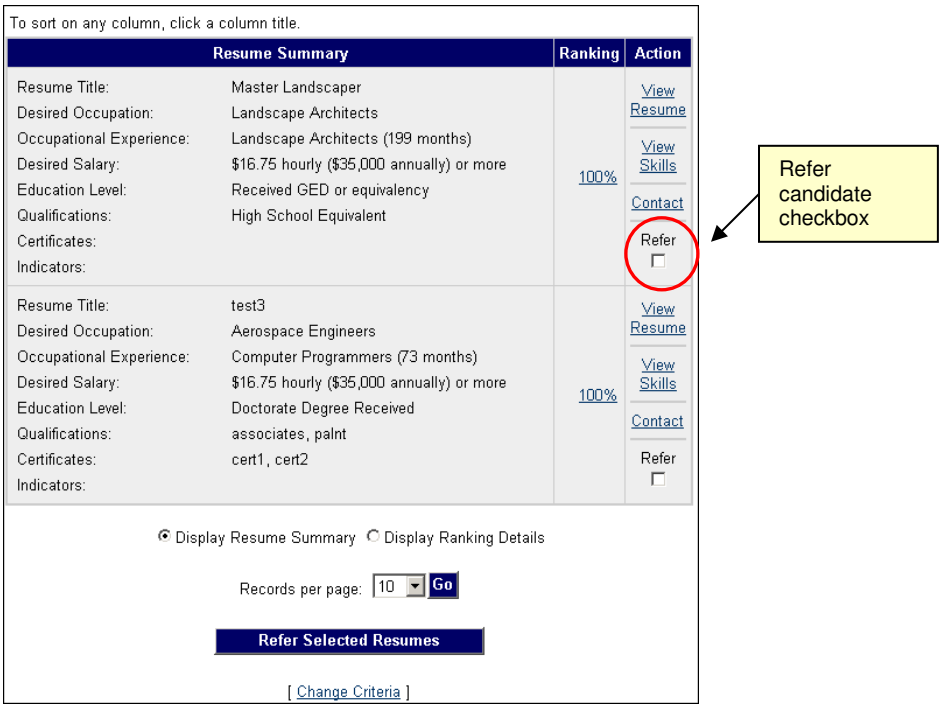
Employer name and location can be kept confidential throughout a complete recruitment, assessment, matching, referral, and hire process.

To refer a candidate to an employer, staff can use the Manage Labor Exchange module. Here staff can search for one or more individuals by entering their desired search criteria. Staff can select from any combination of the following criteria to find the candidate:

- Geography (State, Region, MSA, County, City, Zip Code) candidate wishes to work in.
- Office
- Candidate Name
- SSN (Partial)
- Email Address
- Veteran Status
- Unemployment Status
- Enrolled Program if any (e.g. UI, WIA, WP)
- Occupation (O*NET code, ONET Title, keyword) or Occupation Group
- Occupational Experience in months

- Desired Salary
- Education Level
- Qualifications (Program CIP Code or title)
- Candidate Skills
- Keyword (Searches all resume text)Drivers license Tupe
- Drivers License Type
- Resume Modification Date
- Shift Availability
- Minimum Age

Then a result screen similar to the following will appear with individuals who match the criteria.



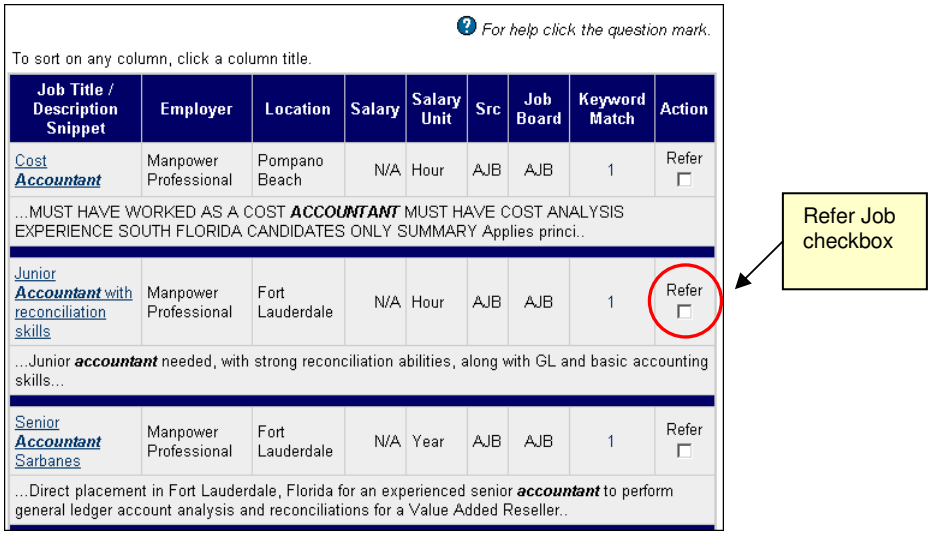
Resume Results Screen

After staff have checked the candidate or candidates that they want to refer to an employer, they check the Refer checkbox. Next staff enter criteria to select the job or jobs they wish to refer to.

- Geography (State, Region, MSA, County, City, Zip Code) of worksite
- Job Office Location
- Company Name
- Employer FEID
- Employer UI ID
- Job Order Number
- Job Title
- Job Category (Regular, Apprenticeship, OJT, WIA, Job Corps, etc.)
- Job Occupation (O*NET code, ONET Title, keyword) or Occupation Group

- Employer Industry (NAICS code or title)
- Special Category (Job Shadowing, Summer Youth, Internship, Katrina Evacuee, etc.)
- Wagner-Peyser Job Order Status (Open, Closed, On Hold, Placed, Fully Referred etc.)
- Job Type (Full Time, Part Time, Temporary , Seasonal etc.)
- Minimum Age Required
- Qualifications Required (Program CIP Code or title)
- Education Level Required (Bachelors, Associates etc.)
- Salary Required
- Job Duration
- Occupational Experience Required in Months
- Candidate Skills Required
- Keyword (Searches all job order text)
- Drivers license Type Required
- Drivers License Endorsement Required
- Job Modification Date
- Required Shift Availability

Then a result screen similar to the following will appear with jobs that match the search criteria.



Job Order Results Screen

From the results screen staff can select multiple job orders to refer the candidate resume(s) to. When staff have checked their desired job orders, they click the Refer checkbox to refer the candidate's resume to that employer.

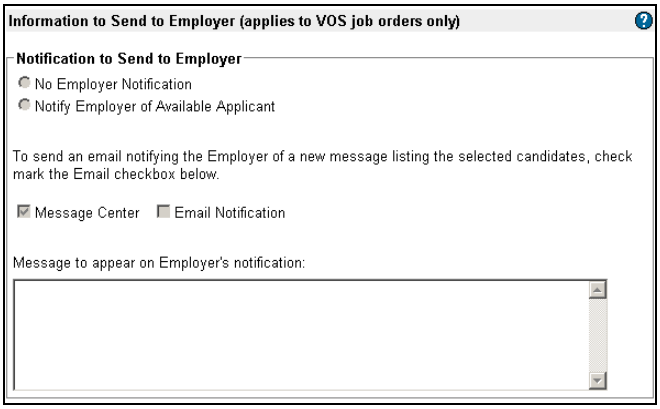
After selecting the candidates and jobs for referral, staff can send additional information to the employer and the job seeker:

- Automated Notification to Employer – Staff can directly send the employer a message about the available candidate.
- Automated Employer Follow-up – Staff can schedule a follow-up message to be sent to the employer requesting information on the status of the referral. This information can be directly

entered into the system for follow-up. If staff decide to send a follow-up message, the system will activate the drop-down list to choose in how many days the message should be sent.

- Automated Notification to Send to Job Seeker – Staff can select an option to send a notification about the referral to the job seeker. This can be a notification about the job availably, or notification to the job seeker of an application made on their behalf by staff.
- Automated Job Seeker Follow-up - Staff can schedule a follow-up message to be sent to the jobseeker requesting information on the status of their job application. If staff decide to send a follow-up message, the system will activate the drop-down list to choose in how many days the message should be sent.

These notifications may be delivered to the employer or individual's message center and/or email. To email the notification, the user must have entered a contact email address when they registered into Virtual OneStop. Custom and personalized templates can be created by staff to use as the basis of these notification messages.



Virtual OneStop – Employer Notification Dialog Screen

It should be noted that staff can select a job or jobs first and then find suitable candidates,or select a candidate or candidates and find suitable jobs.

V.6.2.7 Creating Employer and Jobseeker Correspondence [RFP 3.2.6.2.7]

Virtual OneStop allows communication by direct messaging and email between the jobseeker, employer and staff member

V.6.2.7.1 Creating Correspondence

Virtual OneStop includes an easy-to-use correspondence module that lets staff create, store and update multiple form letters and send these letters to individual clients and employers. When a staff member indicates they wish to create correspondence, a screen appears that contains a list of letters currently in the system. If there are no letters in the system, this list will not appear. The list screen is similar to the following figure.

For help click the question mark.

To sort on any column, click the column title.

Display 10 Rows

ID	Letter Name	Letter Type	Created By	Action
10	Qualified Candidates	Employer	STAFF	Edit | Preview | Copy
11	Job(s) Available	Individual	STAFF	Edit | Preview | Copy
12	Job(s) Application	Individual	STAFF	Edit | Preview | Copy
13	Job Seeker Followup	Individual	STAFF	Edit | Preview | Copy
14	Employer Followup	Employer	STAFF	Edit | Preview | Copy
15	Copied Letter	Individual	STAFF	Edit | Preview | Copy

[Create New Letter]

Return to Correspondence Menu

Staff then click the Create New Letter link to add a new form letter. Spell check is available to check the letters text for errors.

Once a form letter is created it can be printed or sent to multiple individuals or employers via email or the Virtual OneStop internal messaging system.

V.6.2.7.2 Communication via Email

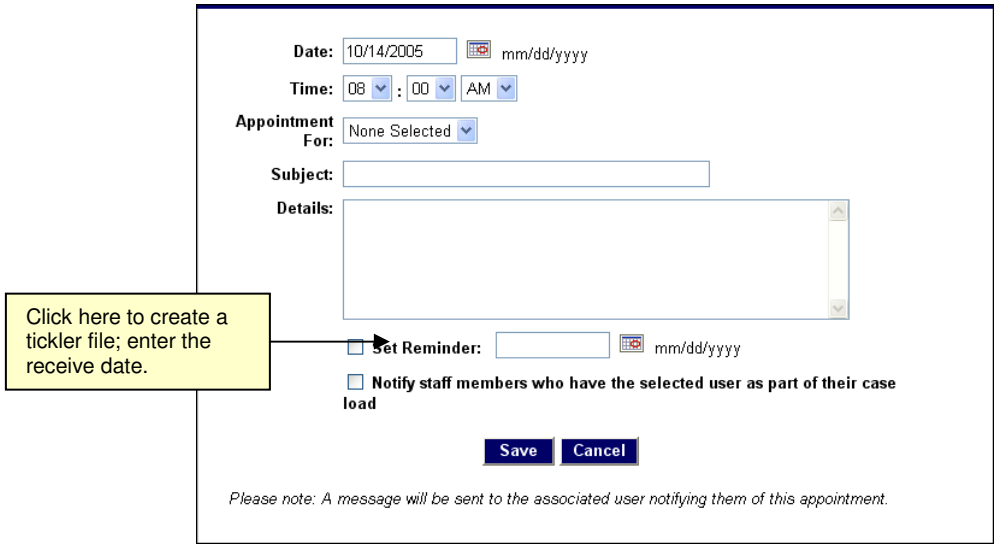
Virtual OneStop allows Staff to automatically send specific email messages to both jobseekers and employers. An example is generating job referral emails matching selected criteria (if the job seeker has indicated the desire to receive this notification).

V.6.2.7.3 Communication via Message Center

The Virtual OneStop System Message Center provides a platform for staff, job seekers, and employers to directly communicate with each other. The system will also display message alerts upon sign in when users have at least one unread message in their Inbox (see sample below).

Additionally, this intra-system communication tool allows staff to create reminders (tickler files) to manage future events. While creating an appointment for a customer, staff will also create a reminder, indicating the date they wish to receive the reminder message.

The following figure displays a sample Appointment Entry screen.



Virtual OneStop - Appointment Entry Screen

V.6.2.8 Search for Job Seekers, Employers, Job Orders, Service Providers and Offerings [RFP 3.2.6.2.8]

Virtual OneStop supplies specialized search mechanisms for staff members)beyond the powerful search tools provided to self service users. Staff can search for job orders, job seekers, employers, service providers and services offered by a wider range of search criteria (including program participation and services used)

V.6.2.8.1 Searching for Job Seekers and Resumes

Before a staff member can assist an individual job seeker, they must identify the registered individual whom they will assist and select their account. In Virtual OneStop, a staff member may search for a job seeker in many ways, but the most common way is to use a search window, by selecting **Manage Individuals ▸ Assist an Individual** from the home page.

Many functions within VOS will require you to enter search parameters, and then select from the search results. The example shown below indicates search capabilities and a search results screen as they relate to the search for an individual / jobseeker.

For many text-entry fields, you can…

- Complete just one box
- Use capital letters or small letters
- Type part of a person's name (like "ch" to find the first names *Charles*, *Charlie*, or *Chuck*).

Please enter your search criteria below.

Step 1: To select a county/parish please select a state from the drop down.

County/Parish: Florida

Step 2: Please select a specific county/parish associated to your state selection above.

Pasco County

One Stop Location: None Selected

LWIA/Region: 99 - Statewide Provider

ZIP Code: 33617

First Name: ch

Last Name:

SSN (*entered as 999999999*):

Participant ID Number:

Scan Card ID:

Username:

Email Address:

Primary Telephone Number: - -

Veteran, TSM, or wife of a deceased or disabled veteran: None Selected

Transitioning Service Member: None Selected

Campaign Veteran: None Selected

Disabled Veteran: None Selected

Recently Separated Veteran: None Selected / Yes, Disabled / Yes, Special Disabled (greater than 30%) / No

Veteran Status:

You can also use more than one field to enter a complex search, such as first letter of the first name, the first two letters of the last name, and the zip code.

To assist a specific Individual, click on a user name in the list provided below.

This returns staff to the Search page, with no criteria selected.

Staff can click on any column heading and resort the search results by the data in that column. Staff can click again to reverse the sort.

When staff cursors over the a name in the 1st column, it is highlighted. Clicking on it will open the record (in this case it will open the case for that individual in the list).

[Search]

User Name	First Name	Last Name	SSN	Veteran	Create Date
ASHDENTEST	Ashden	DiNathanael	0000	No	08/24/2005
JDOE1	John	Doe	2904	Yes	10/05/2005
CARASMITH	Cara	Finley-Smith	2369	No	05/13/2004
EBFLINK	E Byron	Flink	0470	No	09/29/2005
EFLINK	Ellis	Flink	0467	No	09/27/2005
GAZ	Gerry	Gin-Zamore	1893	Yes	09/30/2005
GLASGOW	Thomas	Glasgow	0056	No	06/24/2005
DGUTIERREZ	Deborah	Gutierrez	4567	No	04/07/2004
CHUDSON	Cheryl	Hudson	1111	No	02/16/2004
EMAILINDREG	Ema	Ilindregalesku	2432	No	03/03/2005

For a large list of results:

- Enter a page number and click **Go** to move to that page in the list.
- Choose a different number of results to display per page and click **Go** to refresh the screen.
- Use the arrows to move through the different pages of the list.

Enter page number: 6 Go

Records per page: 10 Go

Viewing page 8 of 9

SEARCH CRITERIA: Zipcode equals 33617

Return to Individual Options

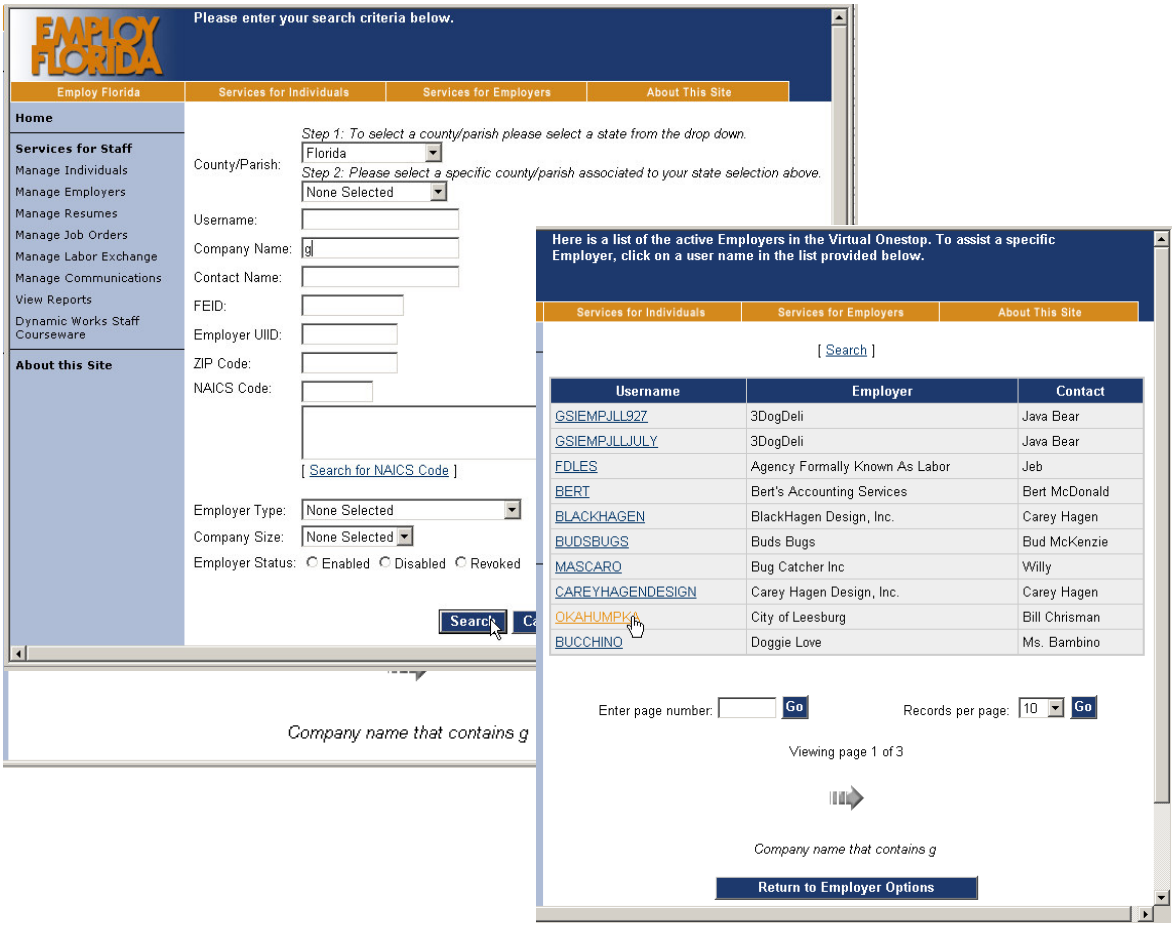
If staff members are unsure what search criteria will work, they can still attempt the search. Even if nothing is found, the "Criteria" listed still indicates variables allowed in the search (e.g., "Zip code equals #####" indicates that the zip must exactly equal a 5-digit value).

Search and Search Results Screens (for Individual)

V.6.2.8.2 Searching for Employers and Job Orders

Before a staff member can assist an employer, they must identify the company that they will assist and select their account. In Virtual OneStop, a staff member may search for an employer and/or job order in many ways, but the most common way is to use a search window, by selecting **Manage Employers ▸ Assist an Employer** from the home page.

The example shown below indicates the search capabilities and search results screen as they relate to the searching for an employer.



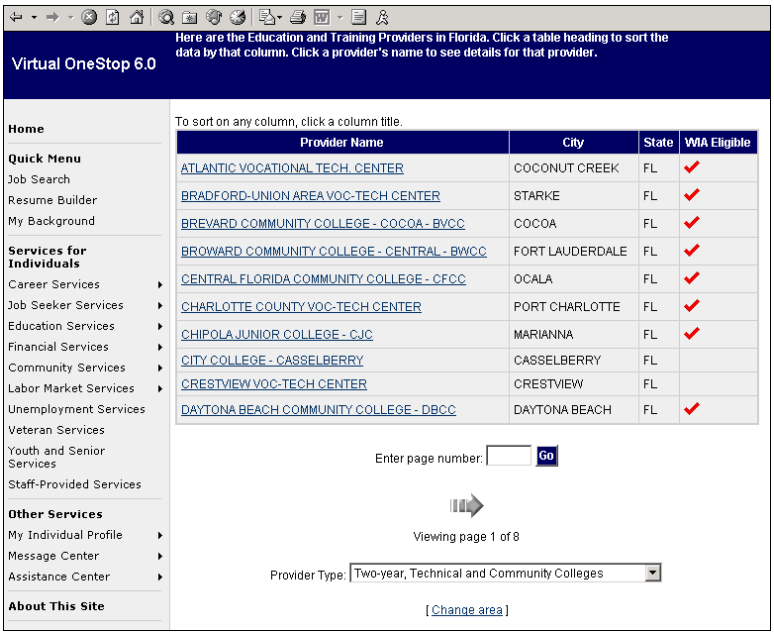
Search and Search Results Screens (for Employer)

Once a staff member selects an employer, they can use all of the capabilities and tools that are part of the options within folders of their corporate profiles, to drill down in searches for different Search History and Recruitment Plan information. This includes the *Search History* for Candidate Resumes and Programs for which the Employer has previously searched information. It also includes the Recruitment Plan from which can be used to search for and modify job orders, as indicated in the previous section on Entering and Maintaining Job Order Information [RFP 3.2.6.2.5] (page 142), and for previous job applicants.

V.6.2.8.3 Searching for Service Providers and Oferings

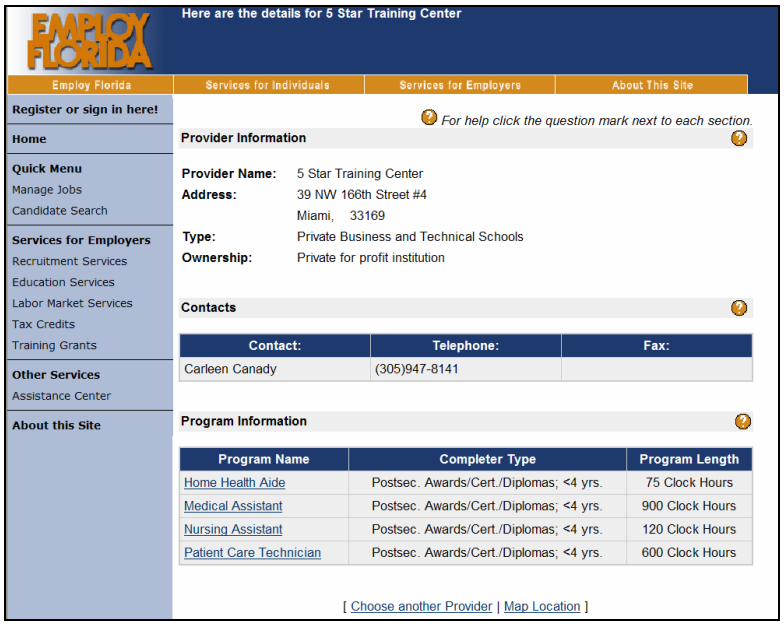
The Virtual OneStop System includes a comprehensive system for managing service providers and the services and courses they offer. Staff can enter multiple criteria to search for providers an then view the

services/courses they offer. A list of Technical and Community Colleges is depicted in the following screen.



Virtual OneStop Training Providers List Screen

Staff can also use multiple criteria to directly search through the database of training \programs and support services.



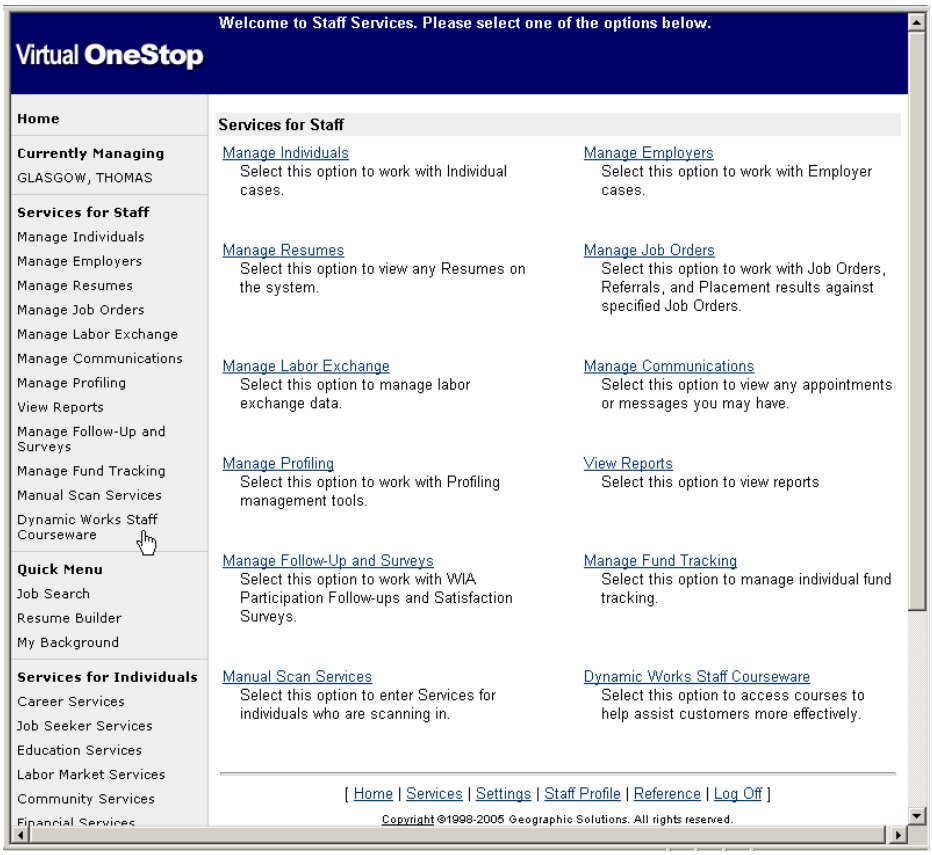
Virtual OneStop Program Screen

V.6.2.9 Link to Career Resource Information [RFP 3.2.6.2.9]

The Virtual OneStop System provides the ability to view and access many other resources, including Career Resource Information. These resources include interviewing and career building information (as described previously for jobseekers, in the section Career Resource Information and Links [RFP 3.2.5.4.14], starting on page 93), as well as Education Services, Community Services, Youth and Senior Services, Veteran Services, and other career resource information.

This information is accessible to the Virtual OneStop staff through LMI, as well as through resource information created by the state of Hawaii, or hyper-linked to their web pages, using Virtual OneStop's integrated web content management system that allows staff to easily add their own content. For details, see the previous section Other Resources for Jobseekers [RFP 3.2.5.4.9], starting on page 72.

Virtual OneStop's web content manager can be used to incorporate content from the State Department of Labor and Industrial Relations (DLIR) career resources or to provide links to these resources.



Services for Staff Menu

V.7 Case Management Requirements [3.2.7]

Geographic Solutions will meet the Case Management requirements as summarized in the following table, and elaborated upon in the topics following the table.

Table 7: Case Management Requirements — Compliance Summary

Requirement	Met by Virtual OneStop	Description / Notes
3.2.7.1 - The case management software must be accessible via the Internet to One-Stop Center employment counselors, staff of WIA youth providers, system administrators, partner agency counselors, and other staff authorized by the State.	Fully Compliant	Virtual One Stop is accessible via the Internet using all popular web browsers. The Administration System will allow the State staff to grant applicable access privileges as specified to One-Stop and partner agency staff. For details, see the section Staff Accessibility [RFP 3.2.7.1] on page 156.
3.2.7.2 - The System must allow authorized staff to do the following:		Virtual OneStop System and Case Management functions meet all of the criteria indicated in the subsections, which are answered below for the subsections 3.2.7.2.1 thru 3.2.7.2.18 below.
3.2.7.2.1 – Perform intake for new participants, including but not limited to, new job seekers	Fully Compliant	New job seekers will be able to register themselves in the system. Staff will be able to provide assisted services to registered individuals. The system will provide for registration directly into Wagner-Peyser or WIA programs and will have a Common Intake function to eliminate duplicate data entry. For details, see section Participant Intake [RFP 3.2.7.2.1] on page 157.
3.2.7.2.2 – Enter and maintain applicant and participant data, including contact information, demographic information, work history, schools, licenses, certificates, skills, education, jobs and/or training desired, personal circumstances, and other pertinent information.	Fully Compliant	The system will allow for the entry and maintenance of all required data. For details, see section Entering and Maintaining Applicant Data [RFP 3.2.7.2.2] on page 159.
3.2.7.2.3 – Enter and maintain counselor notes on the participant, and if necessary, on the applicant	Fully Compliant	The system will have a robust case notes function. For details, see section Case Notes [RFP 3.2.7.2.3] on page 171.
3.2.7.2.4 – Enter data required by WIA, TAA, VETS, and other applica-ble programs for comprehensive assessments conducted on all parti-cipants, including but not limited to test scores, interest inventory re-	Fully Compliant	The system will provide staff with the ability to review program data to conduct comprehensive assessments. The system also maintains a variety of staff assisted and self-assessments to aide the assessment process.

Requirement	Met by Virtual OneStop	Description / Notes
sults, supportive services needs, training needs, personal circumstances that affect desired vocation or employment plan, or other information that will help the counselor better serve the participant.		For details, see section Program Data and Comprehensive Assessments [RFP 3.2.7.2.4] on page 171.
3.2.7.2.5 – Capture eligibility data for all participants in programs operated by One-Stop Centers, WIA Youth Providers, and other partner agencies	Fully Compliant	The system's Common Intake and Program Application functions will capture all required data and apply business rules to determine eligibility. For details, see section Program Eligibility [3.2.7.2.5] on page 173.
3.2.7.2.6 – Track enrollments of participants in each program by provider, site, and WIB	Fully Compliant	The system will track enrollments by the required categories and reports on these plus other characteristics/components. For details, see section Enrollment Tracking [RFP 3.2.7.2.6] on page 174.
3.2.7.2.7 – Track both self-service and staff assisted activities	Fully Compliant	The system will track all self-services and services provided by staff and partners, by category, as defined in section Service Tracking [RFP 3.2.7.2.7] on page 175.
3.2.7.2.8 – Record skill goals for each participant as applicable and track progress toward those goals	Fully Compliant	The system will call for the creation of individual employment plans and individual training plans and will track progress toward those goals. For details, see section Goal Requirements [RFP 3.2.7.2.8] on page 182.
3.2.7.2.9 – Automatically record and display first date of a service or activity provided a participant as the enrollment date for the participant in the program funding the service or activity, consistent with federal requirements	Fully Compliant	The system is able to automatically record and display the first date (the enrollment date) when a participant in a program funding a service or activity first uses the service or starts the activity. For details, see section Date of Registration [RFP 3.2.7.2.9]on page 183.
3.2.7.2.10 – Automatically maintain enrollment data as services are added or cancelled, or funding streams change	Fully Compliant	The system will capture and store enrollment data as services are added or cancelled. For details, see the section Enrollments and ITA Functionality [RFP 3.2.7.2.10] on page 184.
3.2.7.2.11 – Enter and track program outcomes data	Fully Compliant	The system has a provision to create outcomes for all programs as well as to create, track, and report on follow-up. Outcomes data will be reported via the Reports module. For details, see section Entering and Tracking Programs Outcome Data [RFP 3.2.7.2.11] on page 185.
3.2.7.2.12 – Allow users to view eligibility data and reportable enrollment characteristics	Fully Compliant	Authorized staff users will be able to view this data as defined by a System Administrator via the Administration System. For details, see section Eligibility Data Review [RFP 3.2.7.2.12] on page 186.

Requirement	Met by Virtual OneStop	Description / Notes
3.2.7.2.13 – Capture data required under Common Measures, including but not limited to, Literacy/Numeracy information	Fully Compliant	The system is fully compliant with Common Measures reporting requirements. For details, see section Common Measures [RFP 3.2.7.2.13] on page 187.
3.2.7.2.14 - Enter and maintain information about services provided to each participant by provider	Fully Compliant	The System will collect, display, and report on services provided to participants. Reporting capabilities include the ability to report by provider. For details, see section Services by Provider [RFP 3.2.7.2.14] on page 189.
3.2.7.2.15 – Enter and maintain information about service providers and contacts, including status of providers as eligible training providers	Fully Compliant	The system includes the Consumer Reports System component. This component will meet this requirement. For details, see section Service Provider Information [RFP 3.2.7.2.15] on page 190.
3.2.7.2.16 – View automated System-generated reminders	Fully Compliant	The System will create and display automated System-generated reminders for appointments, follow up, as well as generate automated email reminders to individuals and employers who have received job / candidate referrals via the Labor Exchange system. For details, see section Automated System Reminders [RFP 3.2.7.2.16] on page 191.
3.2.7.2.17 – Notify organizations who access the System that a participant is being referred to them and enable them to have access to that participant's data	Fully Compliant	The system will perform this function for two sets of organizations: referrals to providers and to employers will be made via automatic email and/or system message (set up in the organization's registration in the system). Each email / message will contain a link to view the participant's data. In addition, job seekers will receive email or system message when a new job posting that matches their saved job searches appears. Each email / message will contain a link to view the employer's job posting data. For details, see section Provider Notification [RFP 3.2.7.2.17] on page 192.
3.2.7.2.18 – Have a variety of case management tools to help staff manage cases, schedule appointments, etc.	Fully Compliant	The system's case management tools for staff and supervisors is described in section Case Management Tools [RFP 3.2.7.2.18] on page 193.
3.2.7.3 - The System must enable authorized staff to schedule and track services provided by different providers including the following:		Virtual OneStop System enables authorized staff to track services, including the following functions, which meet all of the criteria indicated in the subsections 3.2.7.3.1 thru 3.2.7.3.3 below.
3.2.7.3.1 – Payments made for services provided by each funding source	Fully Compliant	The system will include a fund tracing component that will record and track payments made by funding source. For details, see the sectionPayments by Funding Source [RFP 3.2.7.3.1] on page 200.
3.2.7.3.2 – Planned and actual start dates, end dates, costs,	Fully	The will capture and report on the required data. For details, see the section Service Data Requirements

Requirement	Met by Virtual OneStop	Description / Notes
completion status, service type and the related achievement objective	Compliant	[RFP 3.2.7.3.2] on page 201.
3.2.7.3.3 – Estimated and actual training costs for each participant	Fully Compliant	The system will capture and report on planned and actual training costs, by funding source, for each participant. For details, see section Participant Training Costs [RFP 3.2.7.3.3] on page 202.

V.7.1 Staff Accessibility [RFP 3.2.7.1]

The proposed Virtual OneStop system is a Web-based system that can be accessed from client side workstations utilizing popular web browsers such as Internet Explorer as well as newer web browsers such as Mozilla Firefox.

The Virtual OneStop system will provide database access and personal data storage capabilities for users at several different levels (individuals, employers, staff, managers, system administrators). With these logistical challenges in mind, it is imperative that a software product such as Virtual OneStop be equipped with a maintenance and administration subsystem capable of sustaining a highly sophisticated infrastructure.

Intended for use by Virtual OneStop administrators and managers, the Administration Site is a powerful, flexible, and easy-to-use tool that provides a comprehensive level of control over all aspects of website operation and security. It allows management to effectively monitor system performance and track usage. The system has the flexibility to control multiple levels of access authority to accommodate a wide range of staff users. The following security levels will be controlled through the Virtual OneStop Administration site:

- **View Only -** can only view records; cannot modify or delete records.
- **Specific Case Manager** - may process only his/her clients.
- **Local Staff -** staff members in this group are involved in programs that are limited to a particular locale (for example, Central area). The One-Stop offices (and/or staff members' ES office and station ID) are identified within the selected Local Workforce Investment Area (LWIA) in the system in which each staff member may operate.
- **Local Admin -** allows the administrator full access rights to manage individual, employer, and staff accounts within the same LWIA, and includes the ability to change locked-down data elements.
- **State Staff** - staff members in this group work in an administrative capacity—usually at the State Capitol for program departments—overseeing program implementation rather than providing direct program assistance. State staff generally do not have office location designations, and most do not add participant records. According to system access privileges, some may modify client records in a "State Administrator" capacity.
- **State Admin -** allows the administrator full access rights to manage individual, employer, and staff accounts, regardless of their LWIA affiliation. This includes the ability to change locked-down data elements. *The State Admin level is the highest access level.*

V.7.2 Case Management Requirements [RFP 3.2.7.2]

Virtual OneStop System and Case Management functions meet all of the criteria indicated in subsections 3.2.7.2.1 thru 3.2.7.2.18 of the Hawaii RFP-06-001-WDD. The following topics describe these functions in more detail.

V.7.2.1 Participant Intake [RFP 3.2.7.2.1]

The Virtual OneStop Case Management Common Intake component lets staff record mandatory information for individuals requiring more intensive services. Using a customizable common intake screen, staff enters customer data that are shared by other applications (for example, WIA, Wagner-Peyser, Veterans, TAA). The benefit of this scheme prevents duplication of effort and provides a head start for program data entry.

The Virtual OneStop System pre-populates the Common Intake form with data that derives from individual registration information. This saves time by eliminating duplicate data entry. Staff need only complete those form items that do not appear on the system registration forms for new account entry. A partial view of the intake form follows:

This page will help you gather information on the selected individual. Please fill in the required fields and then click the *Save* button.

(*) indicates required fields. For help click the question mark next to each section

[General | Personal | Education | Veteran | License | Assistance | Employment | Spec Prgms | Staff]

General Information

User Name: TESTCOMMON

State Assigned Identification Number: 97

Self Registration Date: 8/28/2003 2:39:48 PM

* Password: ••••••••••

Password Hint Phrase: demotest

* First Name: Test

Middle Initial:

* Last Name: (including suffix e.g. Jr, Sr, PhD, etc.) Common-Intake

* SSN: (do not enter dashes. e.g. 999999999) 321465987 [Verify] [Edit SSN]

Residential Address Information

* Address Line 1: 123 K Street NW

Address Line 2:

* City: Washington

* State: District of Columbia

* Zip: (99999-9999) 20002 Insert Zip Code

* County: District of Columbia

Ward: DC Ward 4 [Ward Lookup]

* Country: United States

* State of Residency: District of Columbia

Mailing Address Information

☐ Check here if Mailing address same as above.

* Address Line 1: 123 K Street NW

Address Line 2:

* City: Washington

* State: District of Columbia

* Zip: (99999-9999) 20002

* Country: United States

* Primary Phone: 202 - 555 - 1212

Alternate Phone: - -

Fax Number: - -

E-Mail:

Alternate Contacts: [Enter alternate contacts]

[Top]

Personal Information

* Gender: ○ Male ◉ Female

DCNetworks - Common Intake Form (Partial View) Dual-Entry Elimination

Many of the programs used to service one-stop customers require the same information to identify each customer. Entering this data on multiple forms is a time-consuming process that substantially reduces your staff's productivity. The proposed system's Common Intake form and database will allow you to enter information about an individual (including veterans) for use with various programs. This information can then be shared by multiple partner agencies and will not have to be entered again by staff in those cooperating agencies.

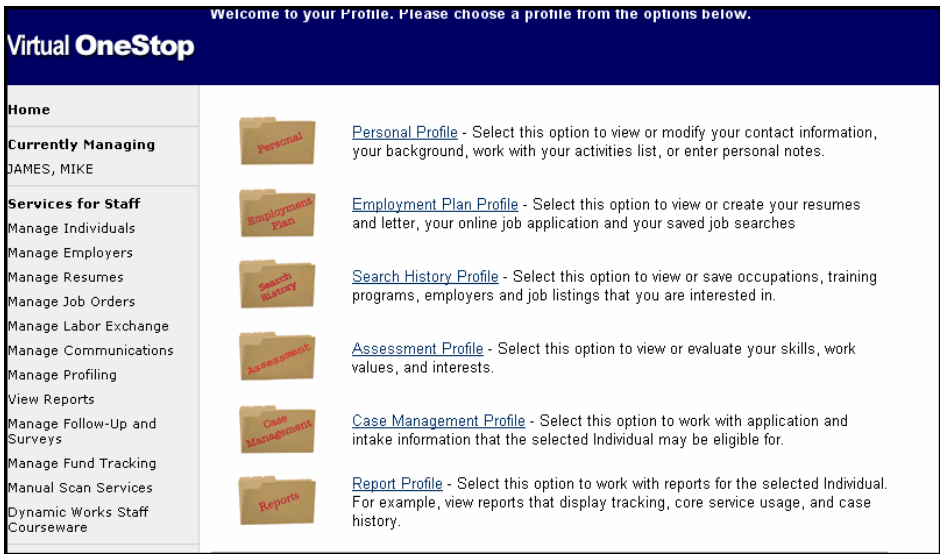
The Common Intake form is a dynamic form that builds upon data entry. Staff complete the items in strict order to ensure proper data assimilation, and may rely upon the following tools for successful form completion:

- Text header instructions
- Help icons for each form section

- Progressive-inlay form links
- Automatic system edit checks to ensure accuracy

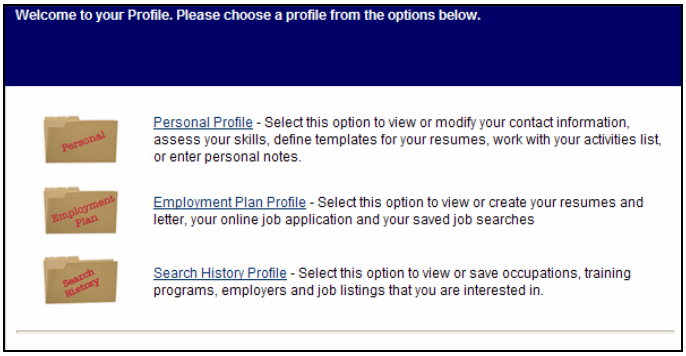
V.7.2.2 Entering and Maintaining Applicant Data [RFP 3.2.7.2.2]

The Virtual OneStop File Folder component uses unique online profiles to give customers and staff a powerful set of tools for data entry, personalized information storage, and system navigation. Case managers and authorized partner agency staff members assisting customers can access these profiles.



This File Folder module stores the data elements, along with the business rules, to ensure that information is collected to determine eligibility to the multiple partners' programs outlined within WIA. Additional data elements can be captured to ensure eligibility with workforce centers, as outlined by the DLIR Workforce Development Division's staff.

The system has a *Profiles* component that allows staff to view, add, modify, or delete any previously stored information in the system. The dynamic capability of the proposed solution lets users constantly update stored information.



Sample My Individual Profile Options Page

The *Personal Profile* folder allows staff to view and modify an individual's contact information, assess skills, define information for resumes, create and work with an activities list, and enter personal notes.

The *Employment Plan Profile* folder allows staff to view and create individual resumes, cover and follow-up letters; review or print online job application(s); and review an individual's saved job searches.

The *Search History Profile* folder allows staff to view or save occupations, training programs, employers, and job listings of interest.

The Assessment Profile folder allows staff to record basic skills assessment scores (e.g. TABE, CASAs, GED), to work with skills assessment, and assist individuals in selecting skills, work interests, and the work importance analyzer functions using O*NET-based standards. It also has the capability of recording WorkKeys scores.

The *Case Management Profile* folder allows staff to complete common intake, Wagner-Peyser, WIA Core and Dislocated Worker basic and intensive application forms for individuals. Business Rules in the program applications determine eligibility. Other available services in the profile functions include a case notes feature, IEP/ISS plans, Service Enrollment forms, Activities/ Service Registrations, Referrals and Employment History.

The *Report Profile* folder allows staff to review core service usage, case history and tracking information for individuals using the system.

V.7.2.2.1 Multiple Program Case Management

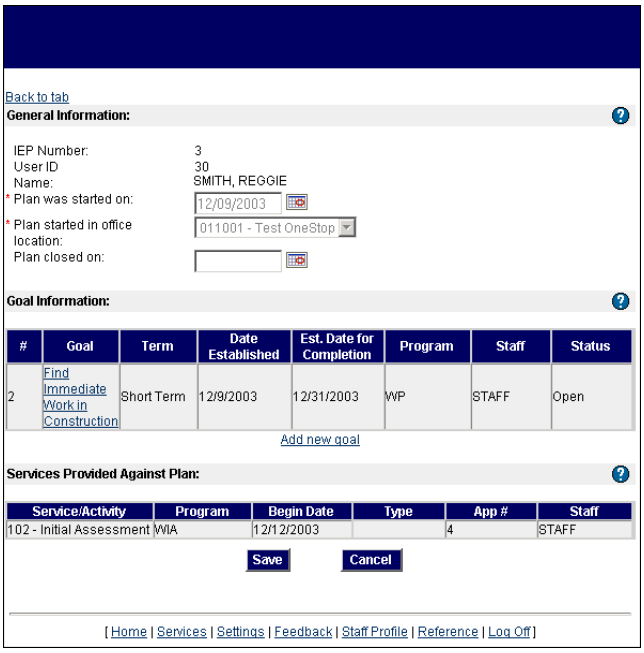
Virtual OneStop includes modules that are used to provide comprehensive case management and tracking for multiple programs, including WIA Title III programs, Employment, Rehabilitation Services and WIA Title IV programs, Adult Dislocated Worker and Youth WIA Title I programs, in addition to TAA, VETS and other employment related programs.

Using either the WIA Registration Activity form, a Wagner-Peyser service form or another program's Activity Records, staff can collect multiple services provided to the individual. The following example shows individual records from a completed WIA application and Registration Activity, to Program Outcome, and Follow-up.

Virtual OneStop Case Management Programs Tab Screen

V.7.2.2.2 Individual Employment Plans Summary

WIA requires that customers receiving services beyond self-service must have an Individual Employment Plan (IEP) or Individual Service Strategy (ISS) developed for monitoring the services and outlining specific goals for employment. Using Virtual OneStop, counselors will have the ability to set up IEPs or ISSs so they can easily manage the activities of their clients. It will include items such as short and long term goals, objectives, training plans, and work experience. The IEP/ISS record is used to list an individual's goals, objectives, and services provided in relation to employment programs such as Wagner-Peyser and WIA. The IEP or ISS is a shared document between all partners within the system with specific security rights to add, modify, or delete specific components to the plan. By making this a shared document, staff, regardless of program affiliation, will be able to see an entire plan and who is providing the specific service to the customer. This further supports the requirement under WIA to leverage all activities and funding sources available to the client. An example of an IEP screen follows.



Virtual OneStop Existing IEP Goals and Services Information Screen

Staff can review all services provided against the plan as well as goals, and also add new goals for the IEP from this screen. Once goals are entered, objectives or predefined objectives can be added to assist in serving the individual. A sample of the Predefined Objectives screen follows.

This page will help you gather IEP Goal information on the selected individual. Please fill in the required fields and then click the Save Button.

(*) indicates required fields. For help click the question mark next to each section.

Back

General Information:

Username: 182
Name: SMITH-JONES, ZOEY
Goal Number: 36
* LWIA: Region 1
Program Affiliation: None Selected
* Office Location: TOC/OWA - Columbia
Created By: GSISA0

Check	Select each objective you wish to add to the above program goal.	Date Established	Review Date
☐	Resume Writing		
☐	Counseling		
☐	Mentoring		
☐	Skill Assessment		

Save Cancel

[Home | Services | Settings | Feedback | Staff Profile | Reference | Log Off]

IEP Predefined Objectives Sample Screen

V.7.2.2.3 Individual Training Accounts – ITA

Individual Training Accounts are managed within the Programs/Intensive Services Training Registration area. Training forms for eligibility determination and others are pre-filled from the data-driven common intake and WIA forms. Program funding sources, income information, grants, barriers, and other enrollment data is entered, as it pertains to the individual case.

Staff can create or modify a Registration/Activity Record for Training Services by accessing or creating a record from the WIA Programs tab.

Create Registration/Activity Records

Activity / Completion	Funding	Begin Date	Project End Date	Actual End Date
106 - Provided Internet Job Search Support / Training Unknown completion status	Adult	3/22/2003	3/31/2003	

Create Registration/Activity Records for Training Link

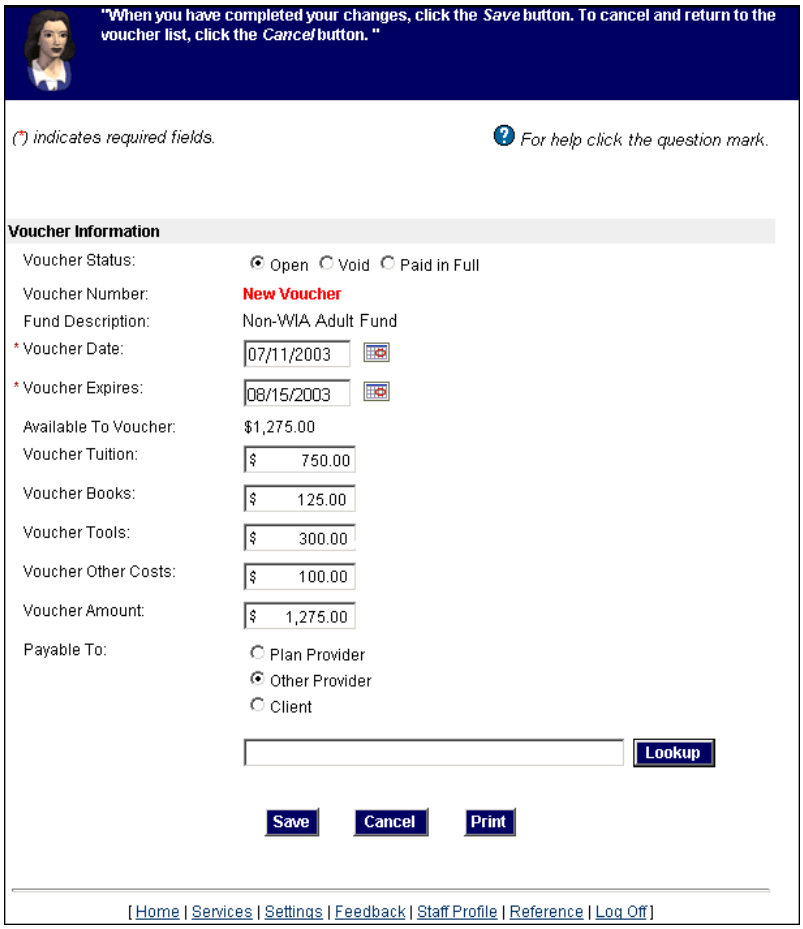
A Registration/Activity Records form then displays with Training Services information. The optional **Individual Fund Tracking** module is the processing tool for training and service payment funds in Virtual OneStop. Staff will enter *Training Program Costs* for tuition, books and other amounts that apply. Limits for these amounts may be set in the system. For example, the highest tuition cost may be pre-set as $2000. If staff users enter more than the allowable amount, an error message displays stating "*the amount entered exceeds the allowable amount.*" Staff cannot enter amounts that exceed limits set in the system.

Selections for Funding Projections are also completed on this form. Staff may enter amounts in the *Planned* field. The *Referred, Committed, Paid* and *Balance* fields are calculated automatically based on

expenditures.

If the *Rec* column, which shows the reconciliation status of the fund, is marked with a check or an X, it signifies the fund was reconciled and no money is available from that fund. Staff may also access Referral History from this form by clicking the number link in the *Referral #* column.

Vouchers can be reviewed in the *Voucher History* section of this form by clicking *Voucher #* column to review voucher status. To add a new voucher, staff will click the **Create Voucher** link. The form is similar to the following example.



Virtual OneStop – IFT Voucher Form Screen

The referral form or voucher forms can be printed upon completion. These forms can be used as an invoicing tool.

The Individual Fund Tracking module contains functions for tracking and reporting On the Job Training amounts, Training and Support Services, as well as WIA and other program funded training obligations. Additional information on the optional Individual Fund Tracking system module can be provided upon request.

V.7.2.2.4 WIA Adult and Dislocated Worker Forms

The Virtual OneStop system contains comprehensive forms used for WIA Adult and Dislocated Worker eligibility. The intuitive interface guides the staff user through completion of the core and intensive forms. As stated earlier, data from common intake is shared between forms and populates those fields on the

core and intensive forms. A partial view of the WIA core application follows.

This page will help you gather WIA Adult Core information on the selected Individual. Please fill in the required fields and then click the *Save* button.

(*) indicates required fields. For help click the question mark next to each section.

| Personal | Vet | Emp | Work Hist | Education | Barrier | Assist | Income | Eligibility | Grants | Staff |

General Information

Username: CARASMITH
WIASRD ID Number:
* Application Date: (mm/dd/yyyy)
* Local Workforce Investment Area: None Selected
* SSN: (do not enter dashes. e.g. 999999999) 999202020 Edit SSN [ ] * [Verify]
* SSN Information Release: Yes No
* First Name: Cara
Middle Initial:
* Last Name: (including suffix e.g. Jr, Sr, PhD, etc.) Smith
* Address: 1001 Omaha St. * [Verify]
* City: Palm Harbor
* State: Florida
* Zip: (99999-9999) 34683
* County: None Selected
* Phone Number: 727 - 786 - 7955
Alternate Phone Number:
Cell Phone Number
Email Address:
Residency Address is same as above?
Add an Alternate Contact: Click Here

[Top]

Personal Information

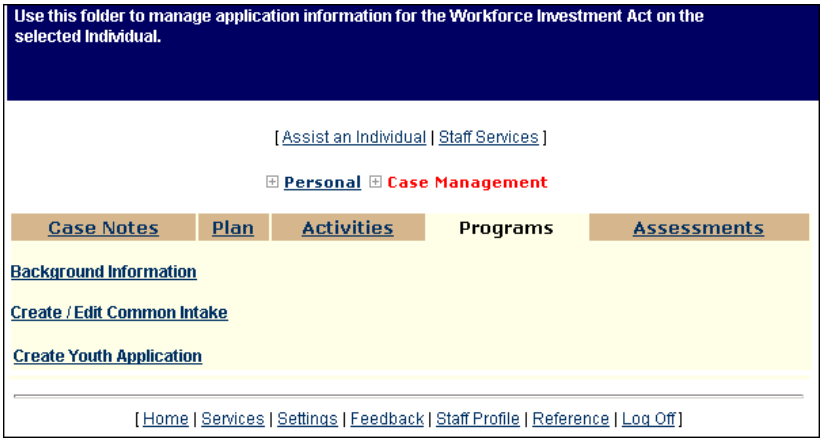
* Date of Birth: (mm/dd/yyyy) 02/14/1980 * [Verify]
* Age: 23 Todays Age:
* Have you registered for Selective Service? Not Required * [Verify] www.sss.gov
* Citizenship: None Selected * [Verify]
* Do you consider yourself to be of Hispanic heritage? Yes No Information not provided
* Race:
Select one or more:
White
African American / Black
American Indian / Alaskan Native
Asian
Hawaiian / Other Pacific Islander
Information not provided
* Do you consider yourself to have a disability? Yes No
Does your disability substantially affect your ability to gain employment? Yes No [Verify]

WIA Core Application – Partial Form

V.7.2.2.5 WIA Youth Forms

The Virtual OneStop system determines whether the individual that the staff is working with is an Adult or Youth and presents the appropriate application. As with Adult applications, the Common Intake form must

be completed before the WIA application. Once the intake is completed, staff will click the **Create Youth Application** link. Although the Youth Application differs slightly from the Adult application, many of the instructions are the same, making it easy for staff to use.

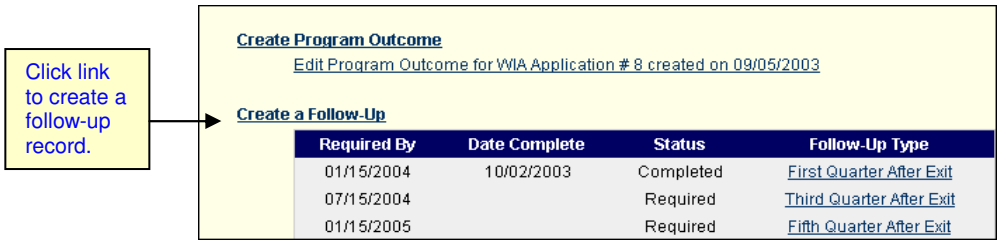


Programs Tab with WIA Youth Application Link

The WIA Youth application is designed to capture elements needed to determine youth program eligibility. Registration Service/ Enrollment forms are available for further service recording once a youth has been determined as eligible for programs and various funding sources. Online entry forms for younger youth goals, outcome and follow-up are also included in the WIA Youth *Programs* tab.

V.7.2.2.6 Program Outcome and Follow-up Summary

WIA program case management allows staff to enter a program outcome record for each individual. Follow-up services are then provided, as necessary. Once staff enters a program outcome record, the follow-up record link displays. The following figure is a sample of the **Follow-up Record** link, with both non-required and required follow-up types.



WIA Follow-up Record Link

WIA states that follow-up is to be accomplished through Unemployment Compensation Wage Records. However, the staff may elect to have counselors follow-up with clients who have completed programs in order to ensure that further support may be offered. Geographic Solutions has developed an online form that allows staff to enter follow-up information in a series of steps.

(*) indicates required fields. For help click the question mark next to each section.

[Exit Information - Attempt Contact] [Employment] [Credential Information] [Staff Information]

General Information:

WIA Follow Up:	Local
Status:	Not Complete
Working With:	Cara Smith
Address:	1001 Omaha St. Palm Harbor , FL 34683
Prime Phone:	727-786-7955
Alt Phone:	
Alternate Contact Information:	Click Here to view / edit

Exit Information:

Exit Date:	1/23/2004
Employment Status:	Was Not Working
Other Status at Exit:	A - Other (specify)
Other Description:	tes
Attained Credential at Exit:	9 - N/A, individual did not receive training

Contact Attempts:

Create a Form Letter and Envelope: Click Here

Attempt Number	Attempt Date	Attempt Time	Contact Type
1	02/12/2004	Morning	Telephone - Individual

Attempt Contact

Cancel: Next >>

Virtual OneStop Follow-up Form Screen 1

Staff can call the customers at specific timeframes and enter the information into this pre-defined form. Staff may also create a form letter and envelope by selecting from the drop-down list, similar to the following example.

Form Letter & Envelope - Microsoft Internet Explorer

Form Letter & Envelope Creation

Type: Participant

Submit Cancel

Form Letter & Envelope Window

Staff may enter basic or detailed information in the online follow-up forms, depending on the level of information obtained and relevance to the individual case. The Virtual OneStop system gives staff this option on follow-up forms.

V.7.2.2.7 Assessment

The Virtual OneStop *Assessment Component* allows for the recording of the Assessment Process Summary Information. It includes the ability to enter multiple test results for WIA customers. This program will allow counselors to track progress of customers who may have multiple intensive assessments. The following screen shows a list of scores in the Basic Skills Assessment.

Use this form to enter, change, or view test scores.

Home

Currently Managing
SMITH, CARA

Staff Services
Manage Individuals
Manage Employers
Manage Communications
Manage Job Orders
Manage Profiling
View Reports
Manage Fund Tracking

Services for Individuals

Basic Skills Assessments

Date	Test Type	Test Name	Results	Action
11/12/2003	Reading	Test of Adult Basic Education (TABE)	10.0	Edit | Delete
	Math	Test of Adult Basic Education (TABE)	11.0	
	Language	Test of Adult Basic Education (TABE)	10.0	

Viewing page 1 of 1

[Add Assessment]

Return to Assessment Folder

[Home | Services | Site Map | Settings | Feedback | Staff Profile | Reference | Log Off]

Virtual OneStop Basic Skills Assessment List Screen

Another option is the Other Assessments function where specialized assessment information can be entered. The following screen shows a list of scores in the Other Assessments function.

Use this form to enter, change, or view test scores.

Home

Currently Managing
SMITH, CARA

Staff Services
Manage Individuals
Manage Employers
Manage Communications
Manage Job Orders
Manage Profiling
View Reports
Manage Fund Tracking

Other Assessments

Date	Test Name	Results	Action
04/15/2003	APTICOM	60	Edit | Delete
04/15/2003	Barriers to Employment Success Inventory (BESI)	EMTJ	Edit | Delete

Viewing page 1 of 1

[Add Assessment]

Return to Assessment Folder

Virtual OneStop Other Assessment List Screen

Staff simply clicks the *Add Assessment* link on these screens to add another assessment for the individual.

V.7.2.2.8 Activities Tab

Staff will use the **Activities** tab to work with the individual's Referrals, Employment History, Service Plan, and Alternate Contacts. The following figure contains a sample of the *Activities* tab.

Use this folder to collect common intake information on the selected Individual.

[Assist an Individual | Staff Services]

Personal Case Management

Case Notes | Plan | Activities | Programs | Assessments

Referrals
Select this option to review job order referrals for the selected Individual.

Activity History / Service Plan
Select this option to review the selected Individual's Service Plan.

Employment History
Select this option to review the selected Individual's employment history.

Alternate Contacts
Select this option to review alternate contact information for the selected Individual.

Event History
Select this option to review the Individual's Scancard Event History.

[Home | Services | Settings | Feedback | Staff Profile | Reference | Log Off]

Activities Tab

V.7.2.2.9 Service Tracking

For Wagner-Peyser or other activities, the Activities tab features a Service Plan option. The Service Plan link allows staff to record supportive services, workshops, career counseling, and many other service types for tracking purposes. An example of the Service Plan Form that depicts some of the drop-down list services follows.

Please provide information for the following fields and click the Save Changes button when you are finished. Otherwise click the Cancel Changes button to return to the Service Plan page.

Service Type: None Selected
Scheduled Date:
Scheduled Time:
Actual End Date:
Completion Code:
Office:
Station:

130 - Supportive Service
131 - Staff Assisted Job Referrals (testing/background checks)
132 - Workshops/Seminars
134 - Employer Pre-Screening
200 - Individual Counseling
201 - Group Counseling
202 - Career Guidance/Planning
203 - Comprehensive/specialized assessment skill level/service needs
204 - Interest And Aptitude Testing
205 - Development of individual employment plan
206 - Referred To Apprenticeship

Staff Name: Regular Staff

Comments:

Save Changes | Cancel Changes

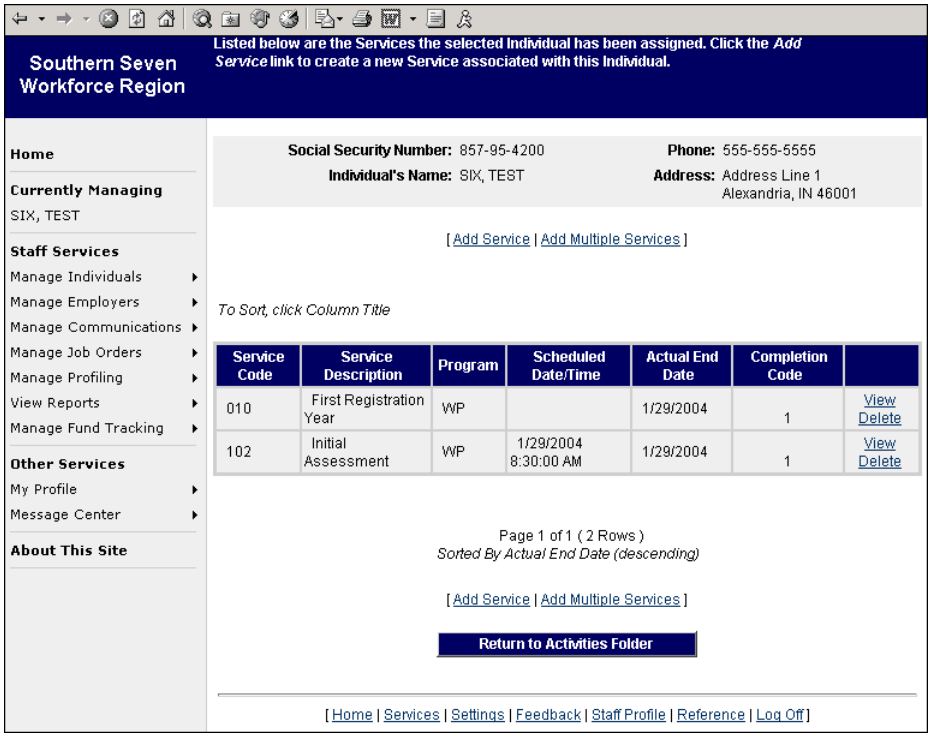
[Home | Services | Settings | Feedback | Staff Profile | Reference | Log Off]

Virtual OneStop Service Plan Form Screen

Key data is shared between programs so that the same information is only entered once during intake.

As staff work with individuals in the One-Stop, they will have the ability to record various services provided to that individual. The Virtual OneStop Services Entry component will allow not only for the recording of the service, but also for scheduling of services in the future. This scheduling of services can

be used with the Virtual OneStop Communications system for ticklers to remind staff of services they have scheduled. Geographic Solutions has developed several distinct service tracking mechanisms and each shows the flexibility of the systems currently being used. A Service Tracking screen follows.



Southern Seven Indiana Virtual OneStop Services Tracking by Individual

To enter a specific service, staff clicks the link “Add Service” and they are prompted for the information via the “Services Entry Screen”.

Information that remains constant (office and station) comes directly from the staff’s log-on and no additional data entry is required. The screen allows the service to be scheduled (schedule date and time would be required) and the service can be saved for future completion. In addition, the staff can bypass the entry of scheduling the service and record the actual end date (date the service was provided) and a completion code. At all times, staff can record specific comments or observations associated with the service.

V.7.2.2.10 Automated Scheduling

The *Virtual OneStop Messaging* and *Appointment Management Component* permits staff to view all their upcoming appointments on a calendar as well as appointments set for all their customer cases. This feature incorporates a “tickler/reminder” system to notify staff of various tasks to complete. This includes paperwork that must be completed, workshops to attend or facilitate, and reminders to follow-up with customers.

V.7.2.2.10.1 WIA Adult and Dislocated Worker Forms

The system contains comprehensive forms used for WIA Adult and Dislocated Worker eligibility. The intuitive interface guides the staff user through completion of the core and intensive forms. As stated earlier, data from common intake is shared between forms and populates those fields on the core and intensive forms. A partial view of the WIA core application follows:

This page will help you gather WIA Adult information on the selected Individual.
Please fill in the required fields and then click the Save Button.

(*) indicates required fields. *For help click the question mark next to each section.*

[General] [Personal] [Veteran] [Employment] [Barrier] [Education] [Eligibility] [Grants] [Staff]

General Information

Username:	GSISUSANH
State ID:	925
User Account Create Date:	8/23/2005 2:46:16 PM
* Application Date: (mm/dd/yyyy)	10/21/2005
* Local Workforce Investment Area:	01 - Flagler/Volusia Workforce
* Office Location of Responsibility:	011001 - Daytona Beach
* SSN: (do not enter dashes. e.g. 999999999)	464979799 Edit SSN * [Verify]
* Date of Eligibility Certification:	10/21/2005
* First Name:	Susan
Middle Initial:	
* Last Name: (including suffix e.g. Jr, Sr, PhD, etc.)	Howatch
* Address:	4 Scottish Towers

Personal Information

* Date of Birth: (mm/dd/yyyy)	02/19/1960 * [Verify]
* Age:	45 Todays Age:
* Gender:	Male Female
* Have you registered for Selective Service?	Not applicable * [Verify] www.sss.gov
* Citizenship:	U.S. Citizen / Naturalized * [Verify]
* Do you consider yourself to be of Hispanic heritage?	Yes No Information not provided
* Race:	
Select one or more:	White African American / Black American Indian / Alaskan Native Asian Hawaiian / Other Pacific Islander Information not provided
* Do you consider yourself to have a disability?	Yes No [Verify]

[Top]

Veteran Information

Barrier Information

Are You a displaced Homemaker ?	Yes - Local Program [Verify] No

[Top]

Education Information

* What is the highest grade you completed in school?	Education beyond a Bachelor's degree

[Top]

WIA Funding Eligibility

* Adult - meets Adult program eligibility.	Yes, Core Services No Yes *(Intensive Application Completed)* Inactive
* Dislocated Worker - meets Dislocated Worker program eligibility.	Yes No Yes, Core Services Eligibility Override Inactive
* Statewide Displaced Homemaker - Dislocated Worker.	Yes No Not Applicable Inactive
* Statewide Activity - Incumbent Worker.	Yes No Not Applicable Inactive
* Statewide Other - Adult.	Yes No Not Applicable Inactive
* Statewide Other - Dislocated Worker.	Yes No Not Applicable Inactive
* Statewide Rapid Response - Additional Assistance.	Yes No Not Applicable Inactive

National Emergency Grants [View]

Sample WIA Core Application – Partial Form

V.7.2.2.10.2 Veterans

The Virtual OneStop system includes functions for staff to work with veterans and generate data for appropriate VETS 200 reports and enrolled individuals who have a veteran status.

Each registration form has fields so staff may determine whether the individual is a veteran and select that status. The forms also have links for government Web sites defining the various campaigns veterans have served in for recording purposes.

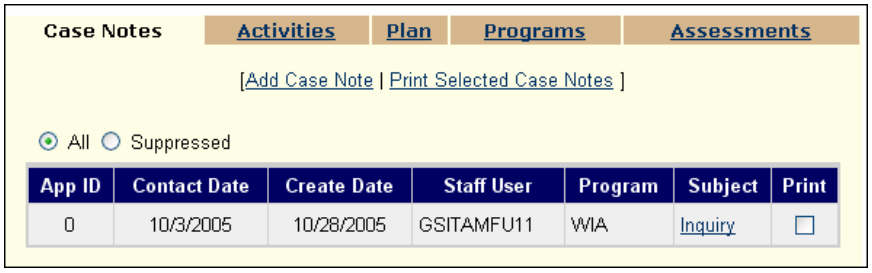
The Employer Job order form, which is completed either by the employer or by a staff member, includes a status field for Veterans as well. The Job Order Status field has a drop-down list for staff with a default setting of *Hold for Vet Rep*. Depending on the agency or One-Stop center's rules, a Veteran Rep may have to review the job order first for suitable veteran candidates before it is released to the general public.

V.7.2.2.10.3 TAA

The proposed Virtual OneStop system supports the Trade Adjustment Act (TAA). The system provides assistance such as job search, and tracks vital to workers who have become unemployed because of imports. Virtual OneStop minimizes duplication of work related to data entry and filing, and provides TAA reporting functionality in the system. The functionality in Virtual OneStop will support improved business processes and service delivery in addition to tracking all TAA customer information in one common location which is accessible by all TAA staff. This information will be utilized quarterly in the creation of the federal Trade Act Participant Report (TAPR) reports.

V.7.2.3 Case Notes [RFP 3.2.7.2.3]

Using the *Virtual OneStop Case Note Component,* staff will have the ability to enter case notes for participants and applicants through a free form text entry screen. The system will automatically record the date, staff name, and organization to ensure accountability, consistency, and uniformity of the case-noting format from a variety of staff and agencies. The notes will be historical and displayed in either a summary or detailed view.



Virtual OneStop – Case Notes Tab

The system automatically stamps the date and staff ID for each note so that note entries can be viewable with the most recent date first and vice versa.

Staff members use a text entry screen to create, view, and update case notes for clients.

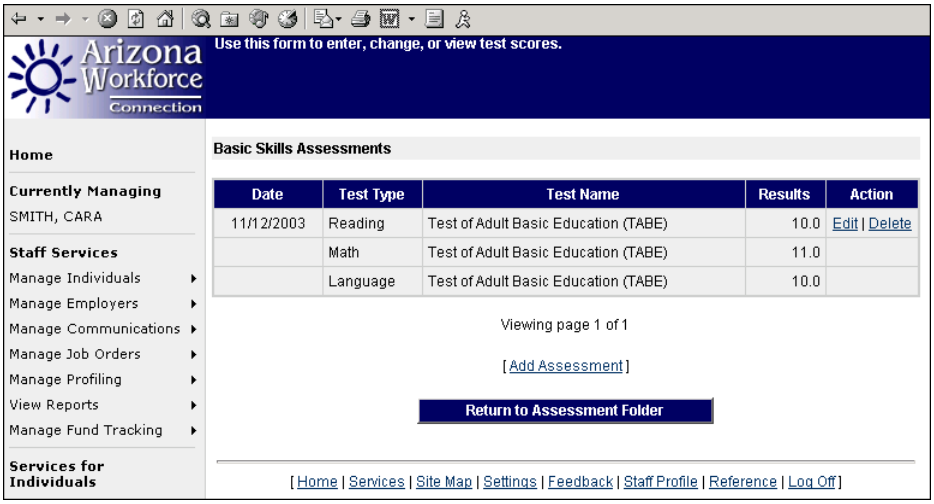
When a staff member opens a registrant's record, a list of case notes is available. An icon will be further defined in the joint application review design sessions. Text fields for notes do not have character limits.

V.7.2.4 Program Data and Comprehensive Assessments [RFP 3.2.7.2.4]

The proposed Virtual OneStop Case Management system (described in detail in section Case Management Requirements [RFP 3.2.7.2]) provides staff with the ability to review a comprehensive data

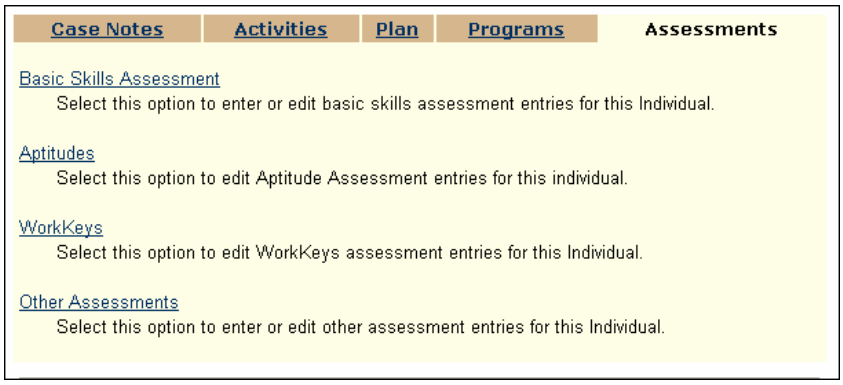
set for aid in the individual evaluation and assessment process. In addition, Virtual OneStop provides staff with an Assessment Tab, which allows for recording assessment scores that can be utilized for a variety of programs including WIA, TAA, VETS and other applicable programs. The tab includes the ability to enter multiple test results for clients. This function allows counselors to track the progress of clients who may have multiple intensive assessments. Literacy/Numeracy Skills assessments, per Common Measures, are collected when a Youth application is completed.

The following screen shows a list of scores in the Basic Skills Assessment:



Arizona Workforce Connection Basic Skills Assessment List Screen

The System will be able to incorporate scores for additional aptitude assessments, WorkKeys scores, and other assessments added to the System by the State.



Virtual OneStop -- Assessments Tab

In addition, by selecting an individual's profile, staff may access a number of other O*NET assessments that are included in the System. The following screen shows a sample of the Assessment Profile, which is described in more detail in Sections V.5.4.3.2 through V.5.4.3.4.

Personal | Employment Plan | Search History | Case Management | Assessment Profile

Job Skills | Personal Skills | Workplace Skills | Interests | Work Importance

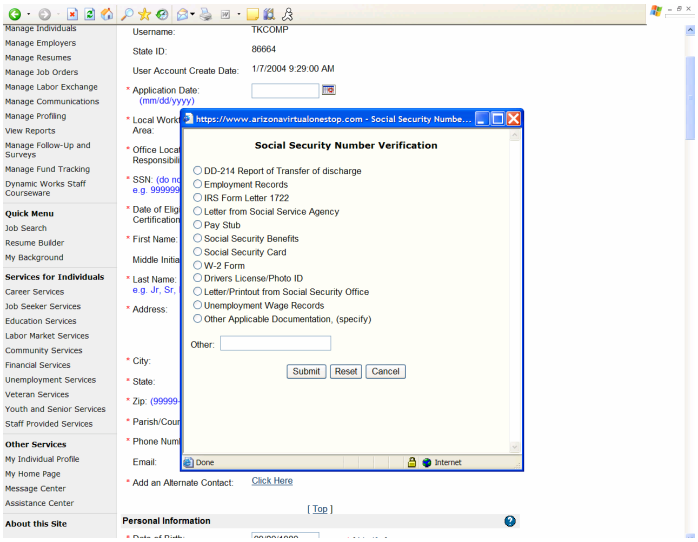
Skill Category	Skills you have selected
Education & Social Services	identify needs of communication-impaired persons
Entertainment & Media	transcribe spoken or written information
Financial Services	operate business machines
General Skills	maintain records, reports, or files, fill out business or government forms, use oral or written communication techniques, collect payment, use cash registers, use computers to enter, access or retrieve data, distribute correspondence or mail, make presentations, take messages, type letters or correspondence, schedule meetings or appointments, enter time sheet information, examine files or documents to obtain information, greet customers, guests, visitors, or passengers, understand second language
Healthcare	assist patient with dressing, undressing, grooming, or bathing, confer with physical therapy staff to discuss treatment, assist patient in walking or exercising, use medical equipment in direct patient care, teach personal hygiene, feed patients, analyze patient activity, evaluate patient response to therapy, follow patient care procedures, follow patient observation procedures, use personal care procedures, provide in home patient care, lift or transport ill or injured patients
Management & Office Services	maintain duplicating equipment, operate collating machine, operate duplicating equipment, perform typing or data entry for extended duration, write business correspondence, collate printed materials, explain rules, policies or regulations, answer calls using switchboard, route multi-line telephone calls, use telephone communication techniques, use desktop publishing software, use word processing or desktop publishing software, take dictation, arrange teleconference calls, deliver or obtain mail, messages, records, food or other items (More)
Service & Sales	escort group on city or establishment tours, develop travel itinerary

Virtual OneStop – Staff view of Individual's Assessment Profile

V.7.2.5 Program Eligibility [3.2.7.2.5]

The Virtual OneStop system includes an Application Information and Eligibility component. This module stores the data elements, along with the business rules, to ensure that information is collected to determine eligibility with the multiple partners' programs. One-Stop, WIA Youth Provider, and other program partner staff with the appropriate system access privileges will be able to utilize the system to determine program eligibility. The system follows the U.S. Department of Labor Employment and Training Administration's published interim data elements required for quarterly reporting. Additional data elements can be captured to ensure eligibility with workforce centers, as outlined by the DLIR WDD staff.

Business rules will be programmed throughout the entire application to allow for checks and balances to all data elements. To assist counselors through this eligibility process, an item requiring verification through supporting documentation will link to a window that specifies the document accepted for verification.

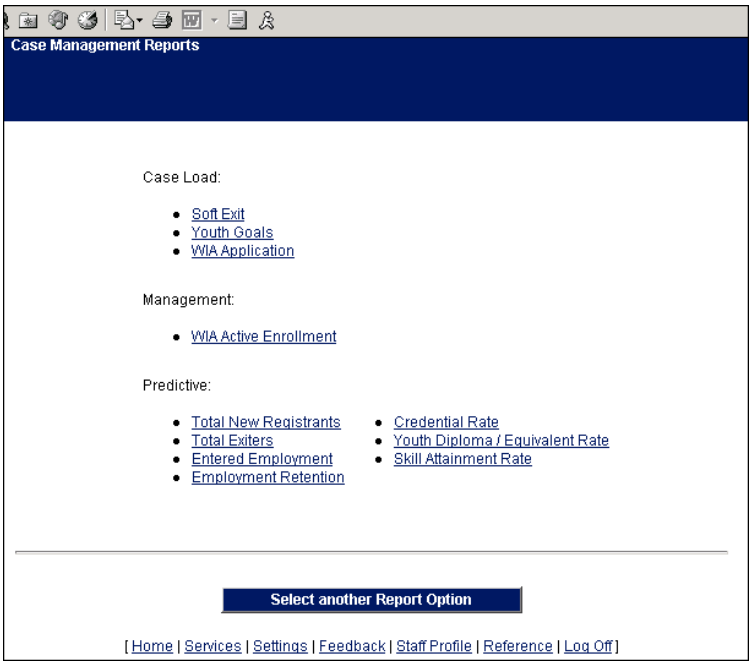


Virtual OneStop Data Verification Screen

V.7.2.6 Enrollment Tracking [RFP 3.2.7.2.6]

V.7.2.6.1 The Virtual OneStop system Case Management and Career Counselor Reports

The Component Library includes reports that allow staff members to manage and quantify their workload. These reports track caseloads and activities, client actions, WIA Active Enrollment, Youth Goals, and other valuable reports. The enrollment tracking report capability includes the ability to report each program by provider, site, and local WIB. Case management reports are shown on the following screen.



Sample Component Library Case Management Report Options

The WIA Active Enrollment report is shown in the following example.

Case Management Reports - WIA Active Enrollment

WIA Active Enrollment - Detail Report

FILTERED BY: All Individuals for the DC Metro LWIA where Active Enrollment Date is between 12/21/2003 and 01/20/2004

01 - DC Metro							
Client Name:	SSN:	Primary Case Manager:	Intake One Stop:				Client Name:
Customer Group:	Activity:		Activity One Stop Office:	Actual Begin Date:	Estimated End Date:	Actual End Date:	Provider:
Adult, Beau	999-60-2222	No Current Assignment	Welfare-to-Work				Adult, Beau
Adult	300-Occupational Skills Training		Welfare-to-Work		1/8/2004		3SoftUSA
Dislocated Worker	300-Occupational Skills Training		Administration	1/8/2004	1/8/2004		3SoftUSA
Adult, Jennifer	999-35-4987	No Current Assignment	Franklin Street One-Stop Career Center				Adult, Jennifer
Adult	102-Initial Assessment		Franklin Street One-Stop Career Center	12/22/2003	1/21/2004		DC Dept of Emplo Services
Adult	181-Supportive Service - Transportation Assistance		Franklin Street One-Stop Career Center	12/22/2003	1/22/2004		All Faith Consortiu
Johnson, Hunter Randall	007-30-2003	No Current Assignment	Administration				Johnson, Hunter
Adult	180-Support Service - Child/Dependent Care		Administration	1/7/2004	1/9/2004	1/13/2004	GSI Test Provider
Limits, Account	999-14-1414	No Current Assignment	WIA Administration				Limits, Account
Adult	180-Support Service - Child/Dependent Care		Administration	1/5/2004	1/10/2004		GSI Test Provider
McKenzie, Paul	999-58-4122	No Current Assignment	WIA Administration				McKenzie, Paul
Younger Youth	400-Youth Summer Employment		Administration	1/5/2004	1/10/2004		GSI Test Provider
Younger Youth	403-Youth Entry Employment Experience		Administration	1/5/2004	1/15/2004		GSI Test Provider
Younger Youth	412-Youth Objective Assessment		Administration	1/5/2004	1/10/2004		GSI Test Provider
01 - DC Metro							

[Select another Case Management Report]

Sample Component Library Case Management - WIA Active Enrollment Report

V.7.2.7 Service Tracking [RFP 3.2.7.2.7]

V.7.2.7.1 Self and Staff Service Tracking Functionality

Virtual OneStop includes the most comprehensive service tracking component available in the workforce industry. Staff may document core and program related services provided to customers (employers and job seekers) for reporting purposes. Staff accesses the Service Plan link within this same Case Management profile to accommodate this task. Virtual OneStop service records can be added by the following methods:

1) Services can be entered manually by staff working with the employer. Services can be added one at a time or in multiples. Staff click **Add Service** to access the Service Plan Information Entry screen, a sample of which follows.

Please provide information for the following fields and click the Save Changes button when you are finished. Otherwise click the Cancel Changes button to return to the Service Plan page.

Service Type: None Selected
Scheduled Date: MM/DD/YYYY Format
Scheduled Time: : AM
Actual End Date: MM/DD/YYYY Format
Completion Code: None Selected
Office: None Selected
Station: 0000
Staff Name: Regular Staff
Comments:

Save Changes | Cancel Changes

[Home | Services | Settings | Feedback | Staff Profile | Reference | Log Off]

Service Plan Information Entry Screen

Staff complete the form to document the labor exchange services they provide to the customer, clicking **Save Changes** to save the record. The Vitual OneStop System updates the Individual Service Plan List screen based on staff data entry, and lists these documented services in ETA 9002 report format.

Multiple services can be added at one time by identifying them from a single screen, as illustrated below.

Partial Multiple Service Information Entry Screen

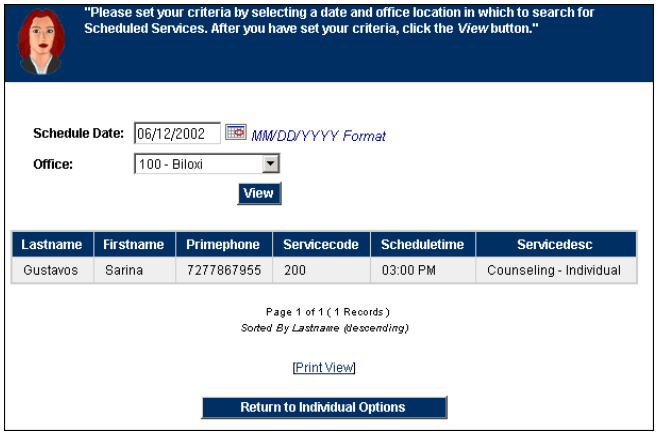
2) Services can be added automatically via labor exchange and case management events that occur in the system. For example, when an individual reviews an external job, a service record can be created.

3) Services can be assigned to specific web pages in the system so that they are credited. For example, when a user accesses a page displaying labor market data, the “107 Provision of Labor Market Research” service can be added.

4) Services and events can be added to the system via magnetic scan card readers. (The use of scan card machines is not within the scope of this project.)

V.7.2.7.1.1 Scheduled Services

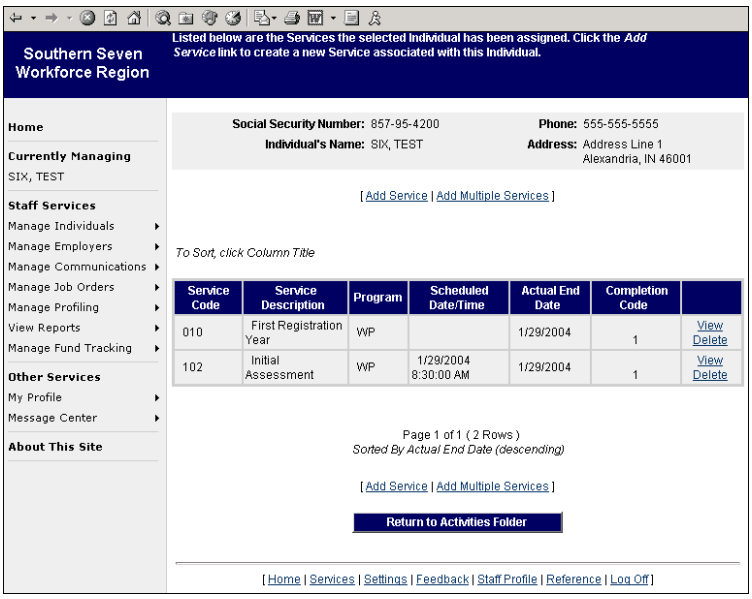
The Virtual OneStop contains a Scheduled Services feature for staff, which allows them to display services scheduled for a specific one-stop location on a specific date. When staff enter the scheduled service information, a screen appears—similar to the following figure—that displays the scheduled services for the location on that date.



Scheduled Services Detail Screen

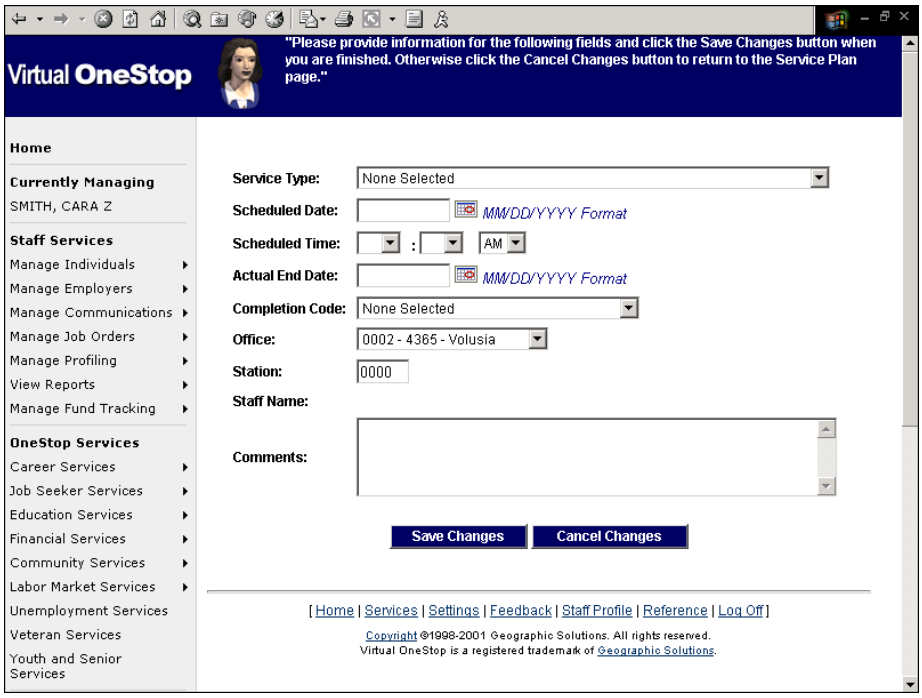
V.7.2.7.1.2 Managing Individual Services

The Virtual OneStop contains a Manage Individual Services feature, which allows staff to add or manage an individual's specific services or multiple services and schedule services in the future. Manage Individual Services options include adding one or more services and viewing or deleting existing individual services. This scheduling of services can be used with the Virtual OneStop Communications system for ticklers to remind staff of services they have scheduled. Geographic Solutions has developed several distinct service tracking mechanisms and each shows the flexibility of the systems currently being used. The following figure is a sample Service Tracking screen and represents the individual service plan screen, which is used to enter, edit or delete individual services or multiple services.



Southern Seven Indiana Virtual OneStop Services Tracking by Individual

Staff may view or delete services by clicking the appropriate link. To enter a specific service, staff simply clicks the link "Add Service" and they are prompted for the information via the "Services Entry Screen".

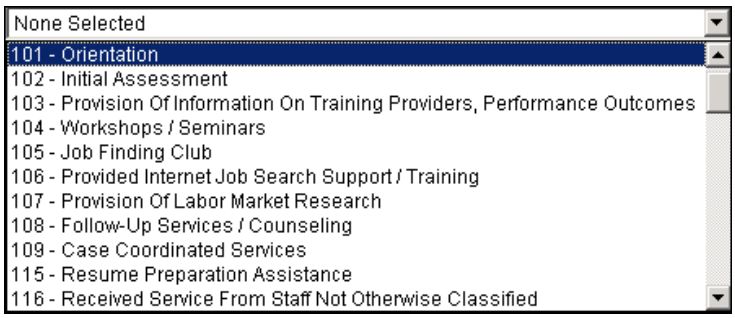


Virtual OneStop - Service Entry Screen

Information that remains constant (office and station) comes directly from the staff's log-on and no additional data entry is required. The screen allows the service to be scheduled (schedule date and time would be required) and the service can be saved for future completion. In addition, the staff can bypass the entry of scheduling the service and record the actual end date (date the service was provided) and a completion code. At all times, staff can record specific comments or observations associated with the service.

Throughout the system, specific point of automatic service recording can be established to the region's specifications. For example, in Louisiana Geographic Solutions established links such that when a resume is completed on the system, an automatic service of "Resume Preparation" is recorded. As another example, every job search run on a given day will record an automatic service of Use of Alex (JIS Equivalent). These links and associated business rules are set up to the State's specification.

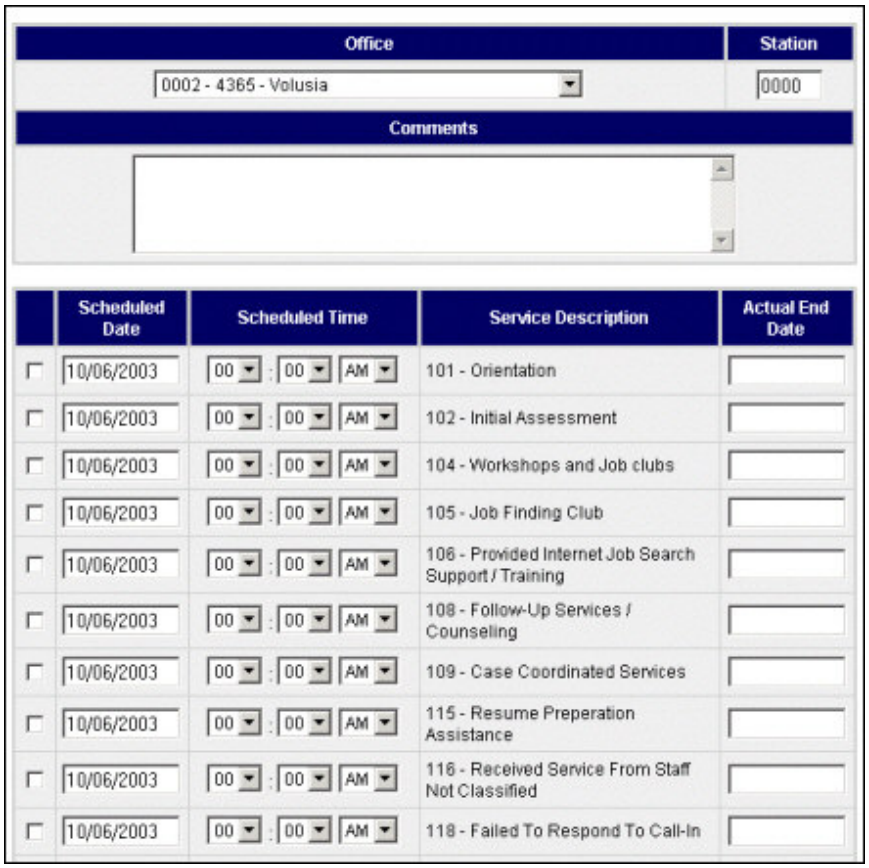
The following figure represents a drop-down list for services. The service codes are pre-set through system programming and display in drop-down lists for easy selection by staff members. However, staff members can create an event (recurring or non-recurring) to customize tracking for the service type offered.



Services Drop-down list

V.7.2.7.1.3 Add Multiple Services

The Virtual OneStop system allows staff members to enter multiple services for individuals. The main services screen provides a link for staff to select from. The following figure is a sample list of multiple services that is provided to staff to simplify this process.



Office	Station
0002 - 4365 - Volusia	0000

Comments

	Scheduled Date	Scheduled Time	Service Description	Actual End Date
☐	10/06/2003	00 : 00 AM	101 - Orientation	
☐	10/06/2003	00 : 00 AM	102 - Initial Assessment	
☐	10/06/2003	00 : 00 AM	104 - Workshops and Job clubs	
☐	10/06/2003	00 : 00 AM	105 - Job Finding Club	
☐	10/06/2003	00 : 00 AM	106 - Provided Internet Job Search Support / Training	
☐	10/06/2003	00 : 00 AM	108 - Follow-Up Services / Counseling	
☐	10/06/2003	00 : 00 AM	109 - Case Coordinated Services	
☐	10/06/2003	00 : 00 AM	115 - Resume Preperation Assistance	
☐	10/06/2003	00 : 00 AM	116 - Received Service From Staff Not Classified	
☐	10/06/2003	00 : 00 AM	118 - Failed To Respond To Call-In	

Virtual OneStop Sample Add Multiple Services Screen – Partial View

V.7.2.7.2 Service Reports

V.7.2.7.2.1 Activities

Staff can view and generate specific Activity reports, which display information about the various activity services created within Virtual OneStop. The following figure is a sample screen that lists the activity report options available to one-stop staff and managers.

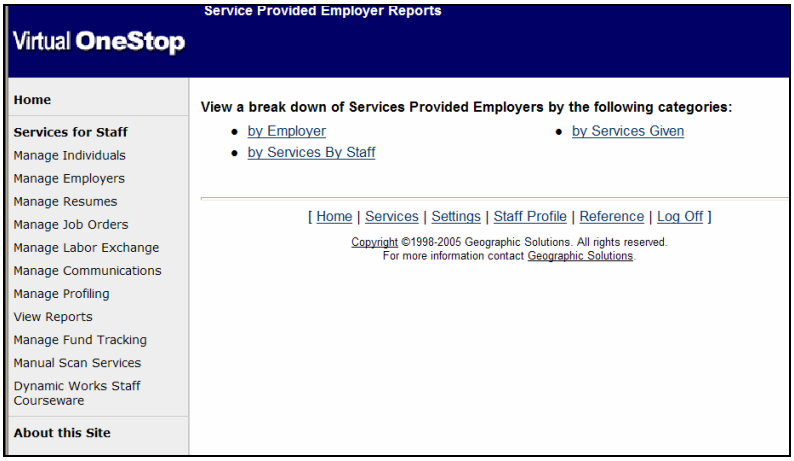
Activity Report Options

This screen allows you to access or generate the following reports:

- All Services report
- Services by Staff report
- All Referrals report
- Referral Results report
- All Events report
- Active Roster report

V.7.2.7.2.2 Services Provided Employers

Staff can view and generate reports by Services Provided to an Employer. The reports display information about various services provided to employers through Virtual OneStop. The following figure is a sample screen that lists the Services Provided to an Employer report options available to One-Stop staff managers.



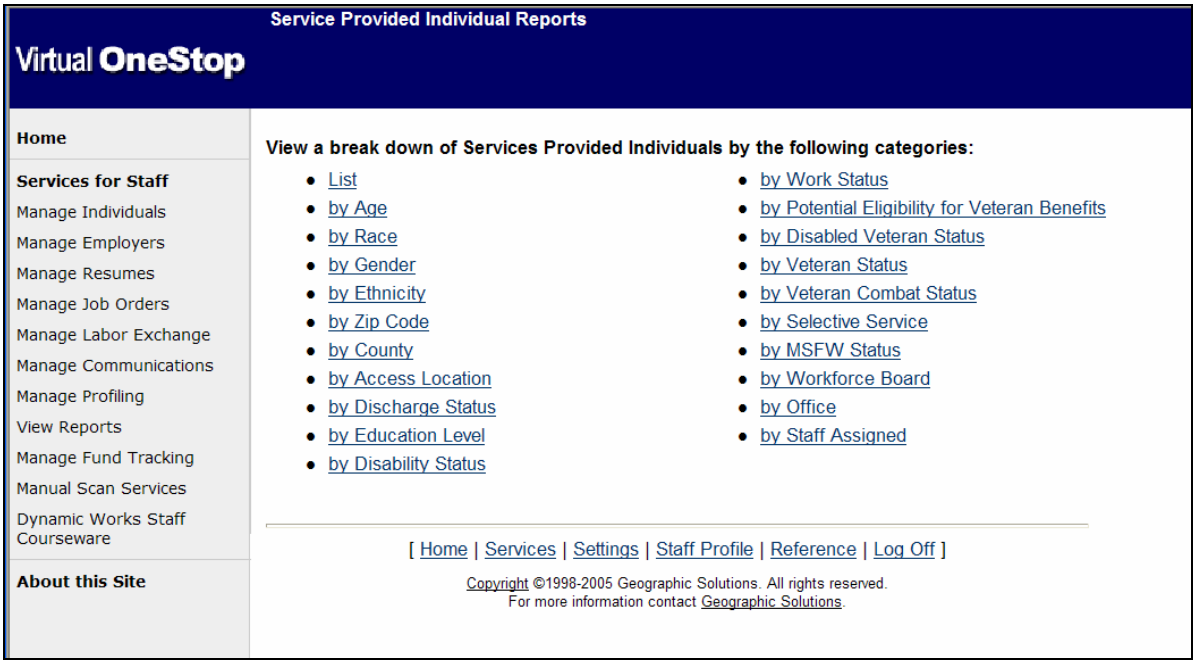
Employer by Services Report Options Screen

This screen allows you to access or generate the following reports:

- By Employer List report
- By Employers Services Given report
- By Services by Staff report

V.7.2.7.2.3 Services Provided Individuals

Staff can view and generate reports by Services Provided to Individuals. These reports display information about the staff services given to individuals through Virtual OneStop. The following figure is a sample screen that lists the options available to One-Stop staff managers for Individual Services Provided reports.



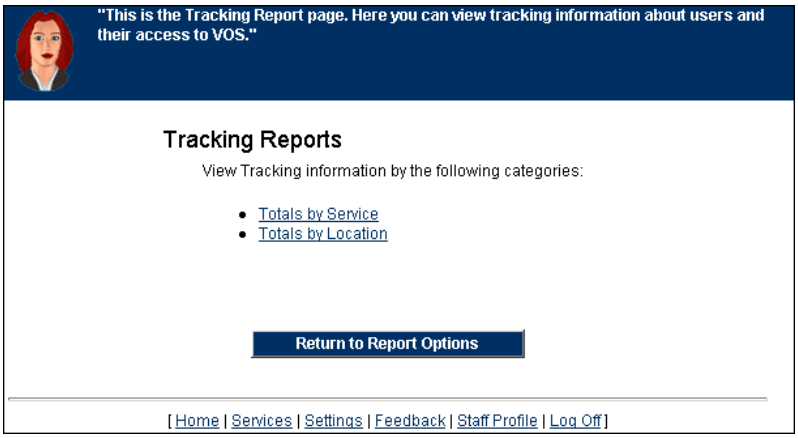
Individual Services Provided Report Options Screen

This screen allows you to access or generate the following individual service reports:

- By List
- By Age
- By Race
- By Gender
- By Ethnicity
- By Zip Code
- By County
- By Access Location
- By Discharge Status
- By Education Level
- By Disability Status
- By Work Status
- By Potential Eligibility for Veteran Benefits
- By Disabled Veteran Status
- By Veteran Status
- By Veteran Combat Status
- By Selective Service
- By MSFW Status
- By Workforce Board
- By Office
- By Staff Assigned

V.7.2.7.2.4 Tracking Reports

Virtual OneStop Tracking reports display information about Virtual OneStop usage by individuals and employers. The following figure is a sample screen that lists the tracking reports staff can generate.



Tracking Report Options Screen

This screen allows you to access or generate the following reports:

- Totals by Service report
- Totals by Location report

V.7.2.8 Goal Requirements [RFP 3.2.7.2.8]

A service function for recording and monitoring goals is the Individual Employment Plans/Service Strategies Summary. This is contained in the Case Management Services module. Some clients receiving services beyond self-service must have an Individual Employment Plan (IEP) or Individual Service Strategy (ISS) developed for monitoring the services and outlining specific goals. Using the System, counselors will have the ability to set up IEPs or ISSs so they can manage the activities of their clients easily. It will include items such as short and long-term goals, objectives, training plans, and work experience.

The IEP/ISS record is used to list an individual's goals, objectives, and services provided in relation to programs such as Wagner-Peyser and WIA. The IEP or ISS is a shared document between all partners within the system with specific security rights to add, modify, or delete specific components to the plan.

By making this a shared document, staff, regardless of program affiliation, will be able to see an entire plan and who is providing the specific service to the customer. This further supports the federal requirement to leverage all activities and funding sources available to the client. An example of an IEP screen follows:

Back to tab

General Information:

IEP Number: 3
User ID 30
Name: SMITH, REGGIE
* Plan was started on: 12/09/2003
* Plan started in office location: 011001 - Test OneStop
Plan closed on:

Goal Information:

#	Goal	Term	Date Established	Est. Date for Completion	Program	Staff	Status
2	Find Immediate Work in Construction	Short Term	12/9/2003	12/31/2003	WP	STAFF	Open

Add new goal

Services Provided Against Plan:

Service/Activity	Program	Begin Date	Type	App #	Staff
102 - Initial Assessment	WIA	12/12/2003		4	STAFF

Save Cancel

[Home | Services | Settings | Feedback | Staff Profile | Reference | Log Off]

Sample Existing IEP Goals and Services Information Screen

Staff can review all services provided against the plan as well as goals, and also add new goals for the IEP/ISS from this screen. Once goals are entered, objectives or predefined objectives can be added to assist in serving the individual. A sample of the Predefined Objectives screen follows:

This page will help you gather IEP Goal information on the selected individual. Please fill in the required fields and then click the Save Button.

(*) indicates required fields. For help click the question mark next to each section.

Back

General Information:

Username: 182
Name: SMITH-JONES, ZOEY
Goal Number: 36
* LWIA: Region 1
Program Affiliation: None Selected
* Office Location: TOC/OWA - Columbia
Created By: GSISA0

Check	Select each objective you wish to add to the above program goal.	Date Established	Review Date
☐	Resume Writing		
☐	Counseling		
☐	Mentoring		
☐	Skill Assessment		

Save Cancel

[Home | Services | Settings | Feedback | Staff Profile | Reference | Log Off]

IEP Predefined Objectives Sample Screen

V.7.2.9 Date of Registration [RFP 3.2.7.2.9]

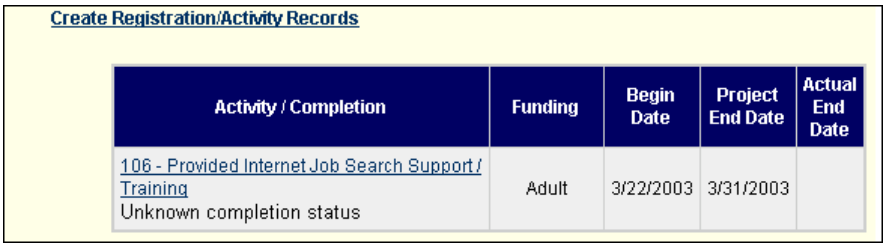
The Virtual OneStop System is able to automatically record and display the date when a participant in a program funding a service or activity first uses the service or starts the activity. Each program displays all

activities associated to that program, including the first activity. It includes the "participation" date within the program, and in compliance with federal regulations, the participation date equals the first activity start date.

V.7.2.10 Enrollments and ITA Functionality [RFP 3.2.7.2.10]

Individual Training Accounts are managed within the Programs/Intensive Services Training Registration area. Training forms for eligibility determination and others are pre-filled from the data-driven common intake and WIA forms. Program funding sources, income information, grants, barriers, and other enrollment data is entered, as it pertains to the individual case.

Staff can create or modify a Registration/Activity Record for Training Services by accessing or creating a record from the WIA Programs tab.



Create Registration/Activity Records for Training Link

A Registration/Activity Records form then displays with Training Services information. The optional **I**ndividual Fund Tracking module is the processing tool for training and service payment funds in Virtual OneStop. Staff will enter *Training Program Costs* for tuition, books and other amounts that apply. Limits for these amounts may be set in the system. For example, the highest tuition cost may be pre-set as $2000. If staff users enter more than the allowable amount, an error message displays stating "*the amount entered exceeds the allowable amount*." Staff cannot enter amounts that exceed limits set in the system.

Selections for Funding Projections are also completed on this form. Staff may enter amounts in the *Planned* field. The *Referred, Committed, Paid*, and *Balance* fields are calculated automatically based on expenditures.

If the *Rec* column, which shows the reconciliation status of the fund, is marked with a check or an X, it signifies the fund was reconciled and no money is available from that fund. Staff may also access *Referral History* from this form by clicking the number link in the *Referral #* column.

Vouchers can be reviewed in the *Voucher History* section of this form by clicking *Voucher #* column to review voucher status. To add a new voucher, staff will click the Create Voucher link. The form is similar to the following example.

"When you have completed your changes, click the *Save* button. To cancel and return to the voucher list, click the *Cancel* button. "

(*) indicates required fields.

For help click the question mark.

Voucher Information

Voucher Status:	Open Void Paid in Full
Voucher Number:	New Voucher
Fund Description:	Non-WIA Adult Fund
* Voucher Date:	07/11/2003
* Voucher Expires:	08/15/2003
Available To Voucher:	$1,275.00
Voucher Tuition:	$ 750.00
Voucher Books:	$ 125.00
Voucher Tools:	$ 300.00
Voucher Other Costs:	$ 100.00
Voucher Amount:	$ 1,275.00
Payable To:	Plan Provider Other Provider Client

Lookup

Save Cancel Print

[Home | Services | Settings | Feedback | Staff Profile | Reference | Log Off]

Virtual OneStop – IFT Voucher Form Screen

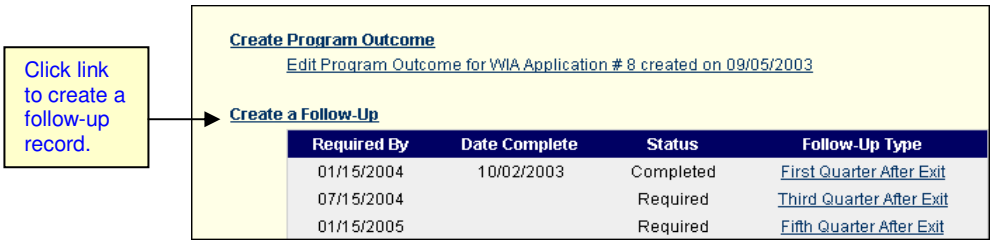
The referral form or voucher form can be printed upon completion. These forms can be used as an invoicing tool.

The Individual Fund Tracking module contains functions for tracking and reporting On the Job Training amounts and Training and Support Services, as well as WIA and other program funded training obligations. Additional information on the optional Individual Fund Tracking system module can be provided upon request.

As staff enter data into the system, the information is automatically maintained within the Virtual OneStop Case Management system, for reporting purposes.

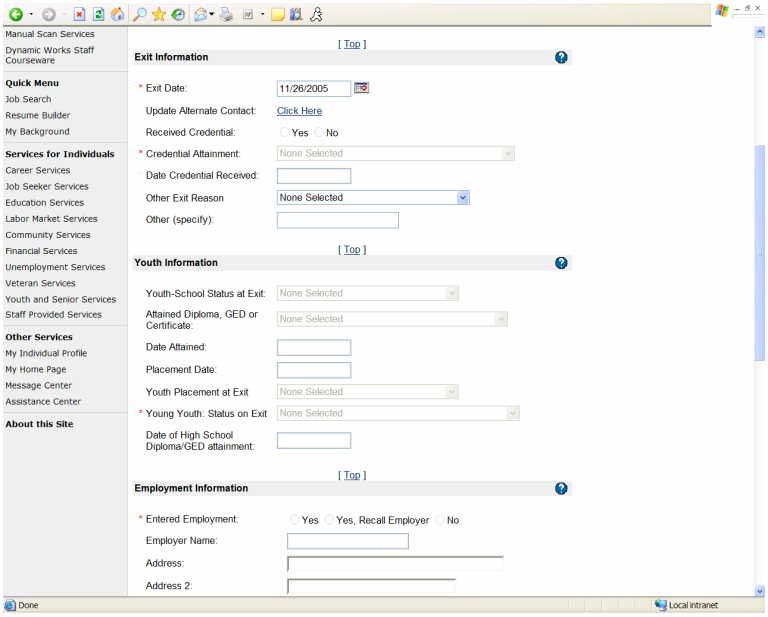
V.7.2.11 Entering and Tracking Programs Outcome Data [RFP 3.2.7.2.11]

The Virtual OneStop Case Management module creates a program outcome record for each enrolled individual. Follow-up services are then provided, as necessary. Once a program outcome record is generated, the follow-up record link will display. The following figure is a sample of the Follow-up Record link, with both non-required and required follow-up types:



Sample WIA Follow-up Record Link

Geographic Solutions has developed an online form that allows staff to enter follow-up information in a series of steps.



Sample Outcome Form

The Outcome form is programmed to be compliant with Common Measures. Data previously entered into the system is auto populated, to increase overall staff efficiency.

V.7.2.12 Eligibility Data Review [RFP 3.2.7.2.12]

The Virtual OneStop system contains a comprehensive process for determining eligibility. The intuitive interface guides the staff user through completion of the core and intensive forms. As stated earlier, data from common intake is shared between forms and populates those fields on the core and intensive forms. A partial view of the WIA application eligibility section follows:

(*) indicates required fields. For help click the question mark next to each section.

GSI Auto Training

* Program Status: Active Inactive

Eligiblility

* Customer Group

- WIA - Adult
- WIA - Younger Youth
- WIA - Older Youth
- WIA - Dislocated Worker
- WIA - Statewide Youth
- WIA - Statewide Displaced Homemaker - Adult
- WIA - Statewide Incumbent Worker - Adult
- WIA - Statewide Other - Adult
- WIA - Statewide, Rapid Response Add'l Assistance - Dislocated Worker
- WIA - Statewide Displaced Homemaker Dislocated Worker
- WIA - Statewide Other - Dislocated Worker

A Partial View of Virtual OneStop WIA Eligibility within the Application

Some dialog boxes, such as Social Security, Birth Date, Selective Service, Citizenship, and Veterans have a Verify link. Staff can use these links to identify appropriate documentation required to verify specific data elements. When staff select **Verify**, a pop-up box displays selection buttons. As program managers review individual enrollment characteristics, they can quickly determine what documentation was collected to verify participant data. Program funding sources, income information, grants, barriers, and other enrollment is immediately accessible via the reporting module. A partial view of a WIA application follows:

Personal Information

* Date of Birth: (mm/dd/yyyy) 02/14/1980 * [Verify]
* Age: 23 Todays Age:
* Have you registered for Selective Service? Not Required * [Verify] www.sss.gov
* Citizenship: None Selected * [Verify]
* Do you consider yourself to be of Hispanic heritage? Yes No Information not provided
* Race:
Select one or more:
- White
- African American / Black
- American Indian / Alaskan Native
- Asian
- Hawaiian / Other Pacific Islander
- Information not provided

* Do you consider yourself to have a disability? Yes No
Does your disability substantially affect your ability to gain employment? Yes No [Verify]

A Blue Check Indicates Data Element Has Been Verified

Enrollment characteristics and eligibility can be quickly accessed through the Virtual OneStop reports module. For more information, see section V.8.9.

V.7.2.13 Common Measures [RFP 3.2.7.2.13]

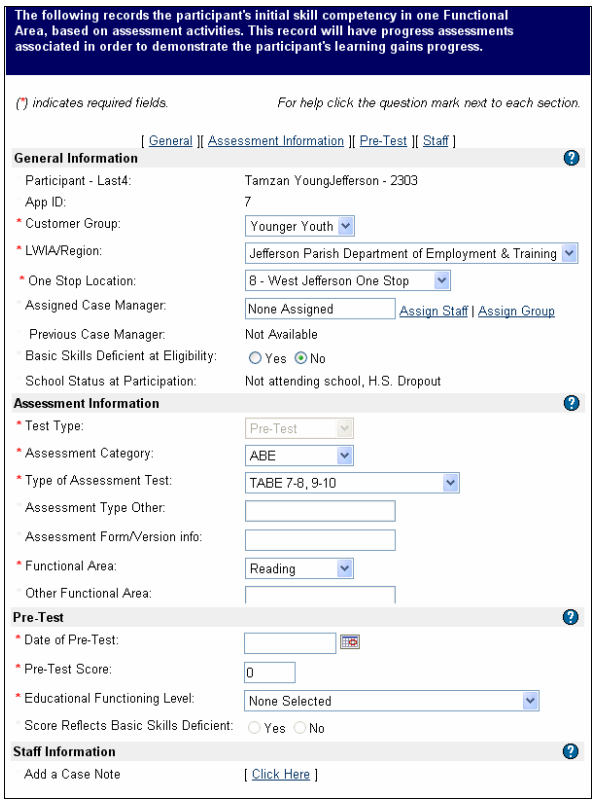
The Virtual OneStop Case Management module is fully compliant with the new Common Measures reporting requirements established with the TEGL 1503. The TEGL requirements established a new standard measures so that Wagner-Peyser, WIA, and other program reports meet a set of common

measures. Programmatic requirements for Wagner-Peyser (9002) and WIA reporting still exist; however, the TEGL adds another layer of federal reporting.

Each form, along with the overall case management process, has been modified to the new requirements. In addition, with Common Measures, Geographic Solutions introduced new functionality to comply with the new reporting requirements.

The WIA Youth application is designed to capture elements needed to determine youth program eligibility. Registration Service/ Enrollment forms are available for further service recording once a youth has been determined as eligible for programs and various funding sources.

Online entry forms for Literacy/Numeracy, younger youth goals, outcome and follow-up are also included in the WIA Youth *Programs* tab.



Virtual OneStop – Literacy Numeracy Screen

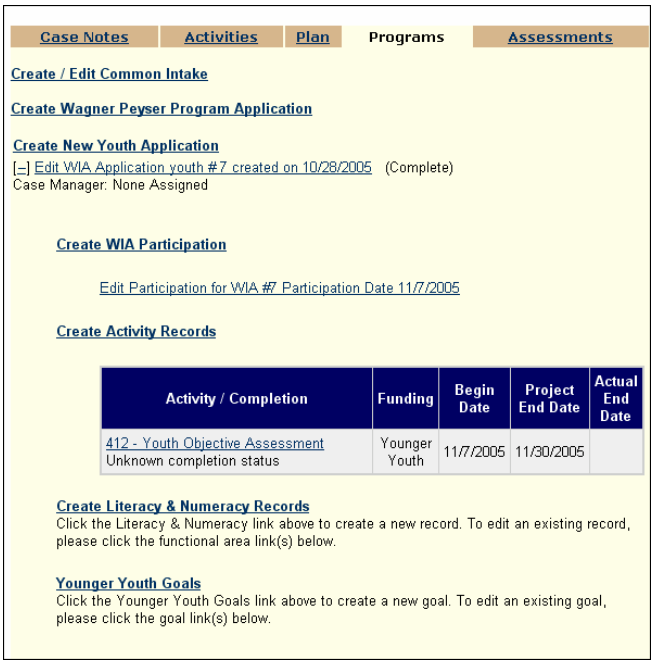
V.7.2.13.1 Recording In and Out of School Youth Education

When a Youth is registered in the system through a program application, a field is completed that shows whether the youth is in or out of school at the time. Youth services, as applicable, can be provided and tracked in the system as service activities. Service activities can be tracked for several program types, such as WIA Youth or Wagner-Peyser.

Reports can be generated showing which Youth are enrolled in school or education services and which youth are not enrolled in school or education services. Other individual reports are available in the View Reports function with filtered criteria for age, gender, county, zip code, and other types.

V.7.2.13.2 Assessment Youth Forms

The system determines whether the individual with whomstaff is working is an Adult or Youth and presents the appropriate application. Once the intake is completed, staff clicks the **Create Youth Application** link. Although the Youth Application differs slightly from the Adult application, many of the instructions are the same, making it easy for staff to use.



Sample Programs Tab with WIA Youth Application Links

V.7.2.14 Services by Provider [RFP 3.2.7.2.14]

The Virtual OneStop reports module provides DLIR WDD with instantaneous reports on performance and management data. The reports capability includes the ability to report on activities and services provided to each participant by provider. DLIR WDD staff and administration can report on providers by:

- Provider Reports
- Referrals by Staff
- Referral by Type
- Individual List

The following screen displays a services by provider report. For more information on the reporting capabilities of Virtual OneStop, see sections V.8 and V.9.

Provider Report

Provider Name: GSI Auto Training		
Course Name:	**Course Status:**	**Provider Type:**
Auto Training	Active	PS - Approved Provider Training - ITA
Auto Testing	Active	PS - Approved Provider Training - ITA
File Clerk	Active	PS - Work Experience
Provider Name: GSI Computer Help Center		
Course Name:	**Course Status:**	**Provider Type:**
MS Office 2000	Active	PS - Approved Provider Training - ITA
MS Access	Active	PS - Approved Provider Training - ITA
Computer 101	Active	PS - Approved Provider Training - ITA
Provider Name: Jen Test Provider		
Course Name:	**Course Status:**	**Provider Type:**
Jen Test	Active	PS - Work Experience
Provider Name: test		
Course Name:	**Course Status:**	**Provider Type:**
Work Experience Job Title	Active	PS - Work Experience
Approved Computer Training Course	Active	PS - Approved Provider Training - ITA
OJT Job Title	Active	PS - OJT
GED Preparation	Active	PS - Training Non-ITA
Core Service	Active	PS - Other
GSI Basic Computer Skills	Active	PS - Other

Report Displays Services Offered by Provider

V.7.2.15 Service Provider Information [RFP 3.2.7.2.15]

Incorporating the Consumer Report System module, the new Virtual OneStop system will have the capacity to capture and maintain data relating to the State's Eligible Training Provider List. The system provides an Education Services component with training course comparison features and a separate login for training providers' course input and administrative data management. It includes provider detail with CIP codes and occupational title codes, and can be linked to the Individual Fund Tracking module to allow or not allow agreements to be written. Crosswalk technology is utilized to match training type to occupational title.

The Consumer Report System module will serve as the base application for the acquisition and validation of program participant data. The system is specifically designed to meet the requirements of the Workforce Investment Act of 1998 and the Wagner-Peyser Act. It is a single integrated performance information package that assembles employment, occupational, and performance information from all of the State's workforce development partners.

Geographic Solutions developed the Consumer Report System using the most advanced and modern design approaches. It is a Web-based application that includes *n-tier* design, access to the backend SQL Server database; and advanced data query by geographic selection using a procedural extension to the industry-standard structured query language (SQL) to query data stored in the backend database.

The Consumer Report System module provides access and services to the following types of users:

- Staff Users – Workforce professionals for state and local agencies who manage training vendor program information and create reports.
- Administration Users – database system administrators at agencies who are responsible for managing the system, its users, all program and vendor information and analysis reports.

- Training Providers – schools, colleges, universities, and other state-approved education and training centers accessing the Consumer Report System via the Internet. They post approved training programs and provide descriptions of these services.

- Customers/Individuals – job seekers, students, adults, unemployed or displaced workers, and disadvantaged youth comprise this user group. They search for training and educational programs to either bolster their current skill sets or provide a new career foundation. They also locate the institutions that offer these programs and access detailed information on contacts, program and tuition expenses, and financial aid data. This user mode promotes convenience and flexibility. Individual users can access system services from locations other than one-stop centers 24 hours a day, 7 days a week. People with physical disabilities, limited mobility, or transportation barriers also benefit from this method.

- Customers/Employers – these users access the system to find training and educational programs (and the institutions that offer them) to enhance the skills and abilities of their staff.

The Consumer Report component includes performance/cost information relating to eligible providers of training services described in subsections (e) and (h) of section 122 of WIA. This includes each institution's completion rate, placements, job retention, and earning gains for each program.

Benefits for individual job seekers and training providers include:

- Comparison of similar programs at the same school
- Comparison of different programs at the same school
- Comparison of the same program from two colleges
- Comparison of different programs at different colleges
- Review of WIA eligible providers and the programs offered
- Entry of course information done by providers independently
- Reports on providers and other collected data

The following report types are easily created in the system:

- Provider Detail – displays institution and contact information
- Program Summary – displays program information submitted for WIA approval and the review status, such as CIP code, completion level, status, etc.
- Program Detail – displays detailed information for each program offered by the selected institution
- Institution Reports – displays information on all providers or selected groups of providers (Adult High Schools, Colleges, etc.), in a brief summary or extensive detailed options
- User Reports – provides information about system users
- Program Status – provides program lists based on their status

To summarize, the Consumer Report System module offers a wide array of training provider and occupational information for job seekers, staff, and training providers. By collecting this data in one single source, state agency staff can work more effectively to comply with Workforce Investment Act (WIA) initiatives.

V.7.2.16 Automated System Reminders [RFP 3.2.7.2.16]

The Virtual OneStop Messaging and Appointment Management component permits staff to view all their upcoming appointments on a calendar as well as appointments set for all their customer cases. This feature incorporates a “tickler/reminder” system to notify staff of various tasks to complete. This includes paperwork that must be completed, workshops to attend or facilitate, and reminders to follow up with customers.

Included among the automated system notification Virtual staff alerts are the following:

- Soft Exits
- WIA Follow-up
- Job Order Follow-up
- Scheduled Services

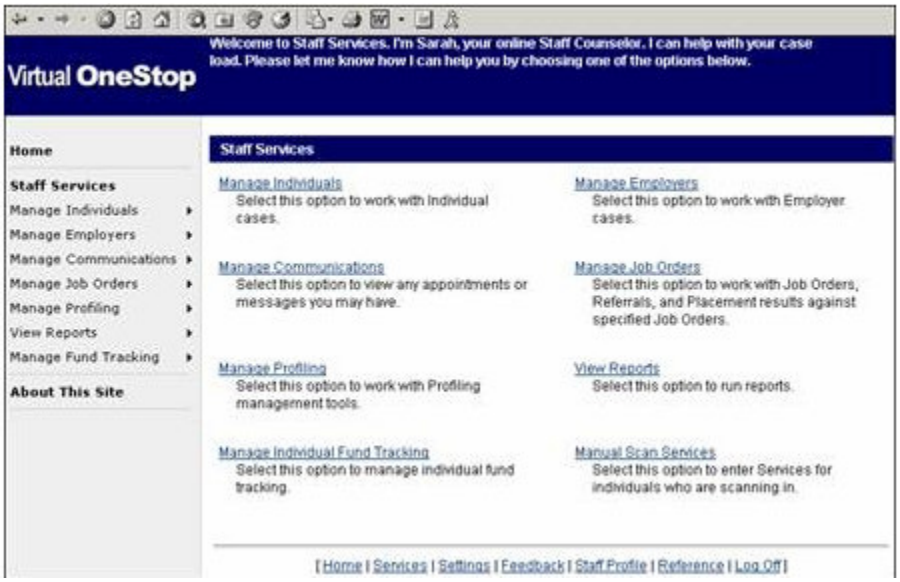
V.7.2.17 Provider Notification [RFP 3.2.7.2.17]

The Virtual OneStop system includes an Application Information and Eligibility Component. This module stores the data elements, along with the business rules, to ensure that information is collected to determine eligibility with the multiple partners' programs. One-Stop, WIA Youth Provider and other program partner staff with the appropriate system access privileges will be able to utilize the system to determine program eligibility. The system follows the U.S. Department of Labor Employment and Training Administration's published interim data elements required for quarterly reporting. Additional data elements can be captured to ensure eligibility with workforce centers, as outlined by the DLIR WDD staff.

Business rules will be programmed throughout the entire application to allow for checks and balances to all data elements. To assist counselors through this eligibility process, an item requiring verification through supporting documentation will link to a window that specifies the document accepted for verification.

Virtual OneStop will provide powerful tools to One-Stop staff for entering, analyzing and storing detailed eligibility and intake information for multiple programs and partners. These tools are designed to streamline the process of matching customers with the services they need, from benefits and social services to career counseling and educational programs.

The system will provide tools for One-Stop staff designed to enhance both caseload management and the overall follow-up process. These customized tools are designed to simplify the process of guiding, tracking and monitoring the delivery of services throughout an entire service area. When an authorized staff member logs on to the system for intensive services, the Staff Services screen is presented.



Sample Customized Case Management Staff Services Screen

V.7.2.18 Case Management Tools [RFP 3.2.7.2.18]

The Virtual OneStop Component Library includes a Case Management module that is a comprehensive case management tool designed with a user-friendly interface . The system provides counselors, case managers, and other supervisory staff members with the ability to create, track, and share information for clients who receive a variety of program services. Like all of the other Virtual OneStop modules, Case Management is accessible by staff members, providers' staff, system administrators, partner agency counselors, and others authorized by the State of Hawaii via the Internet. For purposes of this section, we will refer to this group of users as "staff."

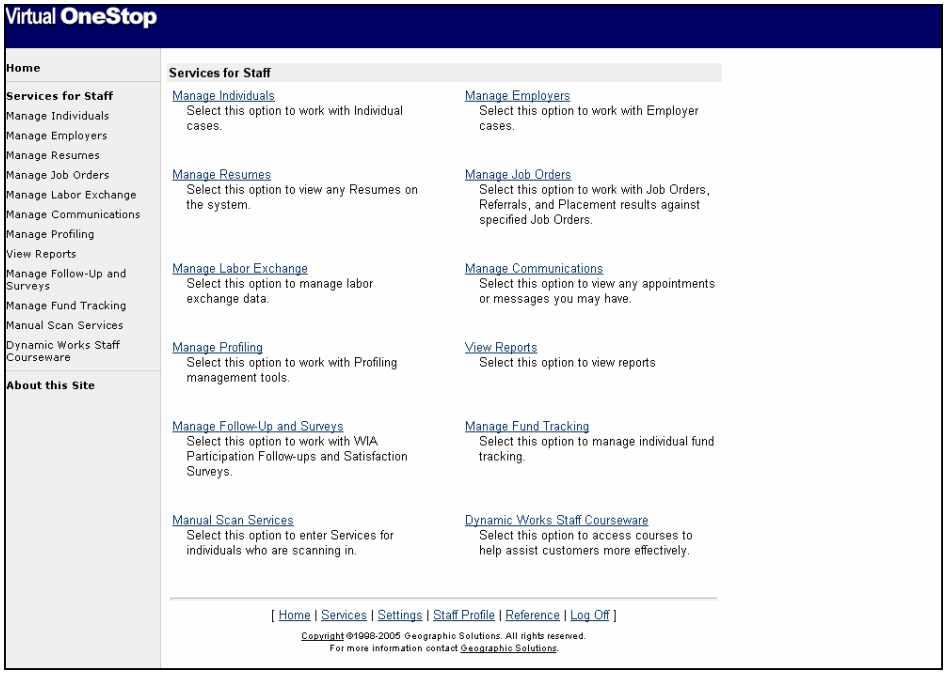
The online application forms, developed to provide specific federal and state conformance data elements and comply with business rules, assist staff in determining program eligibility, processing enrollment, tracking service activities, and assessing individuals.

This module provides comprehensive assistance so users can easily and successfully complete a customer's required application form(s) and program portfolio. This may include WIA Title I and associated partner programs for Adults, Dislocated Workers, Youth, TAA and Wagner-Peyser services. Text header instructions, context-sensitive help text, and form links provide guidance to staff members to ensure successful completion of program forms. Key data is shared among these programs, as well as the individual profile and registration form, preventing duplicate data entry and the types of errors inherent with duplicate data entry.

The Case Management, Intensive Services module of the Component Library incorporates case management, client tracking and follow-up services. It provides the tools necessary to give counselors the ability to track and share information regarding eligible individuals receiving intensive and training services.

Virtual OneStop will provide powerful tools to staff for entering, analyzing and storing detailed eligibility and intake information for multiple programs and partners. These tools are designed to streamline the process of matching customers with the services they need, from benefits and social services to career counseling and educational programs.

The system will provide tools for staff designed to enhance both caseload management and the overall follow-up process. These customized tools are designed to simplify the process of guiding, tracking and monitoring the delivery of services throughout an entire service area. When an authorized staff member logs on to the system, the Staff Services screen is presented.



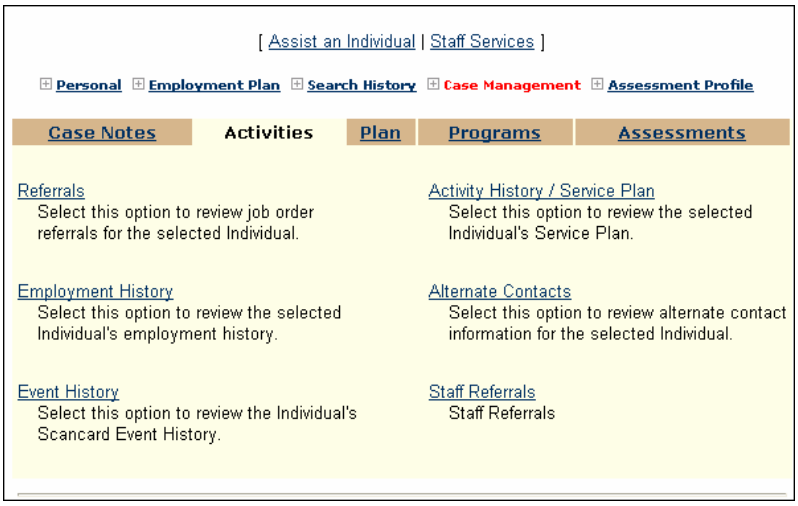
Sample Case Management Staff Services Screen

Staff will enter, assign, review, and monitor case information for specific customers registered with the Virtual OneStop system. When a staff member signs on to the system, depending upon user rights, several options will be available. Options include the ability to review individual cases, generate reports, work with employers, make appointments, and - for supervisors the ability to assign cases.

Staff may create accounts for individuals, assist individuals receiving intensive services (WIA applications, training, assessments, etc.), view scheduled services for individuals, manage individual services, view staff caseloads, and assign cases. A brief explanation of the major services follows.

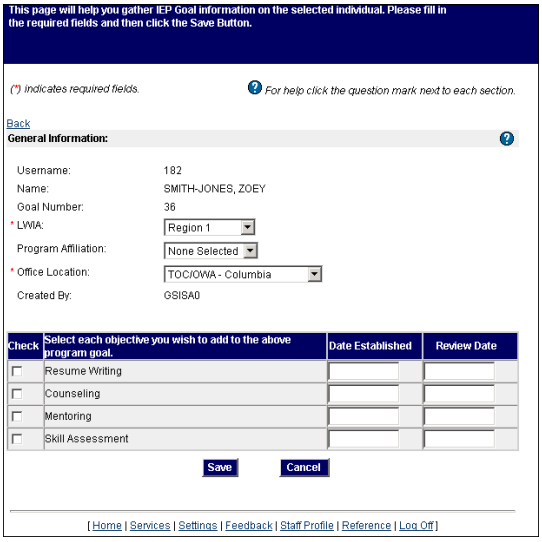
The file folder tabs in the Case Management Profile allow the case manager to complete forms, write case notes, create Individual Employment Plans/Individual Service Strategies, and to enter activities and assessments for a specific client. The following figure displays a sample of the file folder tabs:

.



Sample Activities Tab

Staff can review all services provided against the plan as well as goals, and also add new goals for the IEP/ISS from this screen. Once goals are entered, objectives or predefined objectives can be added to assist in serving the individual. A sample of the Predefined Objectives screen follows.



IEP Predefined Objectives Sample Screen

V.7.2.18.1 Case Management and Tracking for Multiple Programs

The Component Library includes modules that are used to provide comprehensive case management and tracking for multiple programs. In addition to WIA, Wagner-Peyser, Youth, Older Worker, Veterans programs Virtual OneStop components will allow Hawaii to define additional programs including National Emergency Grants, State Grants and other local programs.

Sample "Pop Up" Window Specifying Supporting Documents for SSN

V.7.2.18.2 Individual Training Accounts – ITA

Individual Training Accounts are managed within the Programs - Create Participation area. Training forms for eligibility determination and others are pre-filled from the data-driven common intake and application forms. Program funding sources, income information, grants, barriers, and other enrollment data is entered, as it pertains to the individual case.

Staff can create or modify a Participation Record for services by accessing or creating a record from the Programs tab.

Add Service / Add Multiple Services

Activity	JO#	Schedule Date/Time	Actual End Date	Office/Location
106 - Provided Internet Job Search Support / Training Successful	N/A	N/A	11/7/2005	Daytona Beach

Sample Participation Activity Record Screen

An Activity Record form will display Services information. To improve staff productivity, an option to create multiple services in one process is included.

V.7.2.18.3Services Features

The Labor Exchange for Staff module includes a wide array of helpful features in a user-friendly Web interface. It is designed to assist staff in providing individuals and employers with Wagner-Peyser Act employment services.

The Labor Exchange for Staff module has several components to assist staff who work with individuals and employers, including functionality to manage job orders, resumes, profiling and communications, and view reports.

When Managing Individuals, staff may enter intake information and select Wagner-Peyser or service activities. Staff may also create and store resumes, format letters, conduct job searches, create job reports, assess skills, review trends in the job marketplace, and collect pertinent job seeker information in the online Employment Plan Profile.

Managing Resumes allows staff to work with online resume tools such as the Background Builder. The Background Builder guides the staff user through the process of successfully creating and saving information in professional resume formats. A series of screens prompts the user for required entries and advances to the next step until the resume is created.

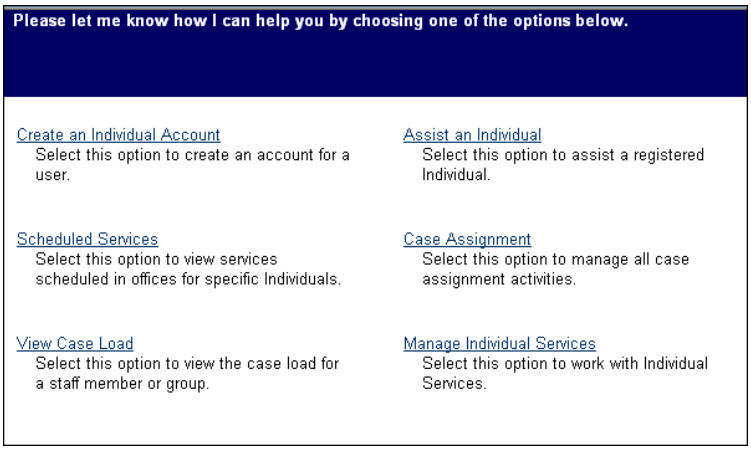
Staff may also create professional letters for individuals to send to prospective employers. Several formats are available with sample text that can be modified depending on the job description.

For file management, My OneStop Profile is a feature where staff may work with individual and employer information. Personal or corporate information is stored and modified in this area. In the Employment Plan Profile, staff manages an individual's resumes, letters, background history, and job searches. In the Search History Profile, occupational searches are collected for reference purposes. In the Assessment /

Skills and Interest Profile, selected skills and work interests are stored for use in future searches, or references.

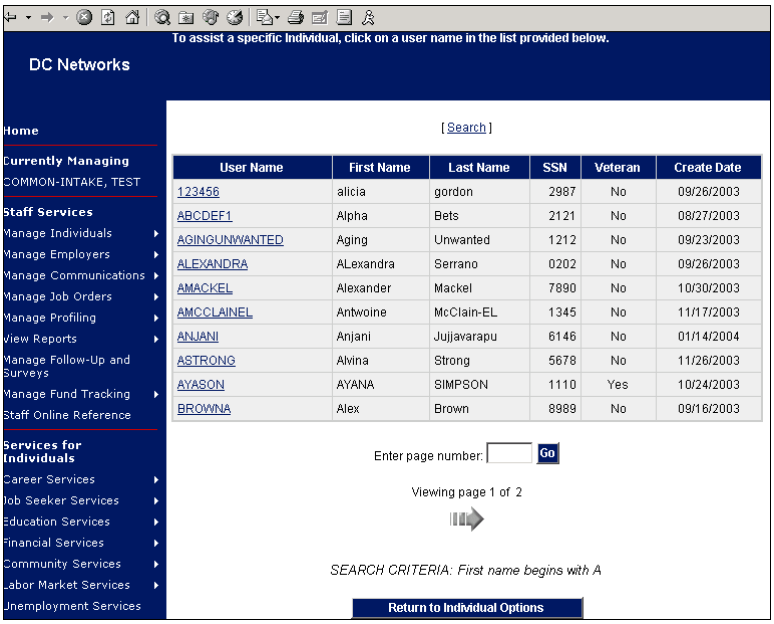
V.7.2.18.4 Case Load / Case Assignment

Within the system, supervisors will be able to assign customers and groups to staff as cases. Temporary Case Assignments and Case Re-assignment options give supervisors the ability to assign a certain staff member's cases to another staff member. Some key features include the ability to assign multiple case managers to assist the customer and assign specific access rights to a case manager. Access rights determine the ability of staff members to enter or read information contained in a customer's file (e.g., controlling which options will display on the following screen).



Virtual OneStop – Screen Selection to View and Assign Case Load

The Case Review Component allows case managers to easily search for and select client cases to review. The following diagram displays a sample of a screen used to access client cases:



Virtual OneStop - Sample Review Case Screen

Once a specific client is selected, the case manager is presented with the Profile Selection Page. From

this page, staff can select unique online file folders to give access to a powerful set of tools for data entry, personalized information storage, and system navigation in the Personal Profile section.

Users can view case loads by staff user names. The number of primary cases, temporary cases out, and temporary in cases are shown. Cases and caseloads can be transferred between offices. The system provides options for staff to temporarily assign a case to another staff member. Also, staff can re-assign one member's case to another. The system allows for re-application of services and program eligibilities. Applicants who are assigned to a case manager have an asterisk in the "Assign" column. Unassigned applicants have an empty checkbox. In the "Case Manager" column, the designated case manager is shown. Case-reassignment gives the newly appointed case manager or group full privileges in viewing notes and confidential information for each reassigned individual.

V.7.2.19 Staff-Assisted Labor Exchange for Employers

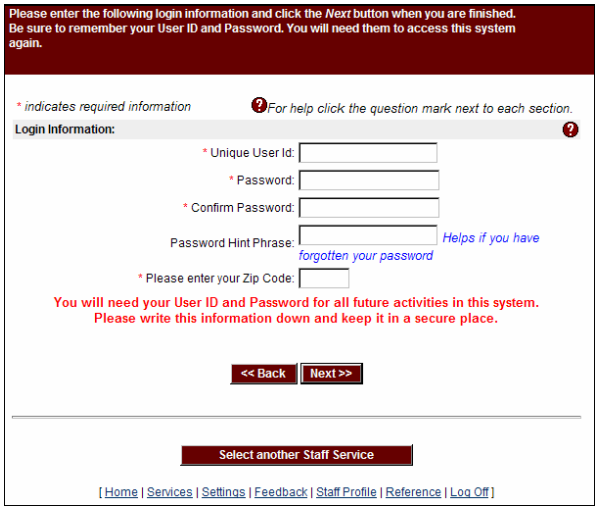
The Staff Services module within the Virtual OneStop Component Library includes the ability for staff members to perform the following services:

- Create an employer account
- Assist an employer
- Provide an employer system access rights

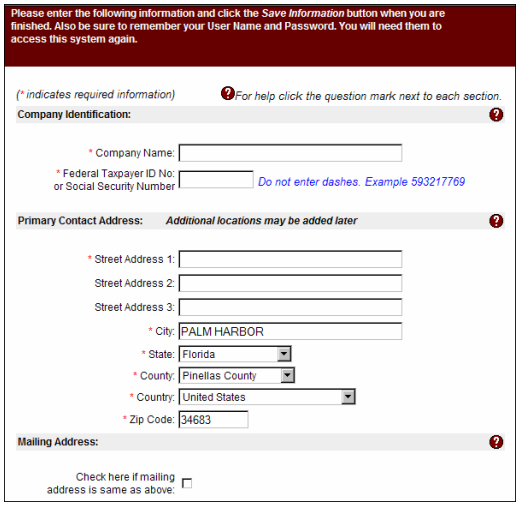
Although employers may work unassisted by staff in the Management Information System, staff may also perform these functions to provide assistance. Refer to the following topics for details.

V.7.2.19.1 Employer Registration

Staff select this option to add new employers to the system database. The system presents two pages to assemble required information, samples of which follow.



Login Information Screen



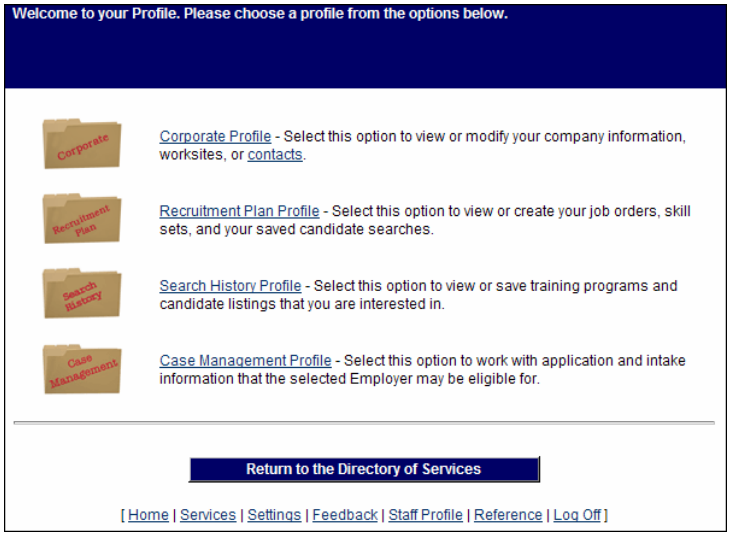
Excerpt from Employer Information Screen

During the registration process, staff record the employer's user ID and password. This is required login data whenever the employer utilizes labor exchange services without staff member assistance. Page two helps collect default employer data that saves staff effort in future endeavors.

V.7.2.19.2 Assist an Employer

Staff uses this service option to work with registered employers. To begin, staff input search criteria to locate the desired employer account. The Virtual OneStop System displays a match screen, from which staff clicks the desired username link. The system displays the Employer Profiles described below.

The Virtual OneStop system maintains account information that employers assembled while using the labor exchange services available to them. To access this data staff clicks My Company Profile or Currently Managing on the Navigation Menu while assisting an employer. The following screen displays a sample My Company Profile Options screen.



My Company Profile Options Screen

Staff click a desired profile to access the employer account data contained therein. The Company Profile offers the following options:

Profile Name	Description	Accessed By
Corporate Profile	Includes folder tabs to maintain employer registration and location contact information.	Employers and Staff
Recruitment Plan Profile	Includes folder tabs to maintain employer job order data, candidate referral information (including their resumes, if applicable), required job order skill set information, and automatic resume search agents.	Employers and Staff
Search History Information	Includes folder tabs to maintain select candidate resumes and desired training program information.	Employers and Staff
Case Management Profile	Includes folder tabs to maintain employer case notes and labor exchange services provided employers.	Staff

V.7.2.19.3 Employer System Access Rights

The Virtual OneStop System provides staff an added measure of security for employer account management. Because employers may self-register, the system may be set up to temporarily lock down

these new employer accounts, preventing self-service activity in the system. This permits staff to investigate employer registration data, and perform any necessary background checks to prevent fraudulent activity within the system.

To unlock this temporary restraint, staff access the Employer System Access Rights option. Once unlocked, employers may begin posting job orders and searching for qualified candidate resumes without staff member assistance.

V.7.3 Provider Service Tracking [RFP 3.2.7.3]

Virtual OneStop System and Case Management functions meet all of the criteria indicated in subsections 3.2.7.3.1 thru 3.2.7.3.3 of the Hawaii RFP-06-001-WDD. The following topics describe these functions in more detail.

V.7.3.1 Payments by Funding Source [RFP 3.2.7.3.1]

The Individual Fund Tracking (IFT) module has functions that allow managers and administrative staff to manage funds, track grant monies, use cycles, create contracts for training providers, conduct case management and work with individual training accounts (ITAs), and perform cost tracking functions. It is a tracking system for service and training costs.

The system uses an interface for data entry as it relates to Individual Training Accounts and/or support services provided. The data-driven forms dynamically align with the IFT system module, allowing financial tracking with real-time availability on funds and expenditures. Staff enters applicable information in the system and then produces vouchers, payments, refunds, or print documents related to individuals or providers.

In the IFT Advanced Services module, each training expenditure for an ITA is treated as an obligation, dollars are verified against individual limits set by the funding authority, and confirmed against the appropriate fund allocation balances as defined by the funding authority. When all funds are obligated, no vouchers may be issued without the proper authority to override, which can be set in the Fund Management feature.

Simply put, the comprehensive IFT software solution offers an Internet delivery method to streamline the allocation and tracking of funds and expenditures. Available components are:

- Individual Training and Service Accounts
- Fund Management
- Providers
- Courses and Services management
- Contracts / Agreements Management
- Administration
- Training Referrals
- Vouchers and Voucher Approval

The Fund Management component provides options for adding funds, controlling existing grant monies, and managing funds for program years. Fiscal staff can select specific funds, plan expenditures, and allocate dollars available for distribution. Fund amounts are distributed among training services, support services, and other employment services. For fiscal analysis and financial recording purposes, this component is an extremely helpful fund management tool.

The Providers component contains training provider information with detailed provider records including school locations, contact names, and billing addresses. Options are accessed by clicking the tab for that option. System functions allow fiscal staff to work with existing providers, add new providers with

particular account types, enter a provider's courses and services, and review records (as indicated in the following screen).

Please enter the information below for the new fund. When you have completed the information click the *Save* button. To cancel and return to the fund list, click the *Cancel* button.

(*) indicates required fields. For help click the question mark next to each section.

Fund Information

* Fund Status: Active Inactive
* Region/LWIA: None Selected
* Fund Stream Name: None Selected
* Fund Start Date: Format: mm/dd/yyyy
* Fund End Date: Format: mm/dd/yyyy
Fund Description:
* Total Fund Amount: $ 0.00

Fund Distribution - If applicable

Funds available for Program Services

* Total distribution:	$ 0.00
* Is it okay to over plan this distribution?	Yes No
Enter the percentage of over planning:	0.00 % 99.99
Remaining funds to be distributed:	$ 0.00

Program Services Distribution

PS - Work Experience	$ 0.00
PS - Approved Provider training	$ 0.00
PS - OJT	$ 0.00
PS - Training	$ 0.00
PS - Other	$ 0.00
PS Local Training Services	$ 0.00

Funds available for Support Services

* Total distribution:	$ 0.00
* Is it okay to over plan this distribution?	Yes No
Enter the percentage of over planning:	0.00 % 99.99
Remaining funds to be distributed:	$ 0.00

Support Services Distribution

SS - Child Care	$ 0.00
SS - Transportation	$ 0.00
SS - Incentives	$ 0.00
SS - Medical	$ 0.00
SS - Relocation	$ 0.00
SS - Shelter	$ 0.00
SS - Readjustment	$ 0.00
SS - Other	$ 0.00

Fund Eligibility - Select all that apply

* Customer Group

- WIA - Adult
- WIA - Older Youth
- WIA - Dislocated Worker
- WIA - Statewide Displaced Homemaker - Adult
- WIA - Statewide Other - Adult
- WIA - Statewide Displaced Homemaker Dislocated Worker
- abc program
- Testing 41062
- WIA - Younger Youth
- WIA - Statewide Youth
- WIA - Statewide Incumbent Worker - Adult
- WIA - Statewide, Rapid Response Add'l Assistance - Dislocated Worker
- WIA - Statewide Other - Dislocated Worker

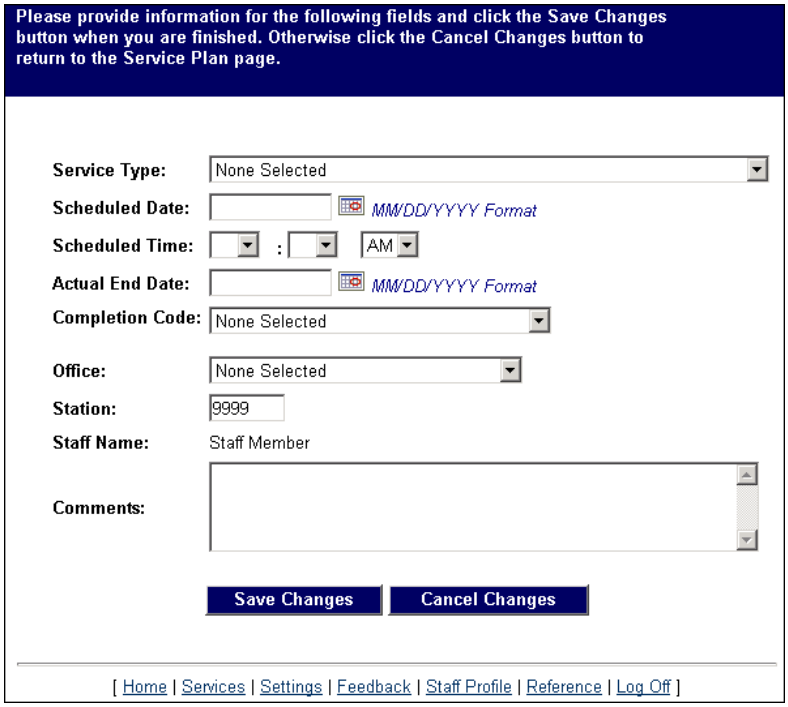
Save Cancel

Sample Fund Creation Form

Selections for Funding Projections are also completed in this session. Staff may enter amounts in the Planned field. Payments made for services provided by each funding source can be tracked in the Referred, Committed, Paid, and Balance fields which are calculated automatically based on expenditures incurred during the enrollment process. To close a fund, administrative staff reconciles each fund which in effect closes the funding stream disabling the fund from future enrollments. The entire fund referral history can be reviewed from the fund reconciliation screen.

V.7.3.2 Service Data Requirements [RFP 3.2.7.3.2]

The Virtual OneStop Individual Fund Tracking System has standard allocation fields that can be modified to meet DLIR WDD requirements. Data elements include Funding Source, Start Date, End Date, Allocated Amount, Obligations, Balance (difference between allocated amount and obligations), Current Year Expenditures, and Comments.



Example of a Wagner-Peyser Service Entry Screen

Service data requirements include projected start dates, actual start dates, end dates, costs, completion status, service type and the objective.

V.7.3.3 Participant Training Costs [RFP 3.2.7.3.3]

The Virtual OneStop Individual Fund Tracking module contains functions for tracking and reporting On-the-Job Training amounts, Training and Support Services, as well as WIA and other program funded training obligations. The referral form or voucher forms can be printed upon completion. These forms can be used as an invoicing tool.

The Individual Training Account feature contains functions that allow staff to establish an ITA and set maximum limits for the individual's training amounts.

V.7.3.3.1 Track and Review ITAs

Staff may review and track Individual Training Accounts within the Case Management Profile in the Programs/Intensive Services Training Registration area. When eligible individuals are registered for Training and/or Support Services, staff can enter and fund the service appropriately through selections from drop-down lists in the system. Vouchers can be created for service payment, and refunds from paid vouchers can be entered if necessary.

By reviewing the individual's Case Management Profile, staff can determine the dates and amounts paid for these services. The following screen is an example of a pending Training Referral form:

"Please enter the information below for the new referral. When you have completed the information click the Save button. To cancel and return to the referrals list, click the Cancel button."

(*) Indicates required fields. For help click the question mark next to each section.

Training Referral Information

Referral Status: Active Void Pending

* Referral date: 10/08/2003 Referral expires: 11/07/2003

Program fund: OSI_Dislocated Worker - FL

Contract Name: 0 - No Contract For Service

Course Name: Computer Technician

Occupation code: 17302300 -

Projected start date: 09/30/2003 Projected end date: 10/31/2003

Plan Course Cost:

Tuition:	$1,100.00
Books:	$0.00
Tools:	$0.00
Other:	$0.00
PY Planned Costs:	$1,100.00
Referral Amount:	$ 0.00

Apply Financial Aid to: Tuition Student

Provider Information

Name: OSI Computer Help Center

Provider Address: 1234 East Wing Road

Tampa, FL 33558

* Contact person: None Selected

Title: None Selected Phone: None Selected Ext: None Selected

Save Cancel

[Home | Services | Settings | Feedback | Staff Profile | Reference | Log Off]

Sample Training Referral Form Screen

V.7.3.3.2 Track and Review Supportive Services

The Manage Provider Tracking Tab option lets staff administer documents such as training referrals, support service vouchers, and payments. When staff enrolls an individual into services in the Registration/Activity Form, a drop-down list is available for selection of the service type. The service type is then recorded.

When staff clicks the Tracking tab, the following window displays:

Tracking Selections - Microsoft Internet Explorer

Select the type of tracking document you want to administer For this provider.

Tracking documents

- Training Referrals
- TrainingVouchers
- Support Services Vouchers

Cancel

Sample Tracking Window

Staff will select the document type available for this training provider and the appropriate form for data entry displays. The Training Referrals feature lets staff manage financial aspects of referrals entered in the system. Other functions are also available, consistent with data entry for the referral, payment, and voucher choices.

Additionally, an online refund form is available if overpayment is made or staff needs to request a training provider service refund.

The Registration/Activity Records form includes a Voucher History section where staff can review outstanding vouchers and paid vouchers.

Voucher Status: ◉ Open ○ Void ○ Paid ○ All

Sample Select Voucher Status

"When you have completed your changes, click the *Save* button. To cancel and return to the voucher list, click the *Cancel* button."

(*) *indicates required fields.* *For help click the question mark.*

Voucher Information

Voucher Status:	◉ Open ○ Void ○ Paid in Full
Voucher Number:	New Voucher
Fund Description:	Non-WIA Adult Fund
* Voucher Date:	07/11/2003
* Voucher Expires:	08/15/2003
Available To Voucher:	$1,275.00
Voucher Tuition:	$ 750.00
Voucher Books:	$ 125.00
Voucher Tools:	$ 300.00
Voucher Other Costs:	$ 100.00
Voucher Amount:	$ 1,275.00
Payable To:	○ Plan Provider ◉ Other Provider ○ Client

Lookup

Save Cancel Print

[Home | Services | Settings | Feedback | Staff Profile | Reference | Log Off]

Sample IFT Voucher Form Screen

V.8 Federal Reports Requirements [RFP 3.2.8]

Geographic Solutions will meet the Federal Reports requirements as summarized in the following table, and elaborated upon in the topics following the table.

Table 8: Federal Reports Requirements — Compliance Summary

Requirement	Met by Virtual OneStop	Description / Notes
3.2.8.1 - The system must be able to produce all ETA-mandated federal reports. The requirements for these reports are included in the Appendices of this RFP. The current reports (which may be expanded in the future) are the following: • ETA 9002 A to E • VETS 200 A to C • ETA 9090 WIA Quarterly Report • ETA 9091 WIA Annual Report • WIASRD file • TAPR file • ETA 9048 and ETA 9049 WPRS reports • ETA Form 5148 Migrant and Seasonal Farm workers Equity Ratio Indicators, and Migrant and Seasonal Farm workers Minimum Service Level Indicators • WIA National Emergency Grant Reports • Data Validation files	Fully Compliant	The Virtual OneStop System complies with this requirement. The system produces the WIA, Wagener Peyser federal reports and data validation files required. For details, see section V.8.1.
3.2.8.2 – The System must create necessary report validation extract files and necessary report submission files for Labor Exchange, VETS, Migrant and Seasonal Farm workers, WIA and TAA that comply with federal and State requirements and deadlines.	Fully Compliant	The Virtual OneStop System creates the validation extracts as outlined in this requirement. For details, see section V.8.2.
3.2.8.3 – The System must execute and report on the standard federal report edits (e.g., row C must be <= row A).	Fully Compliant	Virtual OneStop federal reports include standard federal report edits . For details, see section V.8.3.
3.2.8.4 – The System must make reports available to the State via a user interface.	Fully Compliant	Staff users with the appropriate authorization can access any of the federal, state and local reports from the system's standard user interface. For details, see section V.8.4.
3.2.8.5 – The System must be capable of being modified to meet	Fully	Virtual OneStop's flexible component based system design makes it easily modifiable to meet revised

Requirement	Met by Virtual OneStop	Description / Notes
revised federal mandates.	Compliant	federal mandates. The proposed version is Common Measures compliant and capable of supporting EMILE. For details, see section V.8.5.
3.2.8.6 – The System must automatically capture data needed for WIASRD and other reporting at the point of a participant's enrollment into a program.	Fully Compliant	The proposed case management component collects data for WIASRD and other reporting during a participant's enrollment. For details, see section V.8.6.
3.2.8.7 – The System must automatically set outcome data based on the presence of wage data from the State's Unemployment Insurance systems, WRIS, and other wage data sources.	Fully Compliant	Virtual OneStop is compliant with this request. Outcome data is automatically set by wage data from UI, WRIS, etc. For details, see section V.8.7.
3.2.8.8 – The System must be Common Measures-compliant so that participating program enrollments are related and share a common exit date.	Fully Compliant	The Virtual OneStop System is Common Measures compliant. Program enrollments share a common exit date in the system. For details, see section V.8.8.
3.2.8.9 – The System must be able to track common enrollment date and reportable enrollment characteristics for each set of participants who are co-enrolled in different programs for which Common Measures apply. In addition, the System must track separate characteristics for individual participants in each Program	Fully Compliant	The Virtual OneStop Case Management and Reporting components meet this requirement. The system has the ability to track characteristics at time on enrollment. For details, see section V.8.9.
3.2.8.10– The System must provide for a single set of outcome data for all participants who are co-enrolled in different programs for which Common Measures apply.	Fully Compliant	The proposed Virtual OneStop solution produces a single set of outcome data for all co-enrolled participants. For more information, see section V.8.10.
3.2.8.11– The System must automatically soft-exit participants (as "exits" are defined in Common Measures) in Wagner-Peyser, WIA, TAA, and other programs for which Common Measures apply and for other programs as determined by the State.	Fully Compliant	The case management component automatically soft-exits participants for programs as defined by Common Measures. For details, see section V.8.11.

Requirement	Met by Virtual OneStop	Description / Notes
3.2.8.12– The System must be capable of easily adapting to additional data capture requirements of E-MILE when E-MILE becomes effective.	Fully Compliant	Virtual OneStop's flexible component-based engineering makes it readily adaptable to changing federal legislation. For details, see section V.8.12.
3.2.8.13– The System must generate and store for a minimum of five (5) years all data reflected in Annual Reports for all programs. All of the data must be accessible to the State as supporting documentation for annual reports.	Fully Compliant	The Virtual OneStop meets this requirement. DLIR System administrators will determine if and when data is no longer stored for Annual Reports. For details see section V.8.13.

V.8.1 Federal Reporting Requirements [RFP 3.2.8.1]

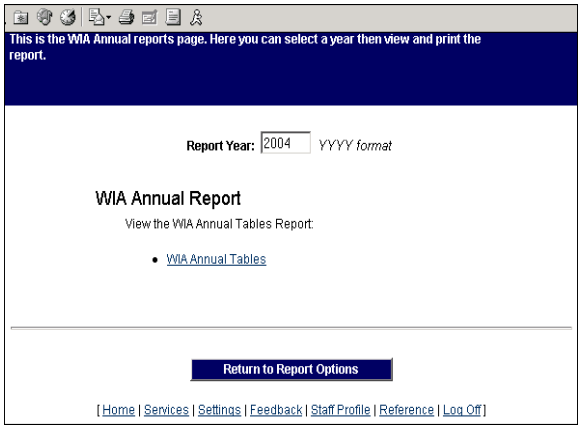
The Virtual OneStop Federal Reports module includes the mandated federal reports as required for States. Reports include both the quarterly and annual reports required under these Acts.

The available federal reports include

- ETA 9002 A,B,C,D,E Reports
- Vets 200 Series Reports
- ETA 9090 Quarterly Reports
- Wagner-Peyser Act 7B Reports for the Migrant Seasonal Farm worker Program (MIC)
- ETA 9091 WIA Annual Report
- 9048 Profiling Report
- TAPR file
- WIASRD file
- Data Validation Files

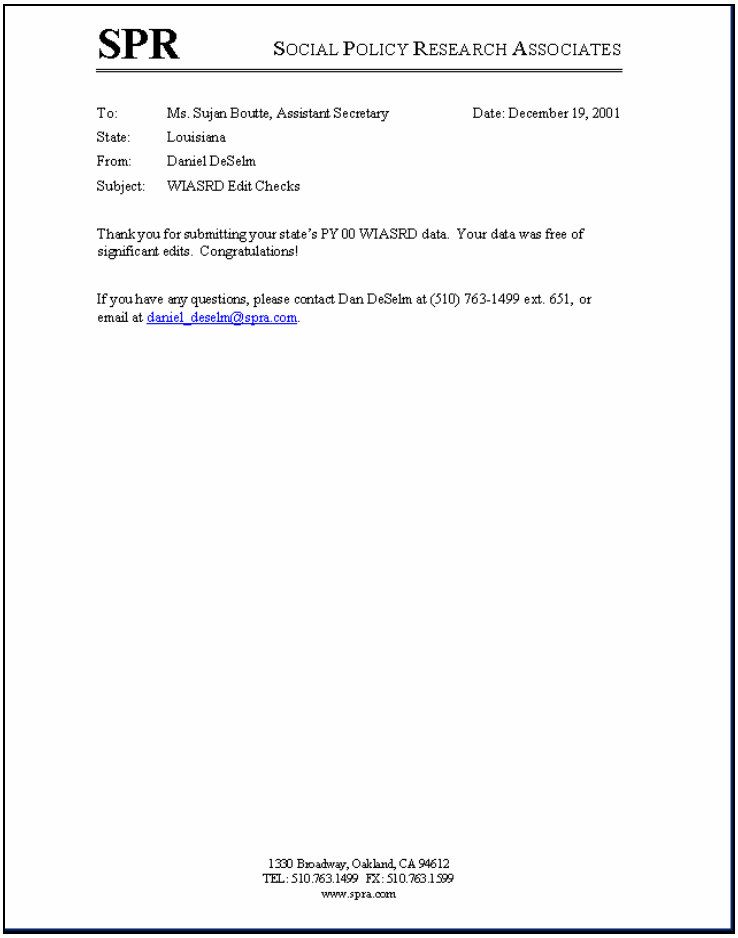
The Virtual OneStop System will also produce MSFW and non-MSFW participants and activities provided them as required by the ETA 5148 report.

The Reports component outputs quarterly and annual reports as required under Section 13b of WIA. In addition to WIA Active Enrollment and other reports described previously, the system includes multiple ETA 9090 WIA Quarterly and ETA 9091 WIA Annual Reports as shown in the following screens.



ETA WIA 9091 Annual Report Option

WIASRD data files are also generated for Federal reporting purposes, as stated earlier in the Reports section. At Geographic Solutions, we have vast knowledge and experience with WIA reporting and tracking on local and statewide levels. In December 2001, the Component Library solution reporting module was used to directly produce WIASRD data that were certified as having no significant edits by Social Policy Research Associates, as described in the following letter.



SPR SOCIAL POLICY RESEARCH ASSOCIATES

To: Ms. Sujan Boutte, Assistant Secretary Date: December 19, 2001
State: Louisiana
From: Daniel DeSelm
Subject: WIASRD Edit Checks

Thank you for submitting your state's PY 00 WIASRD data. Your data was free of significant edits. Congratulations!

If you have any questions, please contact Dan DeSelm at (510) 763-1499 ext. 651, or email at daniel_deselm@spra.com.

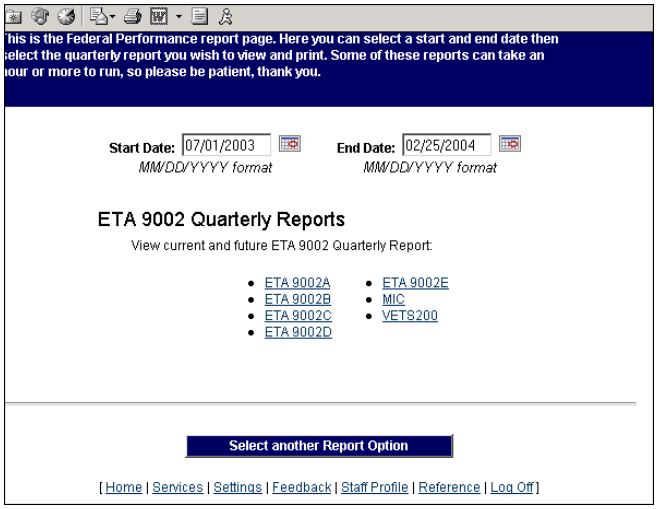
1330 Broadway, Oakland, CA 94612
TEL: 510.763.1499 FX: 510.763.1599
www.spra.com

Social Policy Research Associates WIASRD Response Letter

Data validation for WIA, and Wagner-Peyser, are also generated as outlined by the Department of Labor in order to meet Federal Requirements on TAA and MSFW.

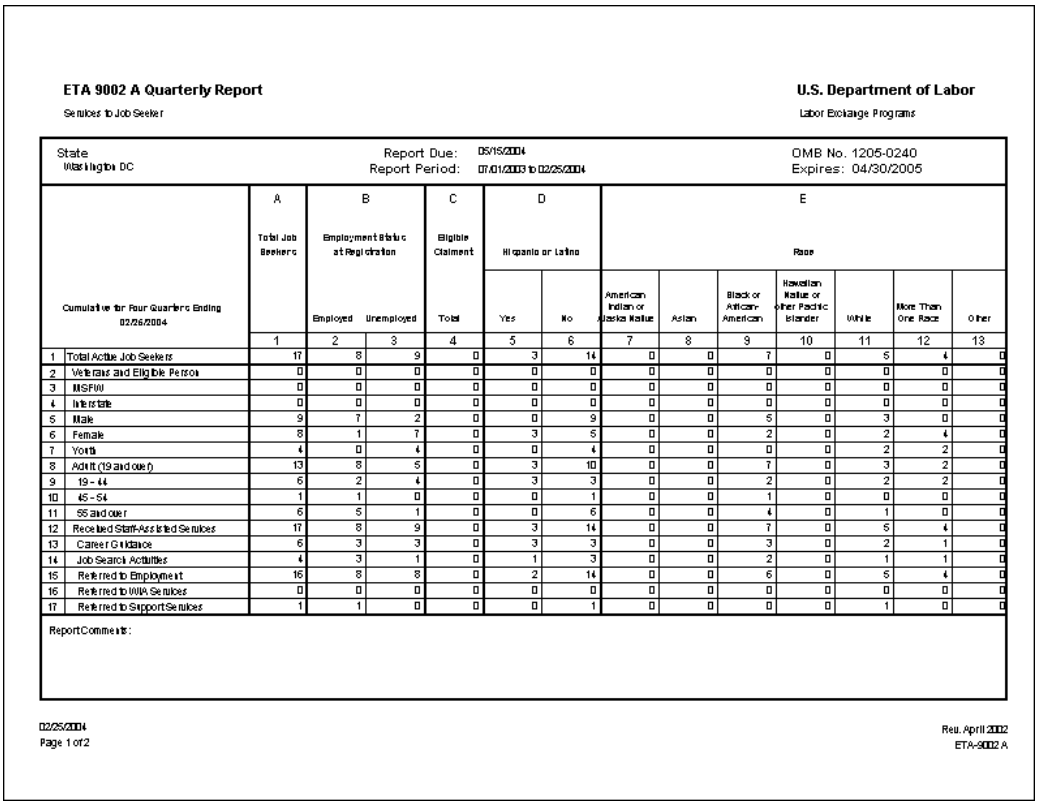
V.8.1.1 ETA 9002 Reports

The Federal Department of Labor's Employment and Training Administration requires ETA 9002 reports from specific state entities. Depending on your system deployment, the Component Library system includes ETA 9002 reports as shown in the following screen.



Sample ETA 9002 Quarterly Report Options

As shown, multiple 9002 reports can be generated along with the VETS200 and MIC reports. Depending on the system deployment, ETA 9068 Welfare to Work Status and ETA 9048 Profiling Reports can also be generated. A sample ETA 9002A report follows.



ETA 9002 A Quarterly Report
Services to Job Seeker

U.S. Department of Labor
Labor Exchange Programs

State: Washington DC
Report Due: 05/15/2004
Report Period: 07/01/2003 to 02/25/2004
OMB No. 1205-0240
Expires: 04/30/2005

	Cumulative for Four Quarters Ending 02/26/2004	A Total Job Seekers	B Employment Status at Registration		C Eligible Claimant	D Hispanic or Latino		E Race						
			Employed	Unemployed	Total	Yes	No	American Indian or Alaska Native	Asian	Black or African-American	Hawaiian Native or Other Pacific Islander	White	More Than One Race	Other
		1	2	3	4	5	6	7	8	9	10	11	12	13
1	Total Active Job Seekers	17	8	9	0	3	14	0	0	7	0	5	4	0
2	Veterans and Eligible Persons	0	0	0	0	0	0	0	0	0	0	0	0	0
3	MSFW	0	0	0	0	0	0	0	0	0	0	0	0	0
4	Interstate	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Male	9	7	2	0	0	9	0	0	5	0	3	0	0
6	Female	8	1	7	0	3	5	0	0	2	0	2	4	0
7	Youth	4	0	4	0	0	4	0	0	0	0	2	2	0
8	Adult (19 and over)	13	8	5	0	3	10	0	0	7	0	3	2	0
9	19 - 44	6	2	4	0	3	3	0	0	2	0	2	2	0
10	45 - 54	1	1	0	0	0	1	0	0	1	0	0	0	0
11	55 and over	6	5	1	0	0	6	0	0	4	0	1	0	0
12	Received Staff-Assisted Services	17	8	9	0	3	14	0	0	7	0	5	4	0
13	Career Guidance	6	3	3	0	3	3	0	0	3	0	2	1	0
14	Job Search Activities	4	3	1	0	1	3	0	0	2	0	1	1	0
15	Referred to Employment	16	8	8	0	2	14	0	0	6	0	5	4	0
16	Referred to WIA Services	0	0	0	0	0	0	0	0	0	0	0	0	0
17	Referred to Support Services	1	1	0	0	0	1	0	0	0	0	1	0	0

Report Comments:

02/25/2004
Page 1 of 2

Rev. April 2002
ETA-9002 A

ETA 9002A Quarterly Report Sample

In accordance with Federal compliance, Geographic Solutions has modified the Virtual OneStop system reports to support the revised Common Measures and the EMILE data format.

To summarize, the Reporting Services' real-time reporting factor allows performance measures and management reports to efficiently illustrate the extent of services provided by one-stop centers. User data is seamlessly integrated into the Reporting Services module.

V.8.2 Data Validation Extract Files [RFP 3.2.8.2]

The Virtual OneStop System has the ability to create the quarterly and annual data validation extract files required to validate the federal quarterly and annual reports Wagner-Peyser and WIA reports. The data validation extract has been updated to comply with the new Common Measures reporting requirements. The available data validation files include files for the following:

- Labor Exchange
- VETS
- Migrant and Seasonal Farm Workers
- WIA
- TAA

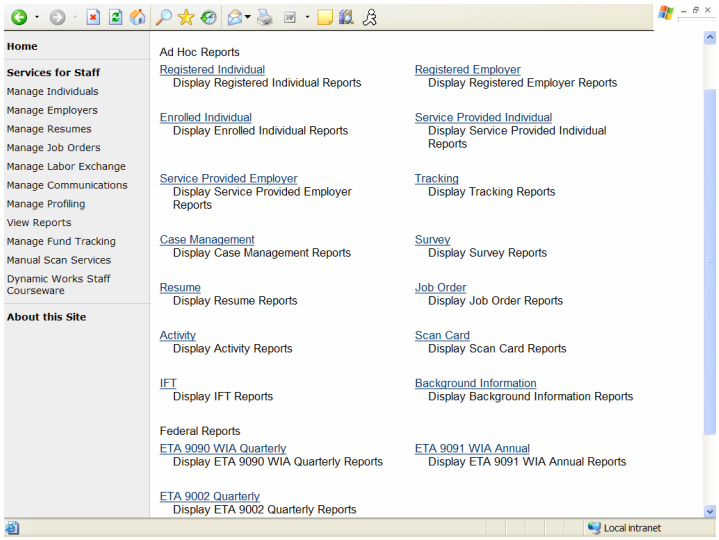
V.8.3 Standard Federal Report Edits [RFP 3.2.8.3]

The Virtual OneStop federal reporting component has been developed with all the standard report edits required by ETA/DOL. Geographic Solution's staff manually tests each report element prior to submitting data validation extract files. Our experienced staff is well versed in the reporting requirements, having successfully produced accurate federal reports since the inception of the Workforce Investment Act.

V.8.4 Federal Reports Accessibility [RFP 3.2.8.4]

The Virtual OneStop Federal reports are accessible to staff users who have authorized access and system rights (established by the system administrator on the staff member's login) to view this data and generate reports through the staff user interface. The system rights and access levels protect data confidentiality.

Staff users must have authorized access and system rights (established by the system administrator on the staff member's login) to view this data and generate reports. The system rights and access levels protect data confidentiality.



Virtual OneStop Reports Menu Includes Federal Reports

V.8.5 Changes to Federal Reporting Requirements [RFP 3.2.8.5]

Virtual OneStop is developed with flexible core components that can be rapidly modified to meet the ever-changing federal reporting requirements. New system releases address areas related to federal changes as well as supporting state and federal initiatives such as ETA's recent focus on providing Demand Driven services. The proposed solution currently satisfies the Common Measures reporting requirements and is ready to address EMILE.

The proposed Virtual OneStop solution includes comprehensive system maintenance and upgrade service that includes system changes in accord with federal legislative policy. The Virtual OneStop user community recently experienced the benefits of this service with the system upgrade to support the new Common Measures legislation. With the significant changes required to meet the revised reporting requirements, not one of our customers was charged for these system enhancements.

V.8.6 Reporting Data Collection [RFP 3.2.8.6]

The proposed Virtual OneStop system captures the appropriate elements from data forms and then generates the federal and state mandated Workforce Investment Act (WIA), Trade Adjustment Act (TAA), and Welfare to Work (WtW) reports. Counselors collect the data required for WIASRD local, state, and federal reporting requirements. Once this occurs it is immediately available for reporting. As data is captured, system edit checks maintain the integrity of the data for reporting purposes.

V.8.7 Outcome Wage Data [RFP 3.2.8.7]

The Virtual OneStop reporting functionality automatically sets outcome data once UI wage data is imported into the system. Wage data from UI, WRIS among other sources, is provided by state agencies and imported into the Virtual OneStop System. Virtual OneStop automatically applies follow-up information as soon as the wages are present and show no employment.

V.8.8 Shared Common Exit Date [RFP 3.2.8.8]

Virtual OneStop complies with DLIR's need to relate participating program enrollments and share a common exit date. Virtual OneStop accomplishes this using a series of triggers, which have been established for the participation master table in the Virtual OneStop database. As program exits occur, the triggers review all program enrollments to verify they are all closed before establishing a common date of exit.

V.8.9 Co-Enrollment [RFP 3.2.8.9]

The Virtual OneStop case management system tracks a common enrollment date and reportable enrollment characteristics for co-enrolled participants. Characteristics for program participation are tracked at the time of participation but the first program with the first participation will have the characteristics of that program application/enrollment, with the exception in WIA Youth participants where specific rules apply regarding entry into service and youth goals and/or numeracy/literacy and tracking in those cases.

V.8.10 Outcome Requirements [RFP 3.2.8.10]

The Virtual OneStop case management system produces a single set of Outcome data for all participants who are co-enrolled in more than one program managed by the system. Exit reasons will be shared among all programs once the outcome occurs.

V.8.11 Program Exit Requirements [RFP 3.2.8.11]

Geographic Solutions understands the need to create flexible management systems that can adapt to a variety of programs' reporting requirements. The proposed Virtual OneStop System provides DLIR with a flexible tool to manage programs that apply to Common Measures as well as programs that don't. Programs associated with Common Measures will meet the soft exit requirement.

Virtual OneStop offers an optional Generic Programs component that provides DLIR with the ability to manage local programs that do not operate under Common Measure requirements. Programs identified as Generic Programs provide staff with the ability to hard-exit these programs as appropriate.

V.8.12 EMILE Requirements [RFP 3.2.8.12]

Virtual OneStop Version 7, the version proposed for DLIR, includes the Common Measures procedures and reporting requirements and has been established to support the requirements for EMILE. Once EMILE becomes effective, the functionality to support the requirements will be modified if needed, and activated in all customer sites.

V.8.13 Data Archiving [RFP 3.2.8.13]

The Virtual OneStop system meets DLIR's requirement of generating and storing for a minimum of 5 years, all data reflected in Annual Reports for all programs. The data is available to authorized users at any time for support documentation for annual reports or other business needs.

V.9 State and Local Reports Requirements [RFP 3.2.9]

Geographic Solutions will meet the State and Local Reports requirements as summarized in the following table, and elaborated upon in the topics following the table.

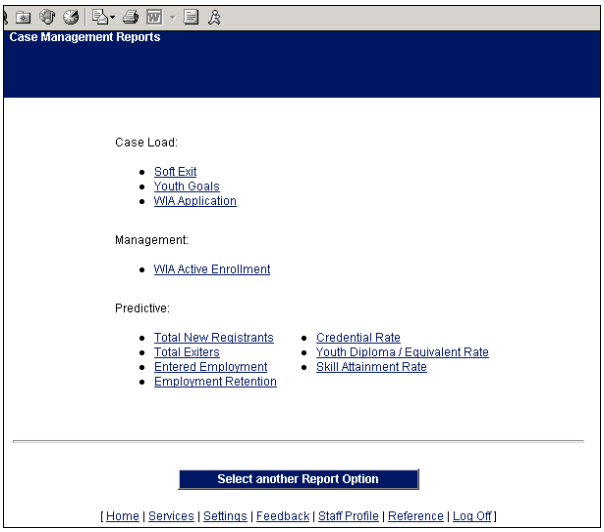
Table 9: State and Local Reports Requirements — Compliance Summary

Requirement	Met by Virtual OneStop	Description/Notes
3.2.9.1 - The System must allow users to view the set of participants for any federal reporting item and must combine this capability with any other supported search criteria.	Fully Compliant	Virtual OneStop's report capabilities provide staff with the ability to view participants for each reporting item. Local offices have access to Predictive Report options which provide staff immediate access to current performance indicators. For details see section V.9.1.
3.2.9.2 - The System must allow for geographic breakouts of each statewide report for each program by WIB, One-Stop Center, provider, and site.	Fully Compliant	The proposed solution complies with this requirement. The system can produce federal reports by local workforce area, One-Stop center, provider and site. For details see section V.9.2.
3.2.9.3 - The System must allow for each report to be filtered by multiple, interactively specified criteria, including but not limited to age brackets and other demographics, in school/out of school, provider, education level, veteran status, program participation, funding stream, types of services received, and other criteria established by the State.	Fully Compliant	The Virtual OneStop Reporting module provides staff with the ability to select from multiple filter options to produce ad hoc reports. The system is compliant with the stated criteria. For details see section V.9.3.
3.2.9.4 – The System must provide the ability to create custom reports, graphs, charts, and data exports.	Fully Compliant	The proposed solution provides DLIR staff with the ability to create custom reports and graphs. For details see section X.9.4.
3.2.9.5 - The System must retain both raw and refined reporting data for subsequent ad hoc analysis.	Fully Compliant	Virtual OneStop retains all data for future reporting needs. For details, see section V.9.5.
3.2.9.6 - The System must allow authorized users to define local outcomes for any federal, state or local program.	Fully Compliant	The proposed system provides federal, state or local staff with the ability to define local outcomes. For details, see section V.9.6.
3.2.9.7 - The System must make reporting data available to local users.	Fully Compliant	Local and state staff with the appropriate authority can access reports through the Virtual OneStop interface. For details see section V.9.7.
3.2.9.8 - All of the above requirements apply to all data, including converted and stored data.	Fully Compliant	The reporting requirements outlined in section 3.2.9 of the RFP are all fully functional with all data within the system regardless of the data's origination. For details, see section V.9.8.

V.9.1 Participant Reporting [RFP 3.2.9.1]

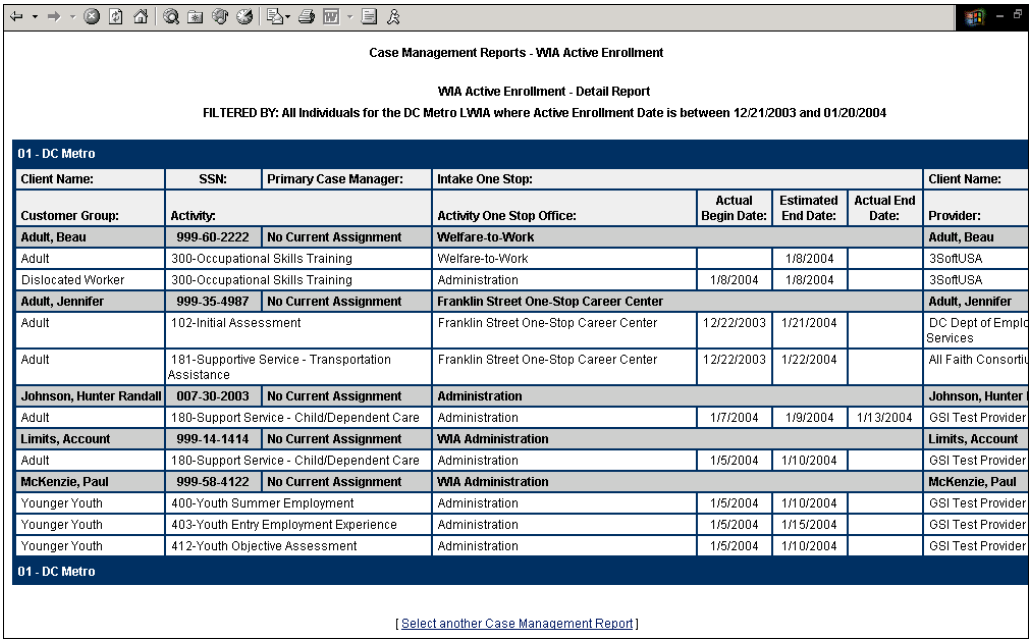
V.9.1.1 Case Management and Career Counselor Reports

The Component Library includes reports that allow staff members to manage and quantify their workload. These reports track participants for any federal reporting item. Local regions can manage their performance through the use of Predictive reports that estimate performance based on wage data collected by staff, in real time. This report section also includes reports on caseloads and activities, client actions, WIA Active Enrollment, Youth Goals and other valuable reports. Case management reports are shown in the following screen.



Sample Component Library Case Management Report Options

The WIA Active Enrollment report is shown in the following example.



Case Management Reports - WIA Active Enrollment

WIA Active Enrollment - Detail Report

FILTERED BY: All Individuals for the DC Metro LWIA where Active Enrollment Date is between 12/21/2003 and 01/20/2004

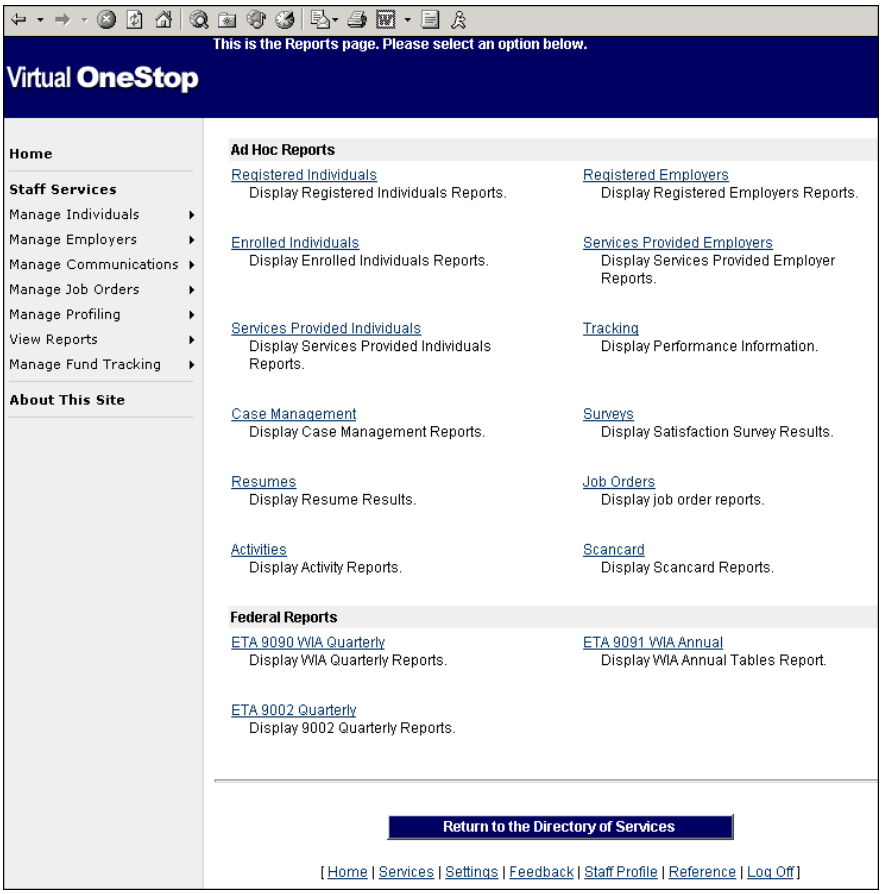
01 - DC Metro							
Client Name:	SSN:	Primary Case Manager:	Intake One Stop:				Client Name:
Customer Group:	Activity:		Activity One Stop Office:	Actual Begin Date:	Estimated End Date:	Actual End Date:	Provider:
Adult, Beau	999-60-2222	No Current Assignment	Welfare-to-Work				Adult, Beau
Adult	300-Occupational Skills Training		Welfare-to-Work		1/8/2004		3SoftUSA
Dislocated Worker	300-Occupational Skills Training		Administration	1/8/2004	1/8/2004		3SoftUSA
Adult, Jennifer	999-35-4987	No Current Assignment	Franklin Street One-Stop Career Center				Adult, Jennifer
Adult	102-Initial Assessment		Franklin Street One-Stop Career Center	12/22/2003	1/21/2004		DC Dept of Emplo Services
Adult	181-Supportive Service - Transportation Assistance		Franklin Street One-Stop Career Center	12/22/2003	1/22/2004		All Faith Consortiu
Johnson, Hunter Randall	007-30-2003	No Current Assignment	Administration				Johnson, Hunter
Adult	180-Support Service - Child/Dependent Care		Administration	1/7/2004	1/9/2004	1/13/2004	GSI Test Provider
Limits, Account	999-14-1414	No Current Assignment	WIA Administration				Limits, Account
Adult	180-Support Service - Child/Dependent Care		Administration	1/5/2004	1/10/2004		GSI Test Provider
McKenzie, Paul	999-58-4122	No Current Assignment	WIA Administration				McKenzie, Paul
Younger Youth	400-Youth Summer Employment		Administration	1/5/2004	1/10/2004		GSI Test Provider
Younger Youth	403-Youth Entry Employment Experience		Administration	1/5/2004	1/15/2004		GSI Test Provider
Younger Youth	412-Youth Objective Assessment		Administration	1/5/2004	1/10/2004		GSI Test Provider
01 - DC Metro							

[Select another Case Management Report]

Sample WIA Active Enrollment report

The Component Library system solution includes an extensive list of case management reports. The Geographic Solutions' team specifically developed these reports after gathering input from workforce development professionals at the local and state levels. State and Federal laws were also used as standard guidelines to create reports that satisfy requirements and collect data needed by workforce agencies. As a result, solution reports are valid representations of data that staff members can generate easily.

The following figure shows the Report options page and the various report types available.



Sample Component Library Report Options Page

The report options shown above are main categories with further breakdowns within those categories. A brief description of reports utilized by case managers follows. To view the comprehensive nature of all reports, a system demonstration is recommended.

V.9.1.1.1 Individual Reports

The Component Library has multiple report options categorizing registered individuals by age, race, gender, ZIP code, county, ethnicity, education level, work status, discharge status, access location, disability status, veteran status, potential eligibility for veteran benefits, or a list of all registered or enrolled individuals. The various report options provide detailed information on system users and their workforce status.

V.9.1.1.2 Employer Reports

The Component Library includes reports listing information about employer accounts and services. These reports allow staff members to understand which employers use the system most often, as well as

information about how they are using the system. The solution generates the following employment reports:

- Employer accounts list of all employers
- Employers by services given, and by services by staff
- Employers by state, employers by industry, and employers by ZIP code.

V.9.1.1.3 Performance Reports

The reports module includes reports that list information about the system's performance. These reports allow center management to understand when and how core services are being used, and how those core services are translating into customer satisfaction. The solution generates the following performance reports:

- Customer's Satisfaction Report using the Survey Reports function
- Core Services by Time Period and other filtered reports
- Core Services by One-Stop Location, Workforce Board, County, and other filtered reports

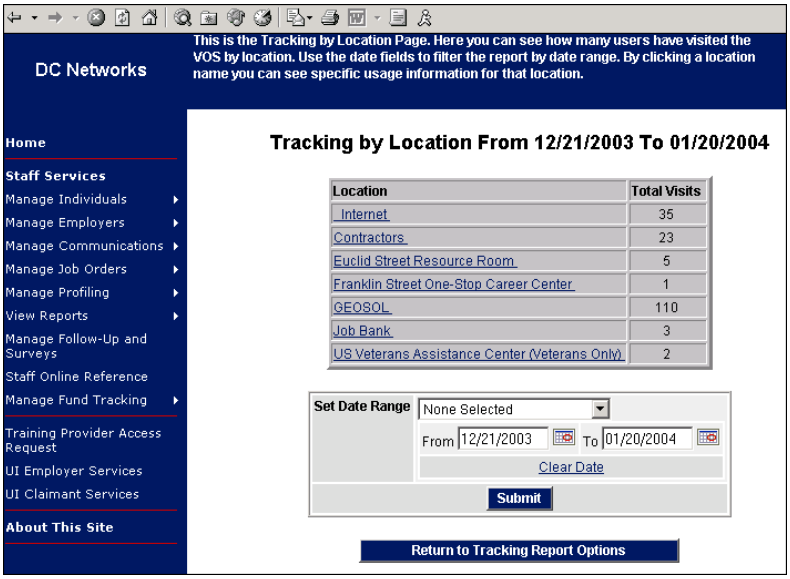
The Services Provided to Individual Reports function is utilized to generate some of these reports.

V.9.1.1.4 System and Service Tracking Reports

The Component Library includes reports that track services that individuals have used and the location where those services were used. These reports collect service tracking information important for system performance measures. The reports allow center management to understand the services most often used in the online system. The solution generates the following tracking reports.

- Totals by Service accessed by one-stop location and/or a time period
- Totals by Location accessed by one-stop location and/or a time period

The following figure is a sample Totals by Location tracking report.



Sample Totals by Location Tracking Report

V.9.1.1.5 Quarterly Service Reports

The Component Library includes reports that list information about the people using the system to obtain employment services. Employment services reports allow center management and staff to understand the demographic makeup of the customers using the system. Ad hoc reports can also be generated easily in the system. The following figure is a sample of a Total New Registrants Report created from the Case Management Reports function.

Total New Registrants Report

Date Range: First Quarter 2002

Program: None Selected

07/01/2001 - 06/30/2002

Submit

Back

Idnum	SSN	F Name	L Name	Age	E Date	T Date	Adult	Y Youth	O Youth	D Worker
3779		ALLEN JR.	HALE	24	07/01/2001		1	0	0	0
3802		SANDRA	TAYLOR	38	07/02/2001		1	0	0	0
3803		Chantel	Harris	32	07/02/2001		1	0	0	1
3804		BARBAR	DELILLY	37	07/03/2001		1	0	0	0
3805		EDDI	EDWARDS	41	07/03/2001	04/15/2002	1	0	0	0
3806		Maurina	kemp	21	07/05/2001		1	0	0	0
3807		Ricardo	McCown	43	07/05/2001		1	0	0	1
3809		Michael	Fields	49	07/06/2001		1	0	0	1
3811		Crystal	Cook	35	07/09/2001		1	0	0	1
3812		Michael	Harris	20	07/10/2001		1	0	1	0
3814		ROMONA	ROBERTSON	50	07/10/2001		1	0	0	0
3816		Winona	Huges	38	07/10/2001	03/10/2002	1	0	0	0
3817		Marion	Burton	32	07/10/2001		1	0	0	0
3818		SULEYMAN	TURA	29	08/07/2001		0	0	0	1
3822		Lynda	Ottey	33	07/11/2001		1	0	0	0
3824		Lloyd	Anderson	36	07/11/2001		1	0	0	1
3826		UCHE	OKECHUKWU	39	08/07/2001		0	0	0	1
8222		TINESHA	NORR4597	19	03/07/2002	02/16/2002	0	0	1	0
8223		CHANEL	FOWLER	21	12/04/2001	12/04/2001	0	0	1	0
8224		KIMBERLY	STAN8896	37	09/26/2001	09/27/2001	1	0	0	0
8226		Pamela	Johnson	17	07/02/2001	07/03/2001	0	1	0	0
8228		mark	butler	16	05/15/2002		0	1	0	0
8229		Benjamin	Johnson	16	07/02/2001		0	1	0	0
Idnum	SSN	F Name	L Name	Age	E Date	T Date	Adult	Y Youth	O Youth	D Worker
Grand Total							665	29	15	349

Sample Total New Registrants Report

The following figure breaks down the registered customers by race. You can create this report for other demographic categories, as well.

V.9.1.1.6 Job Openings Reports

The Component Library includes reports that break down the job openings posted by one of several criteria. These reports allow center personnel to understand which industries are using their services and which industries are using those services most effectively.

The following figure displays a partial print view report of ”test” data that shows all job openings for a specific time period. The report function also includes a form (not shown) that allows you to re-generate the report for job order status, a specific location, a date range, or any combination of the report criteria.

List of all Job Orders where Create Date is between 01/21/2003 and 01/20/2004

ID Number	Job Title	Company Name	Create Date	Status	Positions
5	Able Seamen	Company	07/10/2003	Placed	1
6	Able Seamen	Company	07/21/2003	Open	1
8	Loan Interviewers and Clerks	Company	07/23/2003	Open	1
10	Able Seamen	Company	07/24/2003	Open	1
11	Actors	Company	07/25/2003	Open	1
12	Actors	Company	07/25/2003	Open	1
13	Animal Trainers	Company	07/29/2003	Hold	5
14	PC Technican	Company	07/30/2003	Open	1
15	PC Technican	Company	07/30/2003	Open	1
17	Accountants	Company	07/31/2003	Hold	1
18	Bartenders	Company	08/04/2003	Open	1
19	Able Seamen	Company	08/05/2003	Open	1
20	Able Seamen	Company	08/05/2003	Open	1
21	Insurance Claims Clerk	Company	08/06/2003	Open	1

Sample Component Library Job Order Report – Partial View

V.9.1.1.7 Resume Reports

The Component Library includes reports about the resumes entered in the system and the outcome of those resumes. Resumes reports are created by desired location, occupation, wage, and by employers who have viewed resumes. This report type is helpful to staff to discern which resumes are generating response and which individuals may need further help with their resumes.

V.9.1.1.8 Activity Reports

The Component Library includes reports that list activities or events in which individuals have participated. These reports contain service activity information needed for accurate analysis of the system use. The solution generates the following activity reports:

- Services including All Services and Services by Staff
- Referrals including All Referrals and Referral Results
- Events including All Events

V.9.1.1.9 Usage Tracking

The Component Library will include the ability to view user and service tracking data and generate user and service usage reports and graphs. Administrators will be able to analyze in detail the utilization of the system by both customers and employers. The solution will include the ability to generate usage reports by date, one-stop location, and service.

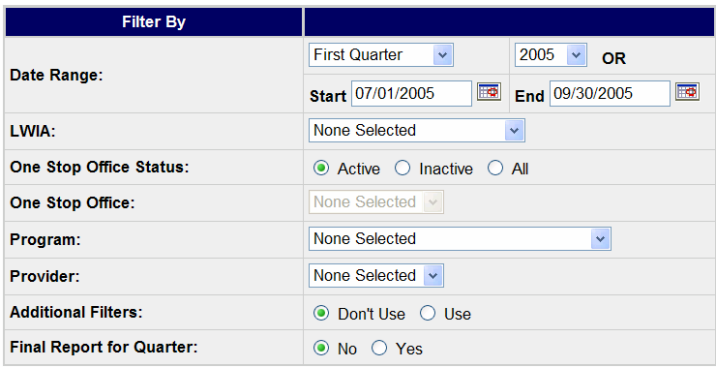
V.9.1.1.10 Customer Satisfaction

The Component Library will include online customer satisfaction survey forms for both individual participants and employers. The questions on this form will be customized to the needs of staff and the customer satisfaction requirements under WIA. The system will be able to summarize the survey results over a given time period.

The system tabulates satisfaction information from the feedback forms and generates reports that summarize survey results over a given time period.

V.9.2 Reports by Geographic Region [RFP3.2.9.2]

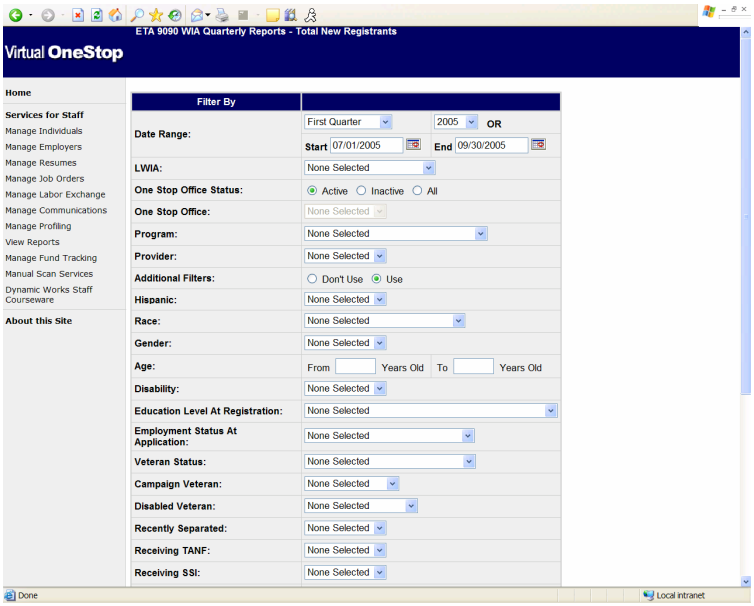
The Virtual OneStop reporting module complies with DLIR's requirement to filter reports by Workforce Investment Areas, local programs, and providers. The following screen shot displays the regional filter options available for the ETA 9090.



Virtual OneStop Reports Can Be Filtered by Local Regions and Offices

V.9.3 Report Filter Options [RFP3.2.9.3]

The Virtual OneStop Reports component includes comprehensive ad hoc and Federal reporting options that provide workforce agencies with the ability to create federal reports and ad hoc reports utilizing a series of report filter options. Filter options include demographics, customer groups and supportive service options. The following diagram illustrates some of the available filter options.



A Sample of Virtual OneStop Report Filters

V.9.4 Custom Reports [RFP3.2.9.4]

As part of the proposed service, DLIR will receive a comprehensive data dictionary and a nightly backup of the entire data set. As demonstrated by the Virtual OneStop user community, this resource is a

powerful tool which enables state and local agencies to create custom reports with timely data. Geographic Solutions will establish an FTP site for DLIR to obtain the entire database for custom reporting needs.

V.9.5 Data Retention [RFP3.2.9.5]

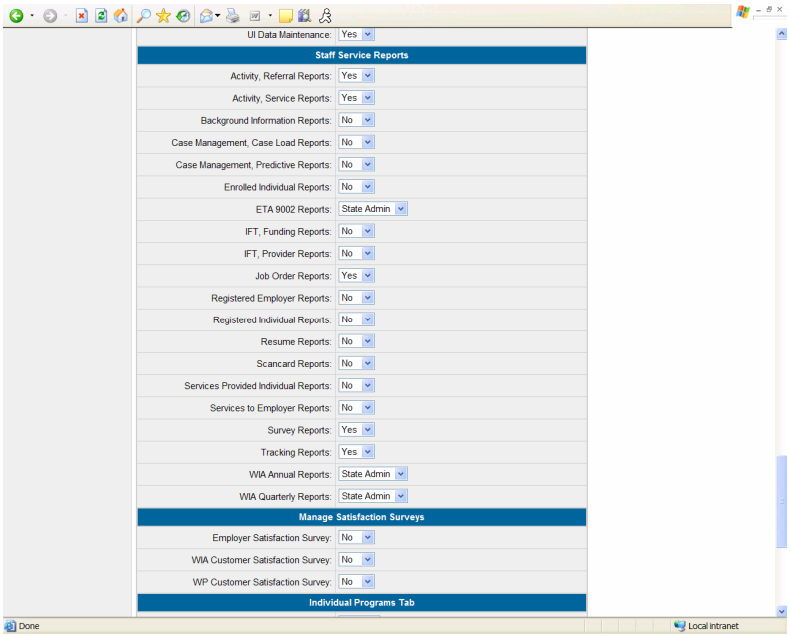
The Virtual OneStop application meets DLIR's requirement of retaining both raw and refined reporting data. Staff will be able to utilize both of these data sets for analysis purposes. The data will be accessible through the Virtual OneStop interface or a raw dataset provided nightly to DLIR WDD.

V.9.6 Defining Local Outcomes [RFP3.2.9.6]

The Virtual OneStop application will provide local workforce regions with tools to define local outcomes for federal, state, or local programs. Program outcomes in the system can be defined as those mandated by Common Measures or generic programs that operate independently. Programs within Common Measures reporting requirements will automatically soft-exit participants. Generic programs will provide flexible outcome options determined by program administrators. As part of the tool set, authorized users will be able unlock outcomes as needed.

V.9.7 Local Area Reports Access [RFP3.2.9.7]

Virtual OneStop includes a set of permissions that determine the resources in the system that an internal user can access and/or modify. For example, some staff will be able to view certain reports while others will not have access. Access to all of the reports described in sections V.8.1 and V.9.1 of this proposal can be managed through the Virtual OneStop Administration System. The following graphic displays the report access options in the administration section.



Sample of the Report Access Administration Section

V.9.8 Universal Data Requirements [RFP3.2.9.8]

The state and local report requirements listed in section 3.2.9 apply to all data within the Virtual OneStop.

Data that originated within the application and data converted into the application will be accessible for reporting and follow the business logic for each program managed by the system.

V.10 Benchmark Testing [RFP 3.2.10]

Geographic Solutions will meet the requirements for Benchmark Testing as summarized in the following table, and elaborated upon in the topics following the table.

Table 10: State and Local Reports Requirements — Compliance Summary

Requirement	Met by Virtual OneStop	Description / Notes
3.2.10.1 - The System shall identify a set of clearly defined measures of performance for the efficiency and accuracy of the System.	Fully Compliant	The Geographic Solutions development methodology for Virtual OneStop covers the project management activities for all the phases of a project, *including Benchmark / Performance testing.* The *Benchmark / Performance testing* includes definition of clear measures of performance for the efficiency and accuracy of the Virtual OneStop System. For details of the proposed system performance measures see the section titled Defining Benchmark Performance Measures [RFP 3.2.10.1] (starting on page 222)
3.2.10.2 - The System shall benchmark against these measures and ensure that it has the mechanisms to track and report on these measures.	Fully Compliant	As indicated above the development methodology for Virtual OneStop includes definition of clear measures of performance for the efficiency and accuracy of the Virtual OneStop System. The *Benchmark / Performance testing* creates a benchmark against these measures and uses mechanisms of the project management process in place to track and report on these measures. For details of the proposed benchmark testing see the section titled Performance/Benchmark Testing [RFP 3.2.10.2] (starting on page 223)
3.2.10.3 - The System shall be able to report on these measures through the course of the project for management of each program by staff.	Fully Compliant	Geographic Solutions will report on the performance testing measures throughout the course of the Hawaii Virtual OneStop Project. For details of the proposed benchmark reporting see the section titled Performance/Benchmark Reporting [RFP 3.2.10.3] (starting on page 223)
3.2.10.4 - The Contractor shall conduct formal usability testing in a structured lab at several stages throughout the installation of the hardware and software and this testing will become a critical part of	Fully Compliant	Usability Testing is an essential part of the testing that takes place at many points within the project life cycle. This includes usability testing, in a structured lab, at several stages throughout the installation of the software. This testing in each of the testing phases, in considered a critical part of the documented

Requirement	Met by Virtual OneStop	Description / Notes
the documented specifications.		specifications for Virtual OneStop development. The usability testing is described in more detail in Usability Testing [RFP 3.2.10.4] on page 224.

V.10.1 Defining Benchmark Performance Measures [RFP 3.2.10.1]

Geographic Solutions' Rapid Integrated Development (GRID) method, is a standard approach for managing projects, based on tested and proven project management practices from many years of managing workforce development projects. The methodology covers the project management activities for all the phases of a project, *including both Benchmark / Performance testing and User Acceptance Testing*. The methodology conforms to the IEEE Standard for Application and Management of the Systems Engineering Process (Std 1220-1998 IEEE).The GRID methodology is described in detail in the following section, *Project Management Methodology* starting on page 232.

The Geographic Solutions Quality Assurance Team will perform Performance / Benchmark Testing to ensure each that all components of the Virtual OneStop System meets the State of Hawaii's performance and benchmark requirements. The actual performance measures for the proposed Automated Management Information System will be negotiated with Hawaii DLIR staff. The following table illustrates examples of the monthly performance measures that the State of Florida requires from the Employ Florida Market Place Virtual OneStop System;

Table 11: Employ Florida Sample Monthly Performance Benchmarks

Requirement No.	Requirement Description	Function Used	Date and Time Performed	Response Time
1	An average response time of 1-3 seconds for basic transactions such as insert, update, delete and queries from a single table.	Display of Home Page, and update of data record.	09/30/2005 2:10pm	8 ms
2	An average response time of 5-25 seconds for complex transactions such as multiple table updates and queries involving complex join and search conditions	Search for Accountants (ONET code) in Pinellas County Florida (FIPS Code).	09/30/2005 2:10pm	409 ms
3	An average response time between 5-200 seconds for generation of ad-hoc reports, depending upon the complexity of the join	Report of all individuals by county that registered in the last 30 days.	09/30/2005 2:12pm	115 ms

Requirement No.	Requirement Description	Function Used	Date and Time Performed	Response Time
	and search conditions			
4	An average response time of 5 to 20 minutes for generation of analytical reports, depending upon the number of records and search aggregation criteria.	Report of all job orders by, occupation, in Florida , posted in the last 30 days with salary greater than 35,000 and salary less than 40,000 and job is fulltime.	09/30/2005 2:13pm	167 ms

:

These performance goals will be required to be met within given system parameters outlined by the State, including variables such as;

- Average number of concurrent users
- Average number of unique visits per day
- Average number of hits per day
- Average number of page views per day
- Average service records processed per day
- Average number of registered individuals per day
- Average number of registered employers per day

V.10.2 Performance/Benchmark Testing [RFP 3.2.10.2]

The Geographic Solutions Quality Assurance Team will perform Performance / Benchmark Testing on the new Automated Management Information System. Performance / Benchmark Testing identifies specific performance benchmarks and verifies that the functions of the system can be performed within the benchmark specifications designated by the state and finalized during the analysis and design phase.

Before the Performance / Benchmark Testing begins, test scripts/scenarios are created for each function critical to performance. These scenarios show individual steps required to complete the function as well as inputs, outputs, and expected results.

Before any modified software is tested, the current production software will be run against Benchmark test data using the test scenarios. The results will be recorded. The database will be restored and the modified software will be run against the same test data. The outputs from the modified software will be compared to the outputs from the production software. Any differences will be investigated and resolved. If coding changes are required to the new software, the problem will be logged in Geographic Solutions' Online Project Communication system and the software will be sent from Quality Assurance back to the programmer for resolution where Testing will be performed again.

V.10.3 Performance/Benchmark Reporting [RFP 3.2.10.3]

The Geographic Solutions Project Manager will be responsible for sending performance status reports via email to the WDD Project Coordinator, as well as other key project t team members.

V.10.4 Usability Testing [RFP 3.2.10.4]

Geographic Solutions will conduct formal usability testing in a structured lab at several stages throughout the installation of the hardware and software and this testing will become a critical part of the documented specifications. It is proposed that this testing be carried out in Hawaii using selected individuals, employers and one-stop staff.

As Virtual OneStop is an established Custom Off The Shelf (COTS) solution that has been thoroughly tested and is in production in many States the need for exhaustive uability testing is less than would be required for a solution developed from scratch.

V.11 Acceptance Testing [RFP 3.2.11]

Table 12: User Acceptance Testing Requirement — Compliance Summary

Requirement	Met by Virtual OneStop	Description / Notes
3.2.11 - The contractor shall provide a plan for acceptance testing.	Fully Compliant	Geographic Solutions will provide a detailed Acceptance Test Plan that will be a complete document with sufficient detail to substantiate to the satisfaction of the DLIR that the RFP requirements are met by the required dates. Geographic Solutions will work with DLIR to create different scenarios for testing and selected test cases to be entered into the System to validate the functionality and usability of the Virtual OneStop System.

As mentioned in the previous section, Geographic Solutions' Rapid Integrated Development (GRID) method, is a standard approach for managing projects, based on tested and proven project management practices from many years of managing workforce development projects. The methodology covers the project management activities for all the phases of a project, including both Benchmark / Performance testing and User Acceptance Testing. The methodology conforms to the IEEE Standard for Application and Management of the Systems Engineering Process (Std 1220-1998 IEEE).

An essential part of Geographic Solutions' Virtual OneStop System development plan is the phase of this GRID methodology that includes User Acceptance Testing. Infact, the User Acceptance testing is an integral part of the overall test plan that is outlined below:

V.11.1 Test Plan

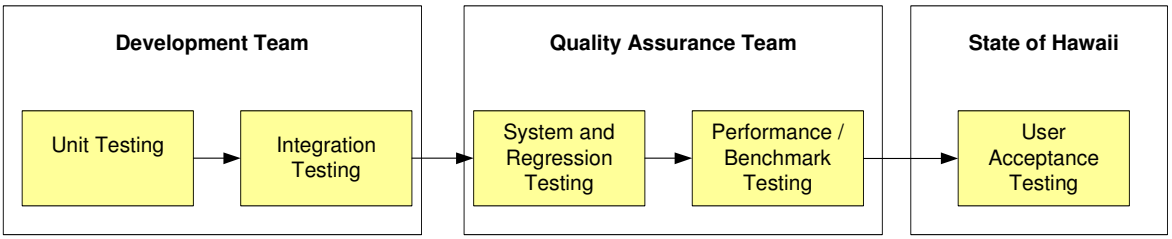
Quality Assurance (QA) is the process of ensuring that the software and products satisfy the project requirements for quality. Quality assurance activities include planning, developing, and implementing a quality management test plan that embraces the entire life cycle from requirement definition through implementation and then follow-up support. This plan, which must be approved by WDD , will ensure the operational integrity of the Virtual OneStop System and address how Workforce Services personnel will participate in the Alpha, Beta and Final Version application testing.

The Geographic Solutions Geographic Solutions' Rapid Integrated Development (GRID) methodology is

described in detail in detail in the section titled Project Work Plan beginning on page 231 below. Under this methodology testing takes place at many points within the project life cycle. It involves the testing of the software against the specifications to determine that it conforms to the stated requirements. The full testing process is a series of tests at each level. The goal is to validate that the software configuration conforms to specified requirements. The following are the standard GRID testing phases:

- Unit testing of individual page components
- Integration testing of component modules
- System and regression testing that validates complete system functionality and that performance has not been degraded when the system is enhanced with a subsequent release of functionality
- Benchmark / Performance Testing validates system operations against performance parameters and system resource constraints
- User Acceptance Testing by the customer to verify that the system meets the agreed upon requirements and specifications

The Geographic Solutions' GRID testing plan includes a systematic process of internal quality assurance testing followed by a process of client review and feedback. The software is tested to ensure that all requirements are met.



Geographic Solutions Testing Plan Flowchart

V.11.1.1 Unit Testing

Geographic Solutions' Unit Testing involves the testing and removal of defects in an individual software unit. Unit Testing takes place on a volume of code that is small and defined. A component of the software unit passes Unit Testing when the actual test results match expected test results within criteria specified by the project. Unit Testing is the responsibility of the development team and records the test results in the Geographic Solutions' Online Project Communications (OPC) system. For details of this communication management tool, refer to *Progress Reporting (Communications Management)*.

V.11.1.2 Integration Testing

After Unit Testing, software Integration Testing is carried out in which progressively larger groups of software components are integrated and tested until the software works as a whole. Integration Testing is performed to test that each new or modified software unit works together with the other software components, as prescribed.

Integration Testing takes place in an environment that emulates the target production environment. In the GRID process, Integration Testing is an extension of Unit Testing. Unit and Integration Testing concludes

when actual test results match expected test results within criteria specified by the project. The development team performs Integration Testing and is responsible for verifying that each tested software configuration item is ready for software system testing. The results of the Integration Testing are recorded in the Geographic Solutions' Online Project Communications (OPC) system.

V.11.1.3 System and Regression Testing

The Geographic Solutions Quality Assurance Team will perform System Testing to ensure each new component of the new Virtual OneStop System meets its objectives and requirements and that all components' units work properly together as a whole and meet all client requirements. System Testing verifies the functionality of the entire system to ensure that the system reflects all the specifications finalized during the analysis and design phase have been met.

Before the System Testing begins, test scripts are created that contain formal test scenarios written for each function. These scenarios show individual steps required to complete the function as well as inputs, outputs, and expected results.

Regression Testing will be applied to all incremental releases of the Virtual OneStop System beyond the initial release to verify that previous functionality and performance has not been degraded when the system is enhanced with a subsequent release of functionality. The scope of the Regression Test is established by examining the scope of the new release and testing points of its impact on the prior functionality.

Before any modified software is tested, the current production software will be run against this test data using the test scenarios. The results will be recorded. The database will be restored and the modified software will be run against the same test data. The outputs from the modified software will be compared to the outputs from the production software. Any differences will be investigated and resolved. If coding changes are required to the new software, the problem will be logged in Geographic Solutions' OPC system and the software will be sent from Quality Assurance back to the programmer for resolution where Unit and Integration Testing will be performed again.

V.11.1.4 Performance/Benchmark Testing

The Geographic Solutions Quality Assurance Team will perform Performance / Benchmark Testing to ensure each that all components of the Virtual OneStop System meets the State of Hawaii's performance and benchmark requirements. This testing is described in detail in the previous section.

V.11.1.5 Data Conversion Testing

Data Conversion Testing involves the validation of the information that has been converted from legacy systems into the Virtual OneStop System. Our analysts and data specialists have years of legacy data conversion, data integration, and data testing experience with workforce development systems. Several state customers currently have integration with data sources and applications located on mainframes, AS/400 computers, and other disparate operating systems. We have also provided integration services involving data that must be transported from other locations via FTP.

Our skilled team members will work closely with the WDD staff to review data integration requirements and validate post-conversion data. The specific data conversion requirements for the Hawaii Automated Management Information System were outline in section V.3 starting on page 40.

V.11.1.6 User Acceptance Testing

Upon concurrence of the Geographic Solutions Technical Oversight Team that the system has been fully tested and meets the project requirements for quality, the State of Hawaii will be notified that the Virtual OneStop System is ready for User Acceptance Testing (UAT).

The State leads this phase and conducts User Acceptance Testing, with the support of the Geographic Solutions Project Team. A team of knowledgeable State staff will review the Virtual OneStop System in detail to determine that functionality meets requirements and the product adheres to the specifications. The system specification document will be used to verify that the system functionality is correct and that the system can be judged as acceptable.

A fixed period of time agreed upon by both parties will be allocated for User Acceptance Testing. During this period of time, any problems with the product will be addressed and corrected or modified to meet the requirements and specifications.

User Acceptance Testing is conducted on a dedicated test server, providing test data that functions according to program specifications. This test database will remain active throughout the entire project life cycle, including post deployment. Geographic Solutions generally utilizes this UAT data for testing and training purposes. A dedicated training environment may be created however, as mutually decided upon by Geographic Solutions and the WDD Project Coordinator.

V.11.1.7 Automated Testing

Geographic Solutions uses IBM® Rational Robot and Rational TestManager to support its testing process. These tools allow the Quality Assurance Team to automate the regression, functional, and configuration testing of many elements in our system, resulting in timely identification of data, code, or business rule issues.

Rational Robot enables the Quality Assurance Team to uncover more defects by extending their test scripts with conditional logic to cover more of our system, and to define test cases to call external executables. Test cases for common objects—such as code-driven functionality, databases, menus, lists, properties, and data fields—can be run under varying conditions with the click of a mouse.

Test scripts are written by quality assurance staff to analyze a specific path through the system. These test paths encompass a wide range of routes through the system, with unique user characteristics and data selections available for selection in several different iterations.

Rational Robot flags any inconsistencies it finds during testing, and these exceptions are reviewed and analyzed by the QA team. Test scripts are run as needed to monitor the integrity of the system.

Rational TestManager provides desktop management of all testing activities for the system – manual, regression, functional, performance and runtime analysis. Rational TestManager is accessed by all members of the Quality Assurance Team, making it easy to share test results, details of defects, and reports.

Geographic Solutions uses Rational TestManager to improve the speed and effectiveness of the overall testing effort. The application increases efficiency of the testing effort by automating tedious tasks, such as collating the results of automated and manual tests into one report. The tool allows the Quality Assurance staff to start from, keep track of, and test all the required functionality in an application, helping to ensure that no critical business requirements go untested.

VI. Vendor Support and Maintenance [RFP 3.3]

Geographic Solutions will meet the Vendor Support and Maintenance requirements as summarized in the following table, and elaborated upon in the topics following the table.

Table 13. Vendor Support and Maintenance — Compliance Summary

Requirement	Met by Virtual OneStop	Description / Notes
3.3.1 - The contractor shall provide a comprehensive description of their work plan (including a plan for development, installation, testing, and training).	Fully Compliant	Geographic Solutions' GRID development methodology for a Virtual OneStop System includes a comprehensive description of the work plan that includes a plan for development, installation, testing, and training). A staff of more than 50 qualified professionals will be responsible for developing, supporting and maintaining the Hawaii Automated Management Information System. The GRID methodology is described in the section, *Project Management Methodology* starting on page 232. The project plan is described in the following section, *Project Plan Summary*, starting on page 240.
3.3.2 – The contractor shall provide a plan for hardware maintenance and support, including any warranty period for hardware. Warranties must be provided as appropriate. The plan shall include a description of personnel intended in order to accomplish the work described herein. Maintenance personnel shall possess industry-recognized certification of the equipment proposed. The proposal shall address the Contractor's experience, maintenance practices and policies, and ability to service DLIR in a timely manner.	Fully Compliant	Geographic Solutions is providing a "hosted" solution in which we will be responsible for hardware maintenance and support for the contract period. The details of the plan for hardware maintenance and support including warranties is described in the section titled *Hardware Support and Maintenance Plan* [RFP 3.3.2] starting on page 243. .
3.3.3 - The contractor shall provide a plan for software maintenance and support. The plan shall include a description and copy of any warranty for software maintenance. The plan also must address how the Contractor will patch, upgrade, and obtain other necessary fixes to the product(s), including those resulting from revised federal or state reporting requirements. The plan	Fully Compliant	Geographic Solutions' will provide full software maintenance and support for the Hawaii Automated Management Information System for the contract period and for each subsequent year if the maintenance contract is extended as set forth in Section 6.3. The details of the plan for software maintenance and support including warranties is described in the section titled *Software Support and Maintenance Plan [RFP 3.3.3]* starting on page 243.

Requirement	Met by Virtual OneStop	Description / Notes
must show how the Contractor will provide the necessary software maintenance for the contract period ending June 30, 2007, and for each subsequent year if the maintenance contract is extended as set forth in Section 6.3.		
3.3.4 - The contractor shall identify the circumstances under which additional charges will be assessed the State beyond that which is part of the maintenance services included as part of this proposal.	Fully Compliant	Geographic Solutions will only assess additional charges to the State for any work requested by the State which is first discussed and agreed upon with the State, and which is deemed to be a service provided to the State that is beyond the scope of this project. Modifications to meet change in federal compliance requirements will not be assessed as additional charges to the State, nor will enhancements that Geographic Solutions makes to the base Virtual OneStop product for other customers (which will be available as enhancement to the State of Hawaii during their warranty period, if they chose to incorporate such enhancements). For more details about identifying system changes see the section titled *Change Management* starting on page 247.
3.3.5 - The contractor shall provide live support by phone, electronic mail or in person 24 hours a day, seven (7) days and week, 365 days a year, except for periods agreed upon by the State for maintenance.	Fully Compliant	Geographic Solutions will provide support by phone, electronic mail, Internet or in person 24 hours a day, seven (7) days and week, 365 days a year, except for periods agreed upon by the State for maintenance. For more details about the proposed technical support see the section titled *Software Support and Maintenance Plan [RFP 3.3.3]* starting on page 243.
3.3.6 - The contractor shall be responsible for properly announcing, dispatching, and explaining the effects and repercussions of software/hardware upgrades or revision recommendations as dictated by their company, and provide live support - if necessary - during the installation of such upgrades/revisions. The Contractor shall advise DLIR at least 6 months ahead of making changes to its product, such as requiring changes in the operating system, of client or server, and/or hardware components that would affect DLIR's costs in providing and/or	Fully Compliant	Geographic Solutions will properly announce, dispatch and explain the effects and repercussions of any software/hardware upgrades or any revision recommendations made by Geographic Solutions, and will provide the same live support, 24 hours a day, 7 days a week, mentioned in the previous requirement, during the installation of any upgrades/revisions. Version upgrades to the system will first be available on Geographic Solutions' staging server for the client's initial review. Upon approval, the upgrade will be installed. Geographic Solutions will advise the DLIR at least 6 months ahead of making significant changes to its product, such as requiring changes in the operating system of the client or server, and/or hardware

Requirement	Met by Virtual OneStop	Description / Notes
ability to provide the case management and tracking of services and performance outcomes which is the subject of this RFP.		components that would significantly affect the DLIR's costs or abilities in providing the case management and tracking of services described in this proposal. For more details about software upgrades see the section titled *System Enhancements and Upgrades* starting on page 246.
3.3.7 - The contractor shall submit documentation describing the warranty coverage for all services and equipment provided for this project and shall identify and explain circumstances under which additional charges will be assessed to the State beyond that which is not part of the warranty offered.	Fully Compliant	The warranty coverage for all services and equipment provided for this project is outlined in the section titled *Warranty Coverage* starting on page 246. Any circumstances under which additional charges may be assessed to the State beyond the warranty offered is defined in this section.
3.3.8 - All service agreements that are planned between the Contractor and other vendors to carry out any portion of the installation and/or maintenance of the software or hardware that are required by this RFP shall be listed in the Offer Form. The Contractor shall submit copies of the service agreement listing the terms and conditions of coverage (labor and material), identify circumstances under which services will not be covered under this agreement and a description the service that will be provided (on-site, phone etc.) for the State to review. The Contractor shall provide the annual cost of the service agreement. The State shall have the option to purchase the service agreement directly from the vendor providing the service. If the State purchases the service agreement, the purchase will reduce the Contractor's cost for maintenance and/or installation of the System.	Fully Compliant	For the proposed Virtual OneStop System, Geographic Solutions is not planning any service agreements between itself and other vendors or subcontractors. This will be indicated in the listing in the Offer Form.
3.3.9 - The contractor shall make changes and correct "bugs" to the software at no extra cost to the State. The Contractor shall work with the State to prioritize the changes and "bugs" and shall provide documentation of the changes and corrections to the "bugs".	Fully Compliant	Geographic Solutions will make changes, correct "bugs" and fix any deficiencies that occur in the system (at no additional cost to the State). Geographic Solutions will work with the state to prioritize such changes, and will communicate and document these changes using the Incident Tracking and Online Project Communications described in the following sections on *Technical Support* on page 244.

Requirement	Met by Virtual OneStop	Description / Notes
3.3.10 - The contractor shall provide hands-on, on-site training in Hawaii for all staff. The following types of training and written manuals specific to each type of training must be provided prior to implementation of the System: • Staff who access the System (training should cover functions performed by authorized staff as well as self-serve features used by the public) • Administrators of the System • Technical training for technical support The training must be offered on site in Hawaii prior to implementation of the system as well as prior to any major software/hardware upgrades, as appropriate. A matrix of Staff Training Required showing the estimated number of staff members who will need training on each island, by site, is provided as an Appendix to this RFP.	Fully Compliant	Geographic Solutions will provide hands-on, on-site training in Hawaii for all staff. Training and written manuals will be provided before system implementation, specific to: • Staff who will access the System (covering both staff and self-serve features) • System Administrators • Help Desk / Technical Support Personnel Details on the Training Phase of the system's development are described in the section titled *Training* starting on page 248. Training will be planned to accommodate the requirements of the matrix of Staff Training Required in Addendum A of the RFP.
3.3.11 - As an alternate to 3.3.10. above, train-the-trainer sessions for staff who access the System (excluding Administrators and technical training) may be held out of the state, provided the Contractor funds all training, travel and per diem costs for at least six (6) DLIR WDD employees to be trained as trainers.	Fully Compliant	Geographic Solutions will consider the alternative for employing a Train-the-Trainer approach to maximize the State of Hawaii's value proposition, and better position Hawaii and Geographic Solutions to meet the demands of a statewide system deployment. If the State determines that they prefer this alternative for training, Geographic Solutions has extensive experience in planning for and providing a Train-the-Trainer approach.

VI.1 Project Work Plan [RFP 3.3.1]

The following section outlines the Geographic Solutions Work Plan for the Hawaii Automated Management Information System project, including the plan for development, installation, testing, and training:

VI.1.1 Project Management Methodology

Geographic Solutions proposes a Project Management approach to the Hawaii Automated Management Information System project that blends the essential ingredients for low risk, cost effective, and successful delivery of a usable, maintainable, extensible, and reliable solution. We use an experience-based, process driven project management approach. Geographic Solutions has successfully implemented more than 50 Internet based One-Stop and/or labor exchange and/or labor market information systems in the last ten years. This experience far surpasses any other vendor in the industry. In this time, we have developed and refined a special project methodology that targets overcoming the unique challenges of achieving a successful implementation of a complex system in the workforce development arena. The methodology also accounts for the fact that the business process is one that involves customizing an off-the-shelf product rather than building one from scratch.

This methodology, referred to as Geographic Solutions' Rapid Integrated Development (GRID) method, is Geographic Solutions' standard approach for managing projects. The methodology is based on tested and proven project management practices from many years of managing workforce development projects. The methodology covers the project management activities for all the phases of a project, including change control management. The methodology conforms to the IEEE Standard for Application and Management of the Systems Engineering Process (Std 1220-1998 IEEE).

GRID provides a formal, yet flexible, approach to formulating, implementing, and maintaining workforce information systems. The Geographic Solutions' Rapid Integrated Development (GRID) project methodology has the following advantages:

- The methodology is modular and divided into components, or phases, which can be included or excluded, depending on the requirements.
- It is scalable and equally applicable to any size project, from our smallest customers to the largest.
- The GRID methodology is comprehensive. It includes all possible items that could be required for a successful implementation.
- The methodology is flexible. It is capable of being rearranged and adjusted to meet the client-specific requirements.

The GRID methodology is designed to achieve the project's objectives while minimizing risk for both the State of Hawaii and Geographic Solutions. GRID is centered on a development life cycle grounded in IEEE software life cycle processes. The GRID project life cycle is a mechanism for planning, monitoring, and managing activities across the entire project life cycle, from requirements analysis, through design, development, and testing and culminating in successful product implementation.

VI.1.2 Work Plan Overview

The life cycle of the project refers to the tasks required to perform the project and the dependent relationships among those tasks. A GRID life cycle is sequential and provides for a structured approach to implementation project planning. The following are the tasks that will make up the life cycle in the Hawaii Automated Management Information System project:

- **Project Planning** – The project planning phase involves the creation of a blueprint for the project, including the identification of the project teams and the compilation of the initial project plan documents that will be reviewed at the onsite kickoff meeting.

- **Requirements Analysis** – In this phase the customer's project needs are captured and a document is created outlining the customer's requirements.

- **Base System Construction** – An initial system base conforming to the customer's initial configuration requirement is constructed. This system will be the basis for review in the joint application analysis and design meeting.

- **System Analysis and Design** – The system analysis and design phase includes on-site Joint Application Design and Analysis meetings to review the system specifications and document any required changes. The results of this phase are the modified system specifications and a project plan and schedule to implement the changes.

- **Application Development** – Geographic Solutions' staff customize the base system based on the results of the specifications developed in the system analysis and design phase.

- **Testing** – The Geographic Solutions' GRID methodology requires a comprehensive and coordinated testing process. This includes Unit, Integration, System, Regression, Benchmark/Performance and User Acceptance testing, resulting in a system that both satisfies all requirements established during the requirements and system analysis phases and demonstrates that the system is acceptable to the users.

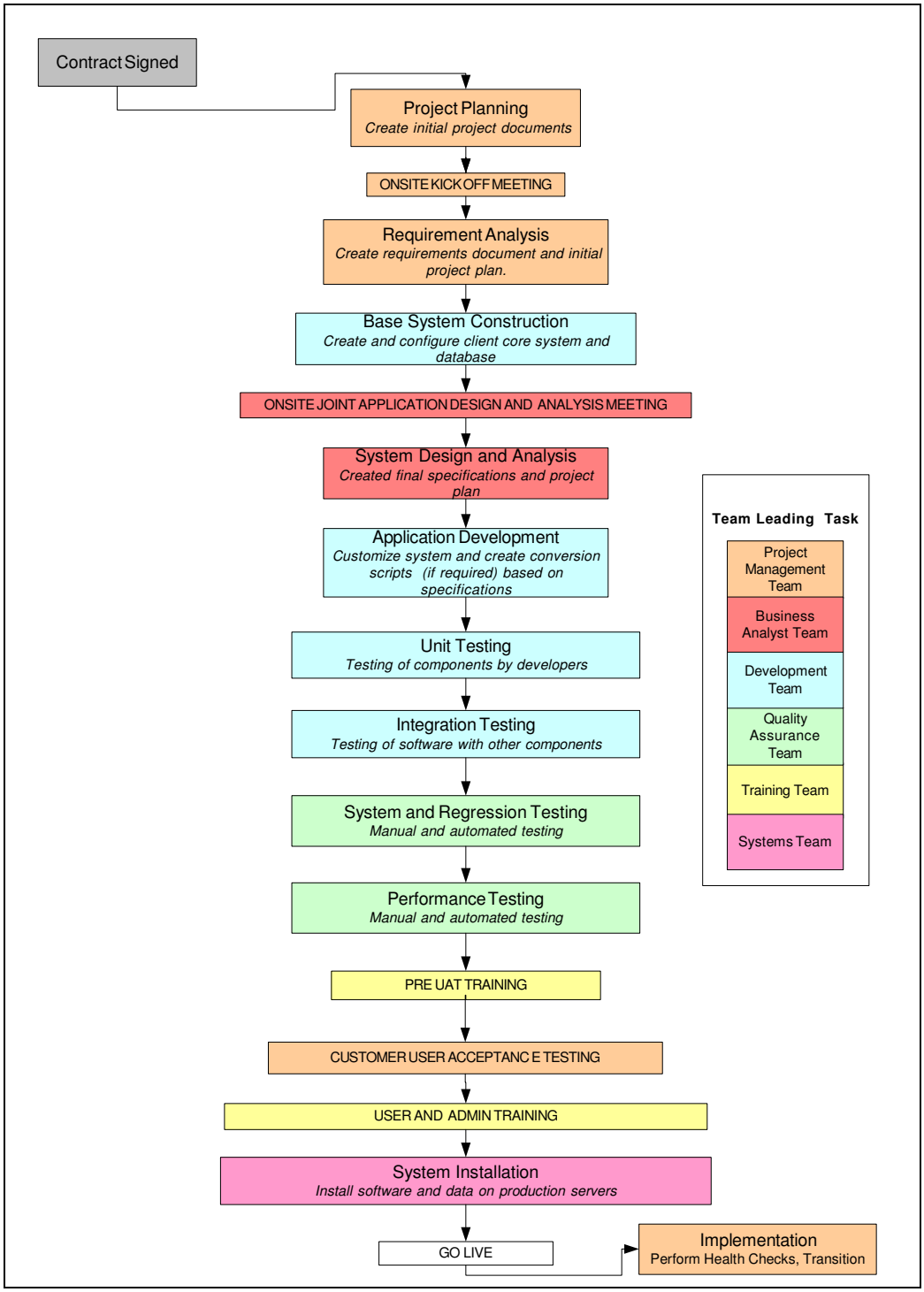
- **Training** – Geographic Solutions offers several onsite instructor-led courses including standard user training, train-the-trainer and administrative training.

- **Installation** – Geographic Solutions installs the system on the client's hardware and ensures it is operational for all users.

- **Conversion** – Geographic Solutions has converted legacy data for more than 30 State Departments of Labor nationwide. Geographic Solutions' integration specialists work with the customer to create import programs to convert data from legacy systems that will be replaced by the new system.

- **Implementation Period** – After installation, Geographic Solutions will ensure that the system will perform at a level consistent with the specifications.

The following diagram illustrates the proposed workflow of the Hawaii Automated Management Information System project:



Proposed Flow of the Hawaii Automated Management Information System Project Life Cycle

Refer to the topics that follow for details of each phase of the GRID project methodology.

VI.1.2.1 Project Planning Phase

The key to our success in implementing one-stop operating systems at Geographic Solutions is our project management and business analyst staff. All of our project managers have at least 4 years of workforce development experience at the state and local level; all of our business analysts have at least 8 years of workforce development experience at the same levels. Their expertise in specific applications allows them to collaborate effectively with customers. A primary focus is the assessment of customer needs and the subsequent development of the right solution, on target with the customer's requirements. Additionally, we work with our clients to establish a realistic project timeline so that an assignment of priorities will coordinate with the customer's schedule.

Geographic Solutions conducts project management planning using the IEEE Standard for Software Project Management Plans (IEEE Std. 1058-1998). In the initial stage of the project planning phase, the project management team will create a set of initial project planning documents that include the following:

- Project resources document
- Process and communications document
- Deliverables document
- Software requirements document
- Data requirements document
- Security and administration requirements document
- Data conversion requirements document
- Interface requirements document
- Systems requirements document
- Training requirements document
- Support and maintenance requirements document
- List of required documents
- List of service tracking requirements
- Reporting requirements document
- Configuration requirements document
- Transition requirements document (Pilot Plan)
- Initial project schedule

These initial project-planning documents will be reviewed at the onsite kickoff meeting. The Geographic Solutions' Project Manager and key management staff will attend the kickoff meeting. At this meeting, the State of Hawaii will be provided with a detailed demonstration of the relevant functionality of the proposed Virtual OneStop System. A detailed review will be made of the project resources required as well as the configuration and business rule decisions that the State must make to customize the system to its requirements.

VI.1.2.2 Project Manager Requirements

Geographic Solutions will provide a dedicated project manager for the Virtual OneStop System project who will serve as the vendor point of contact. The project manager will be responsible for updating and maintaining the Hawaii project plan throughout the project lifecycle, and understands that any and all changes made to the plan must be approved by the appropriate Agency personnel. [For details of this change control process, refer to the *Internal Control (Change) Management* topic.] The Geographic Solutions Project Manager will work in tandem with its Agency counterpart, the WDD Project Coordinator,

to ensure the timely and successful execution of each deliverable throughout the project lifecycle. If need be, the WDD Project Coordinator will elevate issues to the Hawaii Automated Management Information System Project Team for review and resolution.

The Geographic Solutions Project Manager will be primarily responsible for project communication efforts. Using the approved project plan to monitor and report progress, the project manager will generate and send weekly status reports via email to the WDD Project Coordinator, as well as the project development team. These status reports will be reviewed and approved by WDD.

VI.1.2.3 Requirements Analysis Phase

Geographic Solutions recognizes that thorough requirements management is a critical component of effective project management. The success of the Hawaii Automated Management Information System project will depend on how thoroughly the requirements are defined and managed throughout the life of the project. The Geographic Solutions' GRID methodology incorporates a well-defined and proven requirements analysis and management methodology. This methodology will be used to manage both functional and non-functional system requirements.

The identification of requirements starts with the contract baseline and flows to the final specifications. This flow proceeds continuously throughout the project life cycle through multiple iterations of requirements and specifications.

The Geographic Solutions project team will work with the State to develop the requirements materials. It is essential that all the State's requirements be captured effectively as they will become the baseline for the Hawaii Automated Management Information System project.

The team will begin the requirements analysis at the onsite project kickoff meeting. Requirements will further be determined from the initial source and project planning documents. The State's requirements will be identified and categorized into the following groups:

- Software Requirements – A detailed list of required Virtual OneStop components coupled with any necessary additional functionality.
- Data Requirements – This will include any data that needs to be referenced by the system.
- Interface Requirements – This will include a list of interfaces to be created including any uploads to legacy systems.
- Conversion Requirements – This will include any programs that need to be developed to import or output data in a different format, if applicable.
- System Requirements – This includes any issues with the network and hardware infrastructure.
- Security Requirements – This includes user privileges and SSL requirements.
- Reporting Requirements – This includes an outline of the reports that will be required in the system.
- Training Requirements – This includes a listing of the training that will be required to implement the system.
- Support and Maintenance Requirements – This includes an outline of any support and maintenance that will be required after implementation.
- Configuration Requirements – This will include an outline of basic system business rules and options.

Geographic Solutions' Hawaii Automated Management Information System project team will capture the State of Hawaii's system requirements and develop a requirements document. The deliverables that are applicable to the requirements analysis phase are:

- List of all project resources
- Detailed requirements and configuration document
- Initial project plan

The State of Hawaii will review and approve the identified requirements. The requirements that were identified by the analysis and outlined in the requirements document will be addressed in the analysis and design phase. Later in the project life cycle, the implemented components will be tested to show that requirements have been met.

VI.1.2.4 Development (Base System Construction Phase)

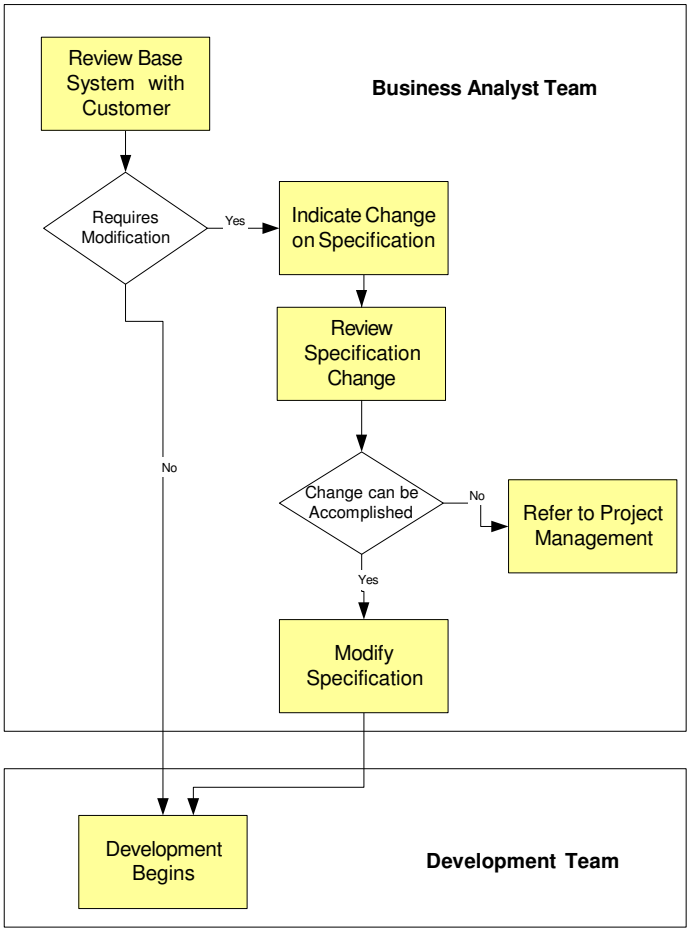
A unique aspect of the Geographic Solutions' GRID methodology is that prior to performing the full analysis and design, Geographic Solutions takes the known project requirements and creates a base system configured to these requirements. The information gathered during the requirements analysis phase is used to select the appropriate components from the Virtual OneStop Component Library and configure a system to meet the State's needs. This includes elements such as the required look and feel, custom maps and specific business rules and system settings.

The Virtual OneStop System base system that is developed will form the baseline for the onsite Joint Analysis and Design meeting. It has been Geographic Solutions' experience that joint systems design and analysis is more rapid and effective when staff can review a live Website rather than simply reviewing paper designs and specifications.

VI.1.2.5 Analysis and Design Phase

The Analysis and Design phase provides the process for transitioning from the project vision to the deployment of the Hawaii Automated Management Information System. This phase will be led by the Geographic Solutions' Business Analyst Team and supported by the Project Management Team.

The foundation of the analysis and design is an onsite joint analysis and design meeting that includes Geographic Solutions' experienced workforce development professionals and representatives of the State, along with agencies and workforce partners that will utilize the new system. The meeting will include a detailed step-by-step review of the system architecture, data structure, interfaces, Web page screen designs, and program specifications. This includes validation of business rules that are required, default values, source of information, and how the information will be transferred to the system.



Team Process Flowchart

As part of the analysis, the scope, risks, critical success factors, goals and objectives of each required change to the specifications of the system are reviewed. Specifically the analysis will:

- Identify and document each system change decision.
- Establish the theme to follow on the pages throughout the system. Document each page and changes to be made to that page.
- List system links and define where they are used within the system.
- Result in a detailed project schedule. The schedule will identify all tasks required to complete the project, include a time estimate for task completion, and list the required staff resources.

The result of the analysis and design is a final specification package that will include documentation outlining the system architecture, data structure, interfaces, Web page screen designs and program specifications. Geographic Solutions uses the IEEE recommended practice for Software Design Descriptions (IEEE Std. 1016-1988). The specifications provide the foundation for demonstrating that the system satisfies all allocated requirements.

VI.1.2.6 Development (Application Development Phase)

The application development phase can begin after the approval of the system specification.

Specifications are translated into code by the Development Team. The team will modify existing components in the Virtual OneStop software suite and if required add new functionality. Upon completion, units of code are tested against allocated design requirements individually and in successively large aggregates until software components have been completely tested.

Upon completion of a component of the system, Geographic Solutions' staff perform thorough internal unit testing in which each basic software component is tested to verify that the detailed design for the unit has been correctly implemented.

The following are the deliverables that are output from the Development phase:

- New or updated Virtual OneStop software components
- Updated Virtual OneStop database structure

Geographic Solutions uses industry-recognized development coding standards to ensure ease of readability and maintainability of all the code that will be associated with the Hawaii Automated Management Information System. Such standards include:

- Header blocks explaining the use, input and output variables, and dependencies for all pages, script blocks, functions and methods. These blocks also contain revision histories.
- Comment blocks to explain how units of code function.
- Naming conventions such as prefixed variable names to indicate the data type expected, meaningful variable, function and object names to better indicate their function, etc.
- Indenting and using white space to make application code easier to read and interpret.

Geographic Solutions also uses CAST Software's CAST Application Mining Suite, which provides all teams with technical information about the Virtual OneStop application code. This allows for much more effective impact analyses, regression testing, and architecture control.

VI.1.2.7 Testing and Quality Assurance

Under the Geographic Solutions GRID methodology, testing takes place at many points within the project life cycle. It involves the testing of the software against the specifications to determine that it conforms to the stated requirements. The full testing process is a series of tests at each level. The goal is to validate that the software configuration conforms to specified requirements. The GRID testing phases were outlined in detail in the section above titled *V.11.1 Test Plan* starting on page 224.

VI.1.2.8 Training Phase

Geographic Solutions has an outstanding record of providing training support for customers across the country. Our skilled instructors have experience using and implementing Virtual OneStop-based systems in many different workforce development situations. Attendees are trained in a classroom setting with opportunities for questions and answers. An emphasis is placed on real world examples in exercises and workshops that are carried out "hands on" using the latest computer hardware and software technology. Training normally occurs before deployment but can be adapted to fit the needs of the State of Hawaii.

Web conference training can be offered as a distance learning tool to save costs.

All Geographic Solutions training is supported by full documentation including Staff, Employer, Individual, and Administrative User Guides, the Online Project Communication (OPC) System Guide, training course material and Quick Reference Guide Cards. Editable, electronic copies of all training guides are provided on CD-ROM.

The Geographic Solutions integrated approach includes multiple training options. Details of the training phase, and training options, are described in the section on *Vendor Support and Maintenance* named *Training* , starting on page 248.

VI.1.2.9 Installation and Deployment Phase

Geographic Solutions assumes full responsibility for full implementation of the Hawaii Automated Management Information System and ensuring it is operational for users. Geographic Solutions staff will install and implement the Hawaii Automated Management Information System after the required modifications have been made to the system. This installation and implementation shall culminate in a complete acceptance procedure, approved by the State in advance, in which all major system functions are tested and demonstrated to work as proposed on the installed systems.

Across the phases of the Hawaii Automated Management Information System project life cycle, operations will be carried out by Geographic Solutions' project teams and coordinated by the Project Management Team. During the development phase, a dedicated Technical Project Team will be assigned responsibility for each objective.

VI.1.2.9.1 Technical Support

Geographic Solutions will provide serviceability and technical support for the entire system and all its applications. This technical support is outlined in detail in section VI.3.1.1 below.

VI.1.2.9.2 Documentation

Geographic Solutions has a full technical writing staff that is dedicated to creating system procedure documentation and software manuals. All documentation guides are written with consideration of the user's readability level and include screen graphics with explanations of the various procedures. The documentation that will be provided for the Hawaii Automated Management Information System is outlined in detail in section *V.4.1 System Documentation [RFP 3.2.4.1]* beginning on page 43.

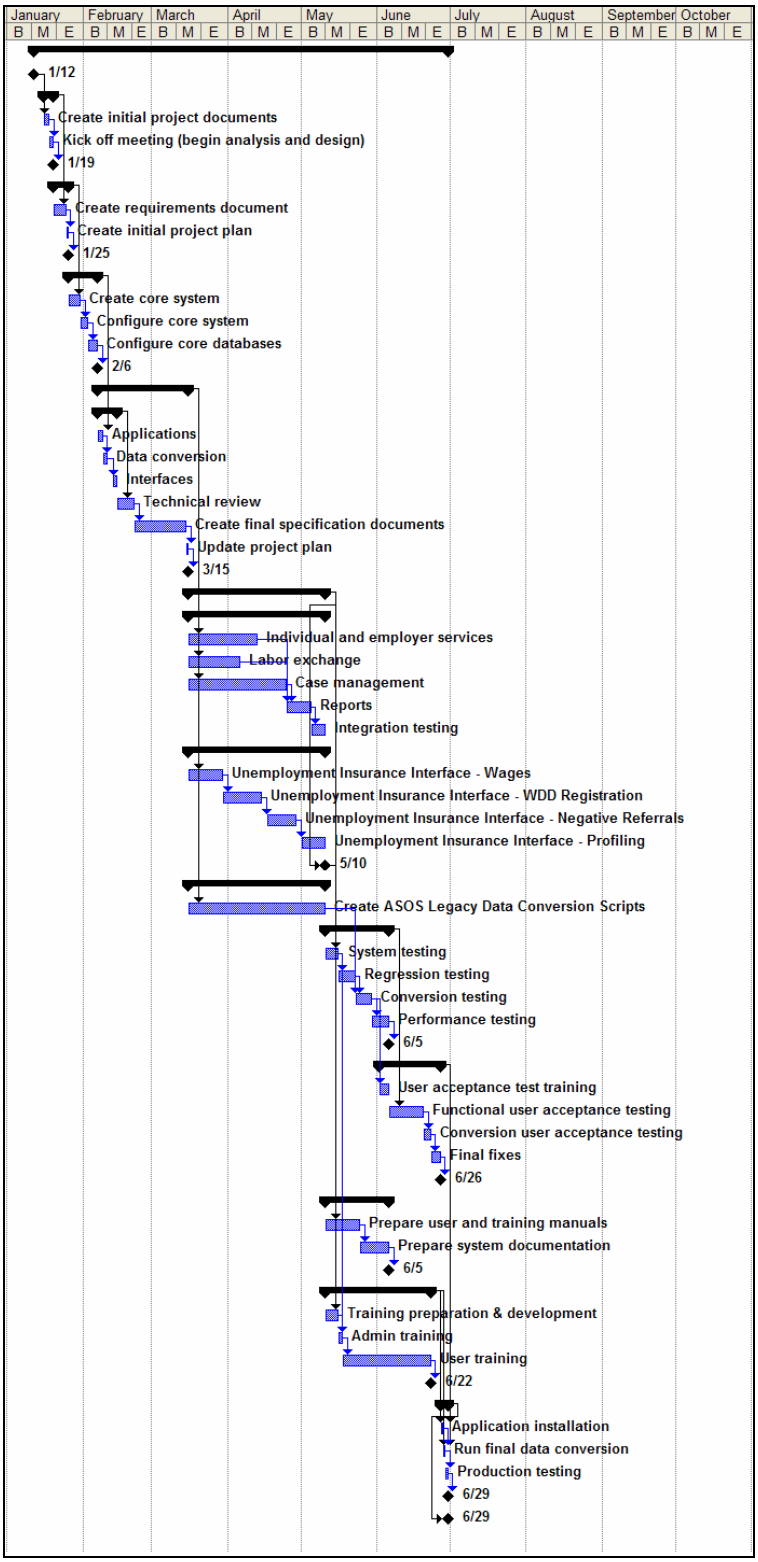
VI.1.3 Project Plan Summary and Schedule

Please note that Geographic Solutions has a demonstrated history of implementing State workforce development systems in a short time period. As an example, Geographic Solutions signed a contract with Workforce Florida on January 4, 2005 to produce a state-of-the-art demand-driven labor exchange system. The new Employ Florida Marketplace site was in full production by March 1, 2005.

The following table provides the master schedule for the Hawaii Automated Management Information System project. The schedule indicates that the new Hawaii Automated Management Information will be in production by 6/30/06 at the latest. This schedule is based on an Effective Date for this project on or before 1/12/2006. If the Effective Date is delayed beyond 1/12/2006, the implementation schedule will be modified accordingly.

	Task Name	Duration	Start	Finish
1	**Hawaii Automated Management Information System Project**	**121 days**	**Thu 1/12/06**	**Thu 6/29/06**
2	**Signed contract received**	**0 days**	**Thu 1/12/06**	**Thu 1/12/06**
3	**Project Planning**	**4 days**	**Mon 1/16/06**	**Thu 1/19/06**
4	Create initial project documents	2 days	Mon 1/16/06	Tue 1/17/06
5	Kick off meeting (begin analysis and design)	2 days	Wed 1/18/06	Thu 1/19/06
6	**Project planning complete**	**0 days**	**Thu 1/19/06**	**Thu 1/19/06**
7	**Requirement Analysis**	**4 days**	**Fri 1/20/06**	**Wed 1/25/06**
8	Create requirements document	3 days	Fri 1/20/06	Tue 1/24/06
9	Create initial project plan	1 day	Wed 1/25/06	Wed 1/25/06
10	**Requirement analysis complete**	**0 days**	**Wed 1/25/06**	**Wed 1/25/06**
11	**Base System Construction**	**8 days**	**Thu 1/26/06**	**Mon 2/6/06**
12	Create core system	3 days	Thu 1/26/06	Mon 1/30/06
13	Configure core system	3 days	Tue 1/31/06	Thu 2/2/06
14	Configure core databases	2 days	Fri 2/3/06	Mon 2/6/06
15	**Base system configuration complete**	**0 days**	**Mon 2/6/06**	**Mon 2/6/06**
16	**System Design and Analysis**	**27 days**	**Tue 2/7/06**	**Wed 3/15/06**
17	**Joint Application Design and Analysis Meeting**	**6 days**	**Tue 2/7/06**	**Tue 2/14/06**
18	Applications	2 days	Tue 2/7/06	Wed 2/8/06
19	Data conversion	2 days	Thu 2/9/06	Fri 2/10/06
20	Interfaces	2 days	Mon 2/13/06	Tue 2/14/06
21	Technical review	5 days	Wed 2/15/06	Tue 2/21/06
22	Create final specification documents	15 days	Wed 2/22/06	Tue 3/14/06
23	Update project plan	1 day	Wed 3/15/06	Wed 3/15/06
24	**System design and analysis complete**	**0 days**	**Wed 3/15/06**	**Wed 3/15/06**
25	**Application Development**	**40 days**	**Thu 3/16/06**	**Wed 5/10/06**
26	**Customize system and unit test**	**40 days**	**Thu 3/16/06**	**Wed 5/10/06**
27	Individual and employer services	20 days	Thu 3/16/06	Wed 4/12/06
28	Labor exchange	15 days	Thu 3/16/06	Wed 4/5/06
29	Case management	28 days	Thu 3/16/06	Mon 4/24/06
30	Reports	8 days	Tue 4/25/06	Thu 5/4/06
31	Integration testing	4 days	Fri 5/5/06	Wed 5/10/06
32	**Interfaces**	**40 days**	**Thu 3/16/06**	**Wed 5/10/06**
33	Unemployment Insurance Interface - Wages	10 days	Thu 3/16/06	Wed 3/29/06
34	Unemployment Insurance Interface - WDD Registration	12 days	Thu 3/30/06	Fri 4/14/06
35	Unemployment Insurance Interface - Negative Referrals	10 days	Mon 4/17/06	Fri 4/28/06
36	Unemployment Insurance Interface - Profiling	8 days	Mon 5/1/06	Wed 5/10/06
37	**Application development complete**	**0 days**	**Wed 5/10/06**	**Wed 5/10/06**
38	**Data Conversion**	**40 days**	**Thu 3/16/06**	**Wed 5/10/06**
39	Create ASOS Legacy Data Conversion Scripts	40 days	Thu 3/16/06	Wed 5/10/06
40	**Quality Assurance Testing**	**18 days**	**Thu 5/11/06**	**Mon 6/5/06**
41	System testing	3 days	Thu 5/11/06	Mon 5/15/06
42	Regression testing	5 days	Tue 5/16/06	Mon 5/22/06
43	Conversion testing	5 days	Tue 5/23/06	Mon 5/29/06
44	Performance testing	5 days	Tue 5/30/06	Mon 6/5/06
45	**Quality assurance testing complete**	**0 days**	**Mon 6/5/06**	**Mon 6/5/06**
46	**User Acceptance Testing**	**17 days**	**Fri 6/2/06**	**Mon 6/26/06**
47	User acceptance test training	2 days	Fri 6/2/06	Mon 6/5/06
48	Functional user acceptance testing	10 days	Tue 6/6/06	Mon 6/19/06
49	Conversion user acceptance testing	3 days	Tue 6/20/06	Thu 6/22/06
50	Final fixes	2 days	Fri 6/23/06	Mon 6/26/06
51	**User acceptance testing complete**	**0 days**	**Mon 6/26/06**	**Mon 6/26/06**
52	**Documentation**	**18 days**	**Thu 5/11/06**	**Mon 6/5/06**
53	Prepare user and training manuals	10 days	Thu 5/11/06	Wed 5/24/06
54	Prepare system documentation	8 days	Thu 5/25/06	Mon 6/5/06
55	**Documentation complete**	**0 days**	**Mon 6/5/06**	**Mon 6/5/06**
56	**Training**	**31 days**	**Thu 5/11/06**	**Thu 6/22/06**
57	Training preparation & development	3 days	Thu 5/11/06	Mon 5/15/06
58	Admin training	2 days	Tue 5/16/06	Wed 5/17/06
59	User training	26 days	Thu 5/18/06	Thu 6/22/06
60	**Training complete**	**0 days**	**Thu 6/22/06**	**Thu 6/22/06**
61	**System Installation**	**3 days**	**Tue 6/27/06**	**Thu 6/29/06**
62	Application installation	1 day	Tue 6/27/06	Tue 6/27/06
63	Run final data conversion	1 day	Wed 6/28/06	Wed 6/28/06
64	Production testing	1 day	Thu 6/29/06	Thu 6/29/06
65	**System installation complete**	**0 days**	**Thu 6/29/06**	**Thu 6/29/06**
66	**System Implemented**	**0 days**	**Thu 6/29/06**	**Thu 6/29/06**

Hawaii Automated Management Information System Project Plan Timeline—Task Summary



Hawaii Automated Management Information System Project Plan Timeline – Gantt Chart

Note: ***All Durations are working days and occur in the year 2006.***

The Project Work Plan contains tasks, durations, start dates, finish dates, task predecessors and resources for completing the Project. The timeline depicts all major deliverables and milestones. The tasks summarized in the project are outlined in detail in the previous section, *Project Management Methodology* starting on page 232.

VI.2 Hardware Support and Maintenance Plan [RFP 3.3.2]

Geographic Solutions is proposing to host the new Hawaii Automated Management Information System at our secure technical facilities located in Palm Harbor, Florida. Under this ASP "hosted" solution, Geographic Solutions will be responsible for hardware maintenance and support. The Hawaii Automated Management Information System will be available to users on a 24/7/365 basis. Occasional downtime for maintenance will be scheduled after normal business hours. The State will be notified in advance of any downtime that may be scheduled.

The redundancy and clustering configuration used at our technical facility for hosting a large system effectively handles overload and balancing issues, ensuring 24/7 reliability and no loss of data. Our hosting facility has full bandwidth redundancy. Diverse T-3 service provides a load-shared connection with two access lines. Geographic Solutions also has a further backup using high speed/high bandwidth cable hosting.

Geographic Solutions will warranty a minimum of 99.9% availability of servers for transaction by job seekers, employers, and Hawaii staff exclusive of scheduled maintenance.

A description of personnel intended in order to accomplish the work described is included in section VII, *Qualifications of Firm and Staff*. This includes an indication of the industry-recognized certifications held by maintenance personnel. Geographic Solutions' experience and references for similar customers are also described in section VII.

Geographic Solutions' maintenance practices and policies, as well as our vast experience and our tools for communicating service issues, ensure that we can service DLIR in a timely manner. Hosting the Hawaii Automated Management Information System at Geographic Solutions' facility ensures that we can respond immediately to any hardware software or network issues.

VI.3 Software Support and Maintenance Plan [RFP 3.3.3]

The Geographic Solutions GRID development methodology includes a plan for software maintenance and support. This includes managing communication with tools such as Geographic Solutions' incident tracker, with which issues for warranty or software maintenance can be identified at any point in the life cycle and tracked though Geographic Solutions' Online Project Communications (OPC) system. This

includes issues that involve patches, upgrades, and distribution of necessary product fixes, including those resulting from revised federal or state reporting requirements. The plan for software maintenance and support will provide the necessary software maintenance for the contract period ending June 30, 2007 (and for each subsequent year if the maintenance contract is extended).

VI.3.1.1 Technical Support

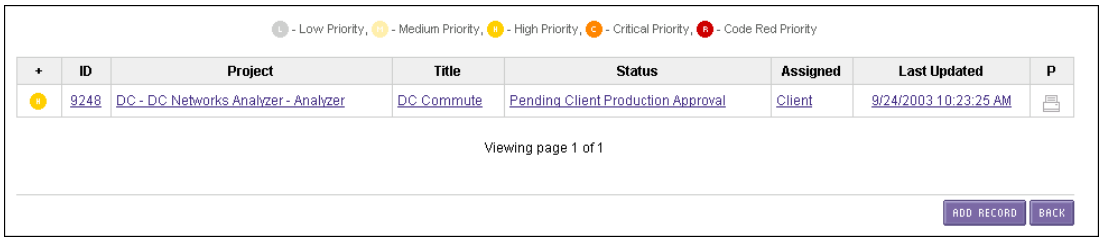
Geographic Solutions currently offers responsive software technical support to agencies from over 30 states. Our help desk is manned by staff with unparalleled experience in workforce development systems. Support includes telephone, e-mail, Online Project Communication, and fax support with a fast response time. A staff of more than 50 qualified professionals will be responsible for supporting and maintaining the Hawaii Automated Management Information System.

Most of our projects include support and maintenance for at least a one-year period, so we are committed to developing an effective business relationship with the customer's team. Our Customer Technical Support team will provide the following services throughout the contract period:

- Technical support 24/7
- Support via toll free telephone.
- Support via E-mail
- Support via Fax
- Support and incident tracking via the Internet
- Resolving issues immediately, if possible, or within a suitable time frame
- Project Managers who keep customers apprised of error correction status.
- Providing comprehensive software maintenance and error correction service.
- Providing new releases and minor enhancements at no charge.

The Geographic Solutions Online Project Communication (OPC) system provides a system for project status reporting and incident tracking that allows "real-time" access to the project's status and progress on incidents, enhancements and changes. Our developers created an the OPC Web site strictly for our clients to report incidents, complete online forms, and monitor the project's status in a dynamic mode.

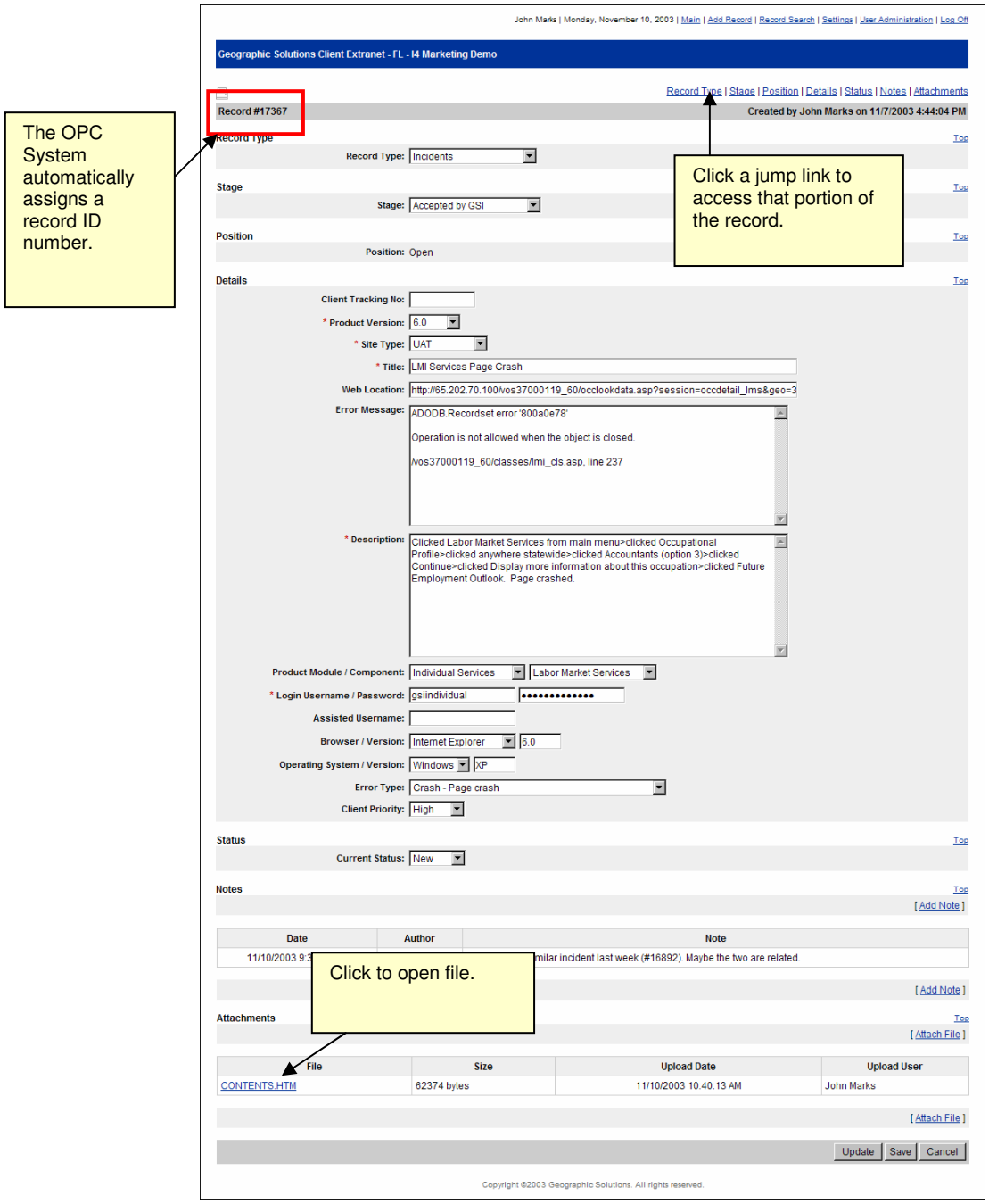
The OPC requires only an Internet browser and an assigned client login. As our developers and project managers work on issues that affect your project, they update the status of these items online. The client will simply log on to the OPC and review the updated status of the project. Clients may also complete online forms for incidents or issues during the user acceptance process. This dynamic reporting of issues helps our staff to speed up the resolution process. The result is an improved process for reporting that satisfies our clients and resolves problems expediently. A sample listing in the OPC is shown below:



Geographic Solutions' OPC Record – Partial View

When Hawaii Automated Management Information System project personnel encounter a system occurrence that does not conform to system specifications, they may use the Online Project Communication (OPC) system to document the error. Examples of errors or "bugs" may include page crashes, spellings, problems with graphics displays, etc. To create an incident (issue) record, Hawaii

Automated Management Information System project personnel will simply log on to the OPC system using their assigned User ID and password. They complete a template to record details of the issue--the whole process takes only a few minutes and provides a working record for project personnel. The following figure displays a completed incident record as shown on the OPC system:



Sample Incident Record (Completed)

The completed incident form has an attached file that project personnel included to demonstrate the problem encountered in the system.

VI.3.1.2 Problem Resolution and Escalation

Problem reports are handled by the project manager. The project manager escalates the problem to the production manager and quality assurance team who fix the incident reported, test it, and then install the fix on the client's system. When the resolution is reached, the point of contact for the customer is notified and an appropriate patch or fix is distributed to a test environment. The customer then approves the fix. With the customer's permission, the approved patch or fix is loaded on to the production environment.

VI.3.1.3 System Enhancements and Upgrades

The Hawaii Automated Management Information System maintenance plan includes the provision of periodic maintenance updates and enhancements to the proposed Virtual OneStop software application. Version upgrades to the system will first be available on Geographic Solutions' staging server for the client's initial review. Upon approval, the upgrade will be installed in one of the two methods listed below:

- Geographic Solutions' skilled systems analysts will install the upgrade compact disc on the computer equipment on site or on servers at our site if we host the application.

- The Virtual OneStop upgrade compact disc will be sent to the appropriate technical staff at the customer site. A Geographic Solutions' network specialist or systems analyst from Geographic Solutions will support you through the complete installation over the telephone. With appropriate permission, our network specialists or systems analysts can also remotely connect to the Virtual OneStop system and perform the complete upgrade installation.

If the upgrade is a small one requiring a change in one or two files, those files are sent to the customer and the installation is supported over the telephone by Geographic Solutions' staff. With permission, our systems analysts can also remotely connect to the Virtual OneStop system and perform the file installation.

VI.4 Warranty Coverage [RFP 3.3.7]

The following warranty language is extracted from Geographic Solutions standard hosted system agreement:

GEOGRAPHIC SOLUTIONS warrants, for LICENSEE'S benefit alone, that for the period of this Contract (referred to as the "WARRANTY PERIOD"), the PROGRAM shall operate substantially in accordance with its functional specifications. During the WARRANTY PERIOD, if any reproducible ERROR in the PROGRAM appears, for which GEOGRAPHIC SOLUTIONS is responsible, GEOGRAPHIC SOLUTIONS shall employ prompt, commercially reasonable efforts to correct or cure such ERROR at no additional charge to LICENSEE.

Geographic Solutions may assess additional charges to the State for any work requested by the State which is first discussed and agreed upon with the State, and which is deemed to be a service provided to the State that is beyond the scope of this project.

Modifications to meet change in federal compliance requirements will not be assessed as additional charges to the state, nor will enhancements that Geographic Solutions makes to the base Virtual OneStop product for other customers (which will be available as enhancements to the State of Hawaii during their warranty period).

Geographic Solutions will frequently make customer requested changes that enhance the Virtual OneStop System free of charge. For example since December 2002, we have completed 183 change orders for the State of New Mexico of which only 2 resulted in a fee being charged. Since March 1, 2005, we have completed 26 change orders for the State of Florida, none of which resulted in any fee being charged.

VI.5 Change Management [RFP 3.3.4]

While the main application of the GRID life cycle is used for creating the Hawaii Automated Management Information System from initial requirements, it will also be applied as a maintenance methodology when change orders are being implemented or when problems/defects are being repaired, thus utilizing any or all activities appropriate to the change required. As part of the GRID Project Management Method, Geographic Solutions follows strict controls regarding technology change management and infrastructure modifications. The purpose of technology change management is to minimize service disruptions and maintain the system, which incorporates upgrades, software patches, and necessary hardware/software changes to improve system availability.

Changes are defined as modifications or alterations to the current computing environment or modifications that may impact the stability and reliability of the infrastructure. In addition, events are an activity that may cause disruption to the infrastructure or impact the system. Changes in software/hardware are thoroughly reviewed and approved by our Technical Oversight Committee before modifications or adjustments are made to the system, using the following approach:

- Perform risk benefits and risk analysis
- Determine impact to software and to customers
- Research requirements needed to achieve a successful change

Change requests and enhancement requests are handled in similar fashion as issue and problem reporting. As described in a former topic, clients log in to the OPC system with their assigned User IDs and passwords, select the appropriate template (*change order request* or *enhancement request*), and record details of the request. Client record authors select a priority for the request, choosing from *Low, Medium, High, or Critical*. This enables the Geographic Solutions project team staff to prioritize and weigh system development requests that may affect key business requirements. Once approved by the OPC Client Administrator, the record is received and reviewed by the Geographic Solutions Technical Oversight Team using the above-referenced approach. This team may conclude one of the following:

- *The impact of the request is minimal*. Requests of this nature may be implemented without disrupting the project plan or treated as a System Enhancement Request, and often will manifest themselves in the next release version of the system software.
- *The impact of the request is substantial*. Requests of this nature are treated as a Change Order Request, and often will require additional system development that may affect the overall budget.

The determinations made by the Geographic Solutions Technical Oversight Team, although documented in the Online Project Communication (OPC) System, may be documented using alternate methods to satisfy the requirements set forth in RFP-6-17. Accordingly, the Geographic Solutions Technical Oversight Team will provide the WDD Project Coordinator and the Hawaii Project Team a *Change Request Form,* including a thorough analysis of the change order as it impacts the project plan, scope, schedule, work products, project requirements plan, and other important factors. Geographic Solutions understands that all project changes must be mutually approved in writing by the Department and Geographic Solutions. During this process, Geographic Solutions will participate in a collaborative effort with the Hawaii Automated Management Information System Project Team and Coordinator to evaluate

and assign a weighted value to the importance of each business requirement. This process will ensure that efforts are continually focused on the most critical business processes throughout the life of the project.

VI.6 Training [RFP 3.3.10]

Geographic Solutions has an outstanding record of providing training support for customers across the country. Our skilled instructors have experience using and implementing Virtual OneStop-based systems in many different workforce development situations. Attendees are trained in a classroom setting with opportunities for questions and answers. An emphasis is placed on real world examples in exercises and workshops that are carried out "hands on" using the latest computer hardware and software technology. Training normally occurs before deployment but can be adapted to fit the needs of the State of Hawaii. Web conference training can be offered as a distance-learning tool to save costs.

All Geographic Solutions training is supported by full documentation including Staff, Employer, Individual, and Administrative User Guides, the Online Project Communication (OPC) System Guide, training course material and Quick Reference Guide Cards. Editable, electronic copies of all training guides are provided on CD-ROM.

VI.6.1 Training Approach

The Geographic Solutions integrated approach includes multiple training options that include the following:

- **User Acceptance Testing (UAT) Training Module** – Normally offered through Web conferencing as a distance-learning tool, Geographic Solutions provides this training to those individuals who will take part in the User Acceptance Testing phase. The training is designed to provide them enough familiarity with the system to be able to conduct a thorough test of the system. The training also instructs pupils how to document issues encountered during testing, using the Geographic Solutions Online Project Communication (OPC) System.
- **Staff User Training Module** – Geographic Solutions uses an effective staff training approach to maximize value proposition. The training covers the complete functionality of the new system together with overviews of the underlying business process involved. Key staff members attend training and after the training is complete, these staff members act as an unofficial first level of support, understanding not only the software, but also how to use it to conform to the business processes.
- **Train-the-Trainer (T3) Module** – The objective of the T3 training module is to extend beyond Staff User Training, creating Subject Matter Experts (SMEs) who will conduct training for other system users statewide. These participants will explore details of the Virtual OneStop System, prepare auxiliary instructional data to assist in system training efforts, and serve as "super users" within the Virtual OneStop System project hierarchy. This training is ideal for any group such as Help Desk personnel whose responsibility requires in-depth system knowledge. This approach also corresponds to the proposed training plan option for consideration set forth in RFP 06-001-WDD.
- **Administration Training Module** – This is implementation team training for the client's network or technical administrators. Training is conducted on the client's site using the actual hardware and software with hands-on learning and demonstrations. As an option, training is also offered through Web conferencing as a distance-learning tool.

Under the guidance of the Geographic Solutions Project Manager, the Training department will coordinate

all training efforts with the appropriate WDD staff. At this time, the Geographic Solutions' lead trainer and/or developer will communicate all training requirements, including the procurement of necessary equipment, training rooms, documentation, participants, courseware, and expectations. Designated State of Hawaii staff will provide valuable input to help Geographic Solutions create the necessary courseware as required in RFP 06-001-WDD, as well as training agendas and other peripheral materials.

At the end of the training sessions, our professional trainers will administer evaluation forms to each training session attendee to rate the entire training experience. Afterwards, the Trainer will meet with the Project Manager to discuss the evaluations and ensure the users were satisfied with training.

The Training team handles follow-up support from training questions within one week of the training session. Requests after that time are handled by the Geographic Solutions' Technical Support Staff.

VI.6.2 Training Plan

In accordance with provisions set forth in RFP 06-001-WDD and the matrix in Addendum A of the RFP, Geographic Solutions will develop a training plan, upon Agency approval, to include courseware development and training on all Hawaii Automated Management Information System applications for the following Department staff and customers:

- *Department Staff* – includes application users at headquarters and regional offices; IT staff at headquarters; Help Desk personnel statewide.
- *Local Staff* – likely to be consolidated in two locations, to include Staff User Training, application administration, and technical training for IT administrators for each application.

Geographic Solutions has previously worked with other state clients to accomplish training objectives similar in size and scope to those for Hawaii. Accordingly, our training developer has worked on site with state personnel to design instructional materials to be utilized during the actual training. Training classes, duration, materials, locations and resources were configured according to the following criteria:

- Intended participant groups
- Groups' system responsibilities
- Participant availability
- Participant skill level
- Time constraints
- Budgetary obligations

Geographic Solutions proposes this same approach to satisfy all training obligations for the Hawaii Automated Management Information System project. According to the matrix of Staff Training Required, added to Addendum A of RFP 06-001-WDD, Geographic Solutions, will plan for the training the following staff:

Class Title	Target Trainees	Class Size	Number of Days	Number of courses	Location
User Acceptance Training (UAT)	Key staff participating in the UAT phase of the project	Unlimited	1	2	Remote training via Internet

Class Title	Target Trainees	Class Size	Number of Days	Number of courses	Location
Staff Training	Field staff who will use the new system.	30 Attendees or less	3	2	Hilo, Hawaii
			3	2	Wailuku, Maui
			3	2	Lihue, Kauai
			3	5	Honolulu, Oahu
System Administrator Training	Senior technical staff who will establish and maintain system defaults and staff privileges	5 Attendees or less	1	1	Honolulu, Oahu

VII. Qualifications of Firm and Staff [RFP 3.4]

VII.1 Geographic Solutions Company Qualifications

VII.1.1 Company Key Information

Geographic Solutions, a privately held Florida corporation, was established in 1992 and incorporated in December 1993. Our Corporate and Technical Offices are located in Palm Harbor, Florida — just west of Tampa. We also have a western regional office with technical facilities in Salinas, California. The table below lists the appropriate contact information:

Company Name	Geographic Solutions, Inc.
Corporate Headquarters	1001 Omaha Circle Palm Harbor, Florida 34683
West Coast Office	234 Capitol Street Suite C Salinas, California 93901
Contact Name and Telephone Number	Paul Toomey, President 727-786-7955, ext. 208
Fax Number	727-786-5871
E-Mail Address	dtoler@geosolinc.com
Dun and Bradstreet	DUNS Number 965758758. DUNS rating 1R2.
Date of Incorporation:	January 1993

Geographic Solutions has more than 10 years successful, professional experience designing and developing comprehensive, integrated workforce development websites with requirements like those set forth in this RFP.

Geographic Solutions' only business is Workforce Development Systems. All of our clients are state or local government workforce development agencies. The following State Labor Departments have active contracts with Geographic Solutions:

- Alabama Department of Industrial Relations
- Alaska Department of Labor
- Arizona Employment Security Administration
- Delaware Department of Labor

- District of Columbia Department of Employment Services
- Florida Agency for Workforce Innovation
- Georgia Department of Labor
- Illinois Department of Employment Security
- Louisiana Department of Labor
- Maine Department of Labor
- Maryland Department of Labor
- Mississippi Employment Security Administration
- New Hampshire Employment Security Department
- New Mexico Department of Labor
- North Dakota Department of Employment Services
- Oklahoma Employment Security Commission
- Pennsylvania Department of Labor and Industry
- Rhode Island Department of Labor and Training
- South Carolina Employment Security Commission
- Tennessee Department of Labor & Workforce Development.
- Virginia Employment Commission
- Utah Department of Workforce Services
- West Virginia Bureau of Employment
- Workforce Florida Inc.
- Wyoming Department of Workforce Services

In addition 20 workforce development boards have direct contracts with Geographic Solutions.

VII.1.2 Company Overview

Geographic Solutions, Inc., is a privately held corporation, incorporated in the state of Florida, with extensive experience designing and developing web-based workforce development systems..

Geographic Solutions was established in 1992 and incorporated in December 1993. The firm has more than 10 years successful, professional experience creating comprehensive, integrated websites with requirements like those set forth in this RFP.

Our administrative and technical headquarters are located in the historic district of Palm Harbor, west of Tampa in Florida's High Tech Corridor. Our western regional office with technical facilities is located in Salinas, California.

Geographic Solutions is the leading provider of software solutions for workforce development, employment, and training in the United States. Since our incorporation, we have developed state-of-the-art systems for employment and workforce development agencies in more than 30 states. Our software is available to over 75% of job seekers and employers in the United States. Over 90% of the websites we have developed for clients in the last five years are still actively accessed on the Internet.

As an experienced Microsoft technology provider, Geographic Solutions is part of the Microsoft Certified Partner* network. Microsoft characterizes these companies as Leading Edge,

Experienced, and Endorsed by Microsoft. This worldwide program requires that either two or more Microsoft Certified Professionals are on staff, or the firm is experienced with eligible software or hardware products.

Geographic Solutions is uniquely qualified to meet the requirements defined in this RFP. What sets us apart from other vendors is our expertise in the following areas:

- Managing workforce development, employment, and training data
- Developing advanced, dynamic Websites
- Developing a solution quickly and effectively
- Conducting comprehensive training
- Providing superb service and support
- Hiring experienced staff
- Using state-of-the-art technology
- Converting data from legacy systems

Geographic Solutions has utilized its expertise in order to develop, implement, manage, and enhance systems for clients such as Department of Labor agencies in Alaska, Arizona, District of Columbia, Florida, Louisiana, New Mexico, North Dakota, South Carolina and Utah. We have an excellent record of developing and deploying workforce development systems for tracking and reporting.

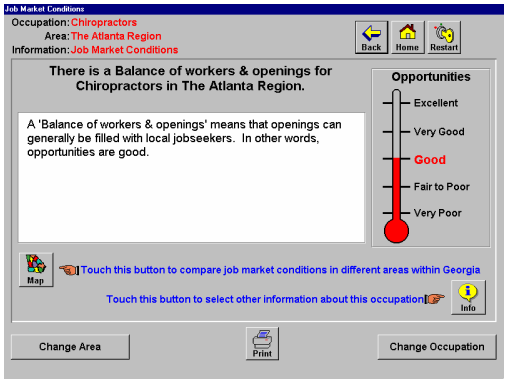
Geographic Solutions has been the leader in workforce development systems since we created the world's first comprehensive labor market information system for the State of North Carolina Employment Security Commission in 1994. Since then, we have demonstrated a consistent track record of innovation in both labor market information systems and general workforce development solutions. Some of the highlights of this record are outlined below:

Date	Innovation
1994	Geographic Solutions deploys the USA's first Labor Market Information System for the State of North Carolina Employment Security Commission.
1996	Geographic Solutions develops the first software system to use the America's Labor Market Information System (ALMIS) database structure for the State of Florida Department of Labor and Employment Security.
1996	Developed the first system to display LMI data specifically for job seekers for the state of Georgia
1997	Developed 18 Labor Market Information Systems in 18 months for the LMI Access Consortium.
1997	Geographic Solutions deploys the first comprehensive Labor Market System for the Internet using the ALMIS database structure to the State of Washington Employment Security Department.
1998	Geographic Solutions deploys the first Internet based eligible provider and consumer reports system to meet new legislation released by the State of Louisiana.
1998	Geographic Solutions deploys an Internet based eligible provider and consumer reports system to meet the needs of Workforce Investment Act (WIA) of 1998.

Date	Innovation
1998	Geographic Solutions introduces the country's first operational comprehensive one-stop operating system Virtual OneStop Version 1.0. In August 1998, the first Virtual OneStop was purchased by the Jobs and Education Partnership Regional Board (JEP) of Miami-Dade and Monroe Counties, Florida and the South Florida Employment and Training Consortium (SFETC).
1999	Geographic Solutions introduced Version 3.1 of Virtual OneStop — the first system to combine Internet based case management with a web based self-service provision.
1999	Geographic Solutions deploys an Internet based eligible provider and consumer reports system to meet the needs of Workforce Investment Act (WIA) of 1998.
1999	Geographic Solutions introduced the first ASP model for one-stops, the Virtual OneStop Annual Subscription. Under this program, Geographic Solutions hosts the site and provides Internet access.
2000	Introduced the first state level integrated one-stop operating system for the District of Columbia Department of Employment Services. System replaced the mainframe labor exchange system and is designed to serve all job seekers including welfare parents, disadvantaged youth, unemployed or displaced workers, and others willing to learn and work.
2001	Introduced the first multi-WIB integrated one-stop operating system for the State of Louisiana.
2001	Virtual OneStop was the first one-stop system used to directly produce WIASRD data that were certified as having no significant edits by Social Policy Research Associates.
2001	Virtual OneStop was a key component at the Workforce Development Board Centers of Flagler-Volusia Counties that received the National Association of Counties Workforce Development Award of Excellence. The centers were recognized as the best in the country.
2002	Geographic Solutions introduces the first Internet based integrated Scan Card system for tracking non-enrolled individuals. The system is known as VOScan.
2002	Geographic Solutions' developed the Individual Fund Tracking System to manage and track funds used in workforce development. The system is part of the modular Virtual OneStop suite of solutions.
2003	South Carolina's Virtual OneStop System was noted as an exemplary "model" one-stop system by federal auditors for that region.
2003	Geographic Solutions introduced the VOSJobs job spidering solution with tremendous job listing capabilities drawing from public and private job boards as well as corporate and other sites.
2003	Geographic Solutions' DCNetworks Analyzer system was acknowledged in the Labor Market Trends publication. The case study title was "Bringing Labor Market Information to a Wider Audience."
2003	Virtual OneStop and Virtual LMI component libraries are fully integrated with Analyst, Individual and Employer Services functions and incorporated the ALMIS 2.2 database, O*NET 5.1 data, and NAICS, SOC, and CIP codes for occupation and education data.

Date	Innovation
2003	Geographic Solutions teams with the Custom Research Division of Nielsen Media Research to offer labor market surveys and Web-based solutions with survey data integration.
2004	Geographic Solutions introduces the VOSTouch kiosk Web-based or stand alone solution for job seekers.
2004	Geographic Solutions' first annual Virtual OneStop/Virtual LMI combined user conference generated a new user consortium to share workforce development business practices.
2004	Geographic Solutions announces strategic partnerships with Dynamic Works Institute for staff courseware and On Point Technology for Unemployment Insurance integration known as Reemployment Data Exchange or RED.
2004	The Virtual OneStop System Version 6.0 is enhanced with new O*NET skills and interests assessments, including Web-based versions of the O*NET Interest Profiler and Work Importance Profiler expanded skills matching including job-specific skills and other innovations.
2005	Geographic Solutions is awarded a contract to provide a new generation of labor exchange system for the State of Florida. The system uses "Spider" technology to access every accessible job posted to the web by Florida Employers (approximately 275,000 jobs).
2005	Virtual OneStop /Virtual LMI Version 7.0 is released - supports ALMIS 2.3, O*NET 7.0 and state-of-the-art labor exchange.

VII.1.3 Company History



Geographic Solutions first gained national attention in early 1994 by creating the world's first comprehensive labor market information system for the State of North Carolina Employment Security Commission. Known as the Human Resource Information System (HRIS), this system graphically displayed, manipulated, and analyzed economic and labor market information from both state and federal sources. The software was originally developed in FoxPro version 2 using the latest multiple-window, event-driven technology. HRIS operated on both the Apple Macintosh operating system and Microsoft Windows Version 3.

HRIS revolutionized the way that state and local labor market data could be used by job seekers, employers, policy makers, and researchers. For the first time, a wide variety of key information was easily accessible in one system. The success of HRIS resulted in Geographic Solutions subsequently adapting this system for agencies in other states, including:

- State of Georgia Department of Labor — Georgia QuickStats
- State of Minnesota Department of Economic Security — MnWEIS
- State of Iowa Workforce Development Department — PC-LMI.

In early 1996, Geographic Solutions designed a new workforce development system called *JobGuide JobGuide* for the **State of Georgia Department of Labor**. This software, unveiled publicly at the first Jett*con Conference in Washington D.C., represented a radical new direction for workforce systems. It presented a simple, easy-to-use graphical interface that could be operated by job seekers having no prior computer experience.

The Georgia JobGuide presented easily accessible information that could assist individuals in understanding the total job market, identifying likely employers for their skills, and conducting effective, self-directed job searches. Developed exclusively using object-oriented Visual FoxPro for operation in a Windows 95 and NT environment, *JobGuide* was originally designed to reside exclusively in touch-screen kiosks in all the unemployment offices and other government field offices throughout the **State of Georgia**. It has subsequently been deployed on workstations using a standard mouse configuration as well.

Geographic Solutions subsequently developed an Internet based version of JobGuide for the **State of Georgia Department of Labor** as well as for the **New Mexico Department of Labor,** where the system was known as NMWorks (now LASER).

In the summer of 1996, Geographic Solutions applied its expertise in object-oriented development to create the most advanced and comprehensive workforce system seen at that time. The *Florida Research and Economic Database (FRED)* was developed for the **State of Florida Department of Labor and Employment Security.** This system provided a single one-stop source for demographic, economic, and labor market information for the state. The system was designed on the premise that people seeking demographic, economic, and labor market information have a wide variety of requirements — ranging from the researcher seeking detailed information on trends in labor cost to the “man on the street” looking for the average wage for an occupation in a specific area.

FRED graphically displays, manipulates, and analyzes a broad range of information from state, local, and federal sources. This database includes population and income figures, industrial and occupational wage statistics and projections, annual and monthly employment and unemployment figures, employment service applicants’ data, commuting patterns, employer data, and mass layoff statistics. Geographic Solutions also created an advanced version of *FRED* that is Web-based.

In October 1996, the U.S. Department of Labor’s Employment and Training Administration announced the preliminary version of a new standard database structure for storing labor market, economic, and demographic information. This normalized relational design became known as the America’s Labor Market Information System (ALMIS) database structure. Prior to the official release date in April 1997, Geographic Solutions had already adopted this standard for all its workforce development products.

In June 1997, Geographic Solutions delivered the first Internet system using the ALMIS database structure to the **State of Washington Employment Security Department**. Known as *Washington’s Interactive Labor Market Access (WILMA)*, this system combined the functionality of our systems like the *Florida Research and Economic Database* and the *Georgia JobGuide* — as well as provided access to labor market information via the World Wide Web.

In February 1998, the Microsoft Corporation and Advisor Publications Inc. selected Geographic Solutions and *WILMA* as a finalist in the 1998 *Visual FoxPro Excellence Awards*. This competition was open to leading software developers from around the world, and *WILMA* was nominated in two award categories: *Best Desktop Solution* and *Best Client Server Solution*.

Geographic Solutions was the first company to release products using ALMIS, a standard now adopted by all states. To date, Geographic Solutions has provided technical assistance in populating this database structure to over 30 state agencies.

In September 1997, Geographic Solutions signed a contract with an association of 18 state employment security agencies from around the country, known as the **LMI Access Consortium**. The Employment and Training Administration and National Occupational Information Coordinating Committee were affiliate partners in the LMI Access Consortium, and the Center for Employment Security Education and Research provided administrative support for this contract.

Impressed by the capabilities of systems developed by Geographic Solutions, such as the *Georgia JobGuide* and *FRED*, the consortium contracted with Geographic Solutions to supply a system that would provide user-friendly access to the ALMIS database in each of the 18 member states. Geographic Solutions delivered the following systems—all on or ahead of schedule:

MEDI: Maine Department of Labor

VELMA: Virginia Employment Commission

NEON: Nevada Department of Employment, Training and Rehabilitation

NHetwork: New Hampshire Department of Employment Security

POLARIS: Alaska Department of Labor

HILDA: Hawaii Department of Labor and Industrial Relations

Idaho Works: Idaho Department of Labor

INFORM: Ohio Bureau of Employment Services

Arizona LMIAccess: Arizona Department of Economic Security

NetWORKSri: Rhode Island Department of Labor and Training

VERIS: Vermont Department of Employment and Training

TheSource: Tennessee Department of Employment Security

California Labor Market Information System: California Employment Development Department

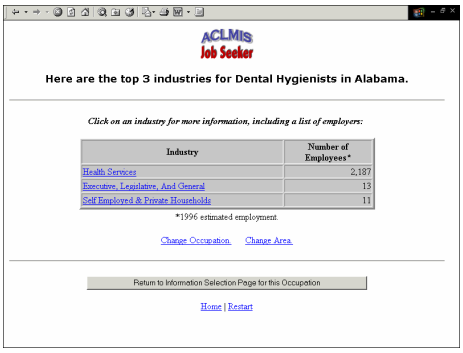
OKIES: Oklahoma Employment Security Commission

Discover Arkansas: Arkansas Employment Security Department

Texas Workforce Information Network: Texas Workforce Commission

Geographic Solutions has also produced comprehensive Internet based workforce development solutions for the **Illinois Department of Employment**, the **New Hampshire Department of Employment Security**, the **Rhode Island Department of Labor and Training**, the **Ohio Bureau of Employment Services**, and the **Mississippi Employment Security Commission**.

In April 1999, Geographic Solutions delivered a new Internet site to the **State of Alabama Department of Industrial Relations.** Known as the Alabama Dislocated Worker System, the site serves individuals who have lost, or are about to lose, their jobs because of large permanent layoffs or plant closings. The site is also used by state personnel in their role of providing a "Rapid Response" to mass layoffs throughout the state.



In the dislocated worker system, individuals can research occupations, analyze their skills to find suitable occupations, or look at their skill transferability to find jobs similar to their current occupation. The system illustrates appropriate occupations, suitable training and employers as well as current job openings via America's Job Bank. The site uses the latest U.S. Department of Labor, Employment and Training Administration's O*NET (Occupational Information Network) database that covers all aspects of the workplace, from the attributes of occupations to the characteristics of people who perform the job.

In January 1998, Geographic Solutions created another breakthrough Internet site when it developed the *Louisiana Occupational Information System (LOIS)* for the **Louisiana Department of Labor**. This system combined the functionality of systems, such as *WILMA,* with an advanced Provider Reports System, allowing users to compare provider report information for two schools offering a specific program. For example, a user can compare factors such as tuition costs and program length. The system also includes a scorecard that rates each program an institution offers, indicating factors such as the number of students who found employment and their average quarterly earnings.

In July 1999, Geographic Solutions was awarded a contract by the **State of Florida Jobs and Education Partnership** to develop a state-of-the-art Provider Information System that meets the current requirements of the Workforce Investment Act (WIA) of 1998, the State of Florida Strategic Five-Year State Workforce Investment Plan for Title 1, and the Wagner-Peyser Act.

The system is a single integrated performance information system that assembles employment, occupation, and performance information from all of the State's workforce development partners. The system maximizes consumer choice, allowing an adult interested in advancing his or her career, regardless of income, to do so. Job seekers such as low-income adults, including welfare parents, disadvantaged youth, unemployed or displaced workers, and others willing to learn and work, are able to access high quality provider information.

In July 2000, Geographic Solutions released an Internet based system for entering eligible training provider data and for displaying provider reports data for the **Delaware Department of Labor**.

In January 2003 Geographic Solutions combined Virtual OneStop (see below) and Labor Market Information products to produce the Virtual LMI and Virtual OneStop Component Library. This comprehensive system supports several user levels, including the analysts, individuals, and employers. The system was designed with a user-friendly interface that included left menu navigation, banner headers with the state's branding, tabbed interface, search features, links, instructions on the page, footer links, drop-down lists, and online embedded help.

Virtual LMI is a total labor market information system source, incorporating the ALMIS database, the O*NET database, and the NAICS, SOC, and CIP codes for occupation and education data. The system has detailed analyst services for economic, demographic, and labor force statistics. Virtual LMI includes individual and employer services with career exploration tools, in-depth data presentation on wages, future employment outlook, required skills, and a wealth of detailed labor market information

Between its release in 2003 and today, 17 states have adopted the Virtual LMI product as their primary LMI Internet based delivery mechanism. They are:

Alabama

District of Columbia

Florida

Georgia

Illinois

Louisiana

Maine

Maryland

Mississippi

New Mexico

New Hampshire

Oklahoma

Pennsylvania

Rhode Island

Tennessee

Virginia

West Virginia

In addition to the states listed above, more than twenty local workforce investment boards have contracted directly with Geographic Solutions directly to use Virtual LMI components to provide labor market information to assist individuals seeking employment and employers looking for talent.

In July 2005 Geographic Solutions introduced Version 7 of the Virtual LMI/Virtual OneStop Component Library. This offers labor market research, job opportunities, statistics, and more in a dynamic web environment built on the ALMIS 2.3 and O*NET 7.0 database structure. Version 7 provides a level of ALMIS 2.3 detail unsurpassed in any labor market information system. Version 7 advantages include multi-tiered “drill-downs” for exact statistics or data research along with advanced labor market modules for job seekers, students, and employers.

Version 7 has the adaptability for many user types and provides a centralized Website for government data, resulting in improved methods for cost-effective research and analysis at the state level. Geographic Solutions continues to provide software upgrades and enhancements to Virtual LMI and is currently working on version 7.1, which is due for release December 1, 2005.

VII.1.4 Customers Using Virtual OneStop Component Technology

The Virtual OneStop component technology is used by State and Local Organizations throughout the country. The following table illustrates the components that are currently deployed.

Customer	Labor Exchange	Individual Career Services	Employer Services	Case Management and Reporting	Individual Fund Tracking	VOScan Client Tracking	Analyzer Labor Market Information System	CRS Consumer Reporting System	VOSJobs	Local Labor Market Survey
Alabama Department of Industrial Relations (ACLMIS & Central Alabama VOS)	✓	✓	✓				✓	✓	✓	
Arizona Employment Security Administration	✓	✓	✓	✓	✓				✓	
West Central Georgia Workforce Board, Georgia						✓				
Calcasieu Workforce Center, Louisiana		✓								
Charlotte-Mecklenburg Workforce Development Board	✓	✓	✓						✓	
City of Detroit, Michigan	✓	✓	✓						✓	
City of Long Beach Workforce Investment Board, California	✓	✓	✓	✓	✓	✓			✓	
Delaware Department of Labor								✓		
District of Columbia Department of Employment Services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Florida Agency for Workforce Innovation	✓	✓	✓				✓		✓	
Georgia Department of Labor	✓	✓	✓				✓			
Illinois Department of Employment Security	✓	✓	✓				✓			
Indiana Southern 7 Workforce Board	✓	✓	✓			✓			✓	
Louisiana Department of Labor	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Maine Department of Labor	✓	✓	✓				✓	✓	✓	

Customer	Labor Exchange	Individual Career Services	Employer Services	Case Management and Reporting	Individual Fund Tracking	VOScan Client Tracking	Analyzer Labor Market Information System	CRS Consumer Reporting System	VOSJobs	Local Labor Market Survey
Maryland Department of Labor	✓	✓	✓				✓		✓	
Mayaquez/Las Marias, Puerto Rico	✓	✓	✓	✓	✓					
Miami Dade County, Florida	✓	✓	✓						✓	
Michigan- Public Policy Associates								✓		
Michigan Works – Berrien, Cass, Van Buren Counties	✓	✓	✓						✓	
Mississippi Employment Security Administration	✓	✓	✓				✓		✓	
Monterey County OneStop Career Center, California	✓	✓	✓	✓	✓	✓			✓	
New Hampshire Employment Security	✓	✓	✓				✓	✓		
New Mexico Department of Labor	✓	✓	✓	✓	✓		✓		✓	
North Dakota Department of Employment Services	✓	✓	✓							
Ocala Workforce Board, Florida	✓	✓	✓						✓	
Oklahoma Employment Security Commission	✓	✓	✓				✓		✓	
Pikes Peak Workforce Board, Colorado	✓	✓							✓	
Pennsylvania Department of Labor and Industry	✓	✓	✓				✓		✓	
Pinellas County WorkNet, Florida	✓	✓	✓						✓	✓
Rhode Island Department of Labor and Training	✓	✓	✓				✓		✓	
San Bernardino County, California	✓	✓		✓	✓	✓				
Santa Ana Workforce Investment Board, California	✓	✓	✓	✓		✓				
Santa Cruz Workforce Board, California	✓	✓	✓	✓	✓	✓				

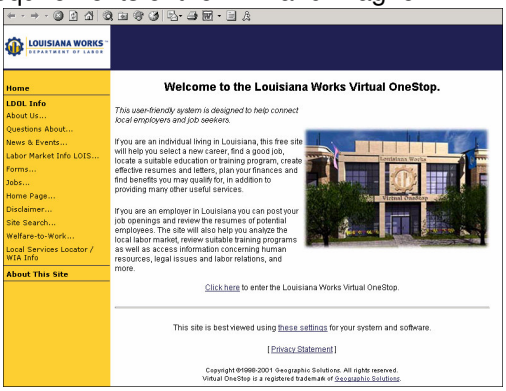
Customer	Labor Exchange	Individual Career Services	Employer Services	Case Management and Reporting	Individual Fund Tracking	VOScan Client Tracking	Analyzer Labor Market Information System	CRS Consumer Reporting System	VOSJobs	Local Labor Market Survey
South Carolina Employment Security Commission	✓	✓	✓	✓	✓					
Tennessee Department of Labor and Workforce Development	✓	✓	✓				✓		✓	
The Oregon Workforce Consortium				✓	✓					
Utah Department of Workforce Services		✓	✓						✓	
VA Region 2000- Lynchburg, Virginia	✓	✓	✓						✓	
Virginia Employment Commission	✓	✓	✓				✓		✓	
West Virginia Bureau of Employment	✓	✓	✓				✓		✓	
Workforce Florida	✓	✓	✓						✓	
Wyoming Department of Workforce Services	✓	✓	✓	✓	✓				✓	

VII.1.5 Similar Projects the Company Has Been Engaged In

In June 1998, Geographic Solutions introduced Virtual OneStop, a system specifically designed to fulfill the needs of local workforce development boards and one-stop offices. The system was comprised of modules for universal access for job seeker and employers and labor exchange services. In August 1998 the first Virtual OneStop was purchased by the Jobs and Education Partnership Regional Board (JEP) of Miami-Dade and Monroe Counties, Florida and the South Florida Employment and Training Consortium (SFETC).

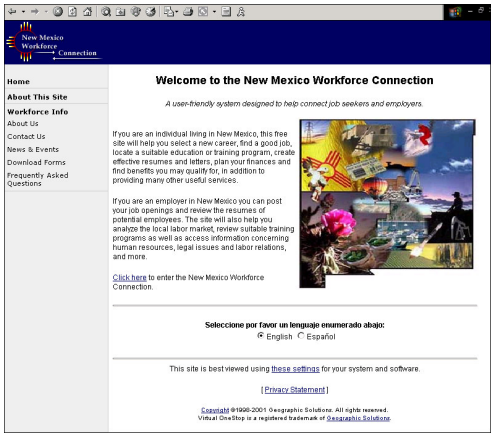
Since that time, Virtual OneStop has evolved into the only integrated web-based system in the country that encompasses a comprehensive suite of solutions for fulfilling the requirements of Labor Exchange, Labor Market Information Display, Case Management, One-Stop Services, the Workforce Investment Act (WIA), the Wagner-Peyser Act and other workforce related programs. Our customers are vast, ranging from heavily populated states and metropolitan areas, to remote, sparsely populated regions. Virtual OneStop has produced the federally mandated WIA and Wagner-Peyser reports, and has been adapted to support the revised Common Measures introduced in 2005, as well as WIA Reauthorization.

Geographic Solutions first produced a state system to fulfill the requirements of the WIA and Wagner-Peyser Act in 2000, when we completed Phase II of DC Networks for the District of Columbia Department of Employment Services. DC Networks serves all job seekers in the Metropolitan DC area, including welfare parents, disadvantaged youth, unemployed or displaced workers, and others willing to learn and work.



DC Networks offers a full complement of online services for agency staff, case managers, and career counselors — including common intake, eligibility determination tools, referrals, case management information, placement data, scheduling tools, client tracking, and follow-up utilities. DC Networks replaced the District's ODDS / ENDS mainframe employment service system and legacy JTPA systems. Geographic Solutions has written custom programs to import legacy data including participant information, job orders, referrals, and services from the District's mainframes. DC Networks integrates and interfaces multiple agencies, partners and programs including Employment Services, Unemployment Insurance, Welfare to Work, and Vocational Rehabilitation.

Similar to DC Networks, the Louisiana Works Virtual OneStop (LAVOS) is a comprehensive one-stop operating system, providing services to multiple agencies and partners in all of the state's workforce development boards.



Geographic Solutions and the Louisiana Department of Labor collaborated to deploy LAVOS in April 2001. The company has continually enhanced the system since that time. LAVOS is responsible for providing all Self Service OneStop Access, Integrated Case Management, Common Intake and Labor Exchange for the State of Louisiana Department of Labor and all Louisiana local Workforce Investment Boards. The system serves employers, job seekers and individuals seeking benefits in all parishes and workforce boards in Louisiana.

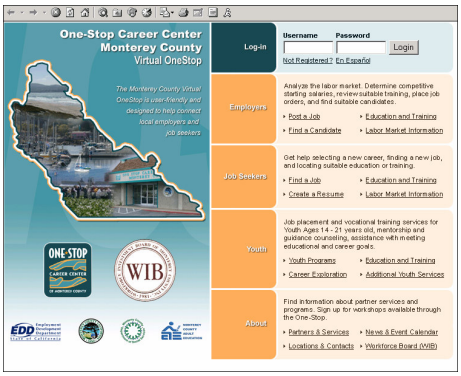
In August of 2001, the Job Service of North Dakota awarded a contract to Geographic Solutions, in conjunction with the Oracle Corporation, to provide a customized One-Stop Delivery System for the state. The project included the design and development of a statewide self-service one-stop and labor

exchange system.

In February 2003, Geographic Solutions and Oracle fully implemented the software customization into the project and delivered the system to its users.

In June 2002, the State of New Mexico Department of Labor contracted with Geographic Solutions for a comprehensive state system using existing legacy data and incorporating self-service, labor exchange, Wagner-Peyser reporting, WIA case management, financial tracking, and WIA reporting functions. The New Mexico Workforce Connection's Virtual OneStop System provides services for 28 locations throughout the state.

The project's timeline was 90 days for the initial phase and the system was implemented on schedule. Geographic Solutions' project managers and analysts met regularly for JAD (Joint Application Design) sessions to ensure that requirements were met. The development team wrote data processes to import/export information from mainframe systems in order to populate the system with historical data. By adapting Virtual OneStop to the New Mexico Department of Labor's business requirements, Geographic Solutions deployed a customized workforce development system that continues to fit their needs.

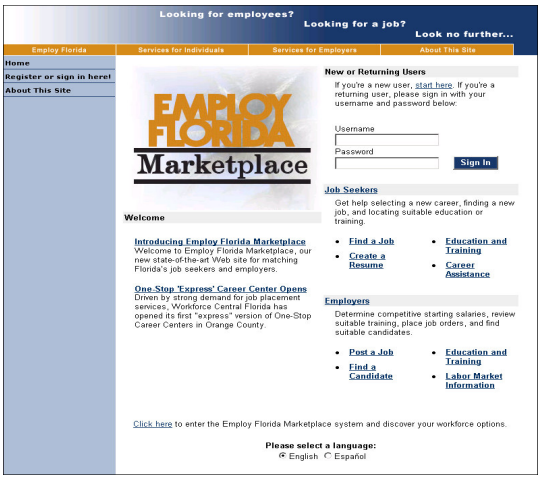


Local workforce regions also rely on Virtual OneStop labor exchange to match job seekers and employers. From coast to coast, regions including Monterey, California; Santa Ana, California; Pinellas County, Florida; Charlotte, North Carolina; and Central Alabama are using the system to provide labor exchange services in their diverse economic regions. In total, Virtual OneStop now provides labor exchange services in sixteen local regions in the country.

Geographic Solutions contracted with the State of Utah in 2004 to deploy the VOSJobs comprehensive employment search tool. Development on Utah's VOSJobs system began in May 2004, and the site went live that October. Utah selected VOSJobs to integrate with and enhance their state website.

Since Utah's system debuted, thousands of jobs from a variety of employment banks and corporations have been spidered off the Web, making them immediately available to job seekers in the state.

In January 2003 Geographic Solutions combined Virtual OneStop (see below) and Labor Market Information products to produce the Virtual LMI and Virtual OneStop Component Library. Geographic Solutions released Version 7 of this library in July 2005. Version 7 incorporates a new proprietary job search technology that uses "Database Intelligence" techniques to allow the user to rapidly search jobs from a variety of Internet based job sites based on comprehensive criteria. Using this state-of-the-art mechanism, the user can scan through tens of thousands of jobs in seconds.



The Virtual LMI/Virtual OneStop Component Library was recently selected to provide labor exchange for the State of Florida. The Employ Florida Marketplace system went live on March 1, 2005. Between March 1, 2005 and October 1, 2005 there were 264,581 referrals to external jobs made through Employ Florida Marketplace and more than 2 million jobs have been displayed on the system. The Employ Florida Marketplace provides all labor exchange and employment service functions, including the tracking of referrals and services, profiling and performance reporting. The system currently contains more than 300,000 jobs in the State of Florida.

The system provides capability well beyond a simple keyword search, permitting the user to provide multiple criteria, including occupations, industries, skills, and more. A user can conduct a search for suitable careers based on a direct analysis of the latest Employment and Training Administration (ETA) and Bureau of Labor Statistics (BLS) labor market information, together with a match to the skills posted on job orders and a self-service career analysis.

Other new development includes the Individual Employment Plan/Individual Service Strategy and expanded outcome forms. Version 7 also includes compatibility with federal Common Measures reporting.

Comprehensive development of the skills matching process is another helpful new tool in the system. Our application includes a system of over 2,500 job-specific skills linked to the latest O*NET data. Geographic Solutions is the first company to take the integrated skills one step farther by classifying the skills into user-friendly categories. Individuals may efficiently choose skills from 14 wide-reaching categories, including General, Skilled Trades, Computers and Mathematics, Management, and others. Now, experienced workers, newly separated veterans and others can identify their transferable skills and use them to explore careers and look for jobs. Individuals may also search by entering “lay titles” without any prior knowledge of skills classification.

For staff, the Create/Modify Job Skill Sets function allows staff members to create skill sets to use for individuals who are looking for jobs in the system. Additionally, staff members that work with employers can create or modify skill sets to match an employer’s job order, resulting in a candidate search for the appropriate skills.

To effectively manage the system’s resumes, an improved Manage Resume/Candidate Ranking function was created to add ranking for resume searches. Search results are ranked based on selections of Required, Desired, and N/A (Not Applicable) experience levels and other criteria. Candidate resumes that match or exceed the specified criteria are displayed and ranked accordingly.

Version 7 is an exceptional product resulting from our team’s in-depth experience in workforce development processing. The following agencies have recently chosen Virtual OneStop Version 7 to meet their future online workforce development needs.

- Alaska Department of Labor (Statewide)
- State of Florida, Workforce Florida (Statewide)
- City of Detroit Workforce Development Department
- Michigan Works! Berrien-Cass-Van Buren Workforce Development Board
- San Bernardino County, California
- Wyoming Department of Workforce Services

VII.2 Geographic Solutions Staff Qualifications

Our qualified staff has an unparalleled track record in delivering workforce development systems on time and on or under budget. Since 1997, we have delivered thirty-six (36) WIA and Labor Exchange related Internet systems to state workforce development agencies in twenty-two (22) States. These systems serve populations ranging from 40,000 to over 4 million.

The key to our success in implementing one-stop operating systems is our project management and business analyst staff. All of our project managers have at least five years of workforce development experience at the state and local levels. All of our business analysts have at least 8 years of workforce development experience at the state and local levels.

Our staff's expertise in specific applications allows them to collaborate effectively with customers. A primary focus is the assessment of customer needs and the subsequent development of the right solution, on target with the customer's requirements. Additionally, we work with our clients to establish a realistic project timeline so that an assignment of priorities will coordinate with the customer's schedule.

Our software Project Management team includes staff with Wagner-Peyser and WIA program experience at state and local Workforce Investment Board levels. The key to our success in implementing one-stop-operating, labor exchange, and labor market systems is our technical managers, project managers, and business analyst staff. Our managers and analysts have worked on similar projects.

Geographic Solutions employs a professional staff with decades of combined experience in workforce development systems. We have individuals who specialize in specific areas of labor exchange and one stop functionality such as job orders, Wagner-Peyser reporting, etc. Others specialize in WIA, Voc Rehab, and other federal programs. We employ more than 40 experienced developers specializing in building workforce development systems. This is far more than anyone in the workforce development industry and allows Geographic Solutions to ensure that any project task is completed on time and to the required specification.

The project team for the Hawaii Automated Management Information System Projects outlined below.

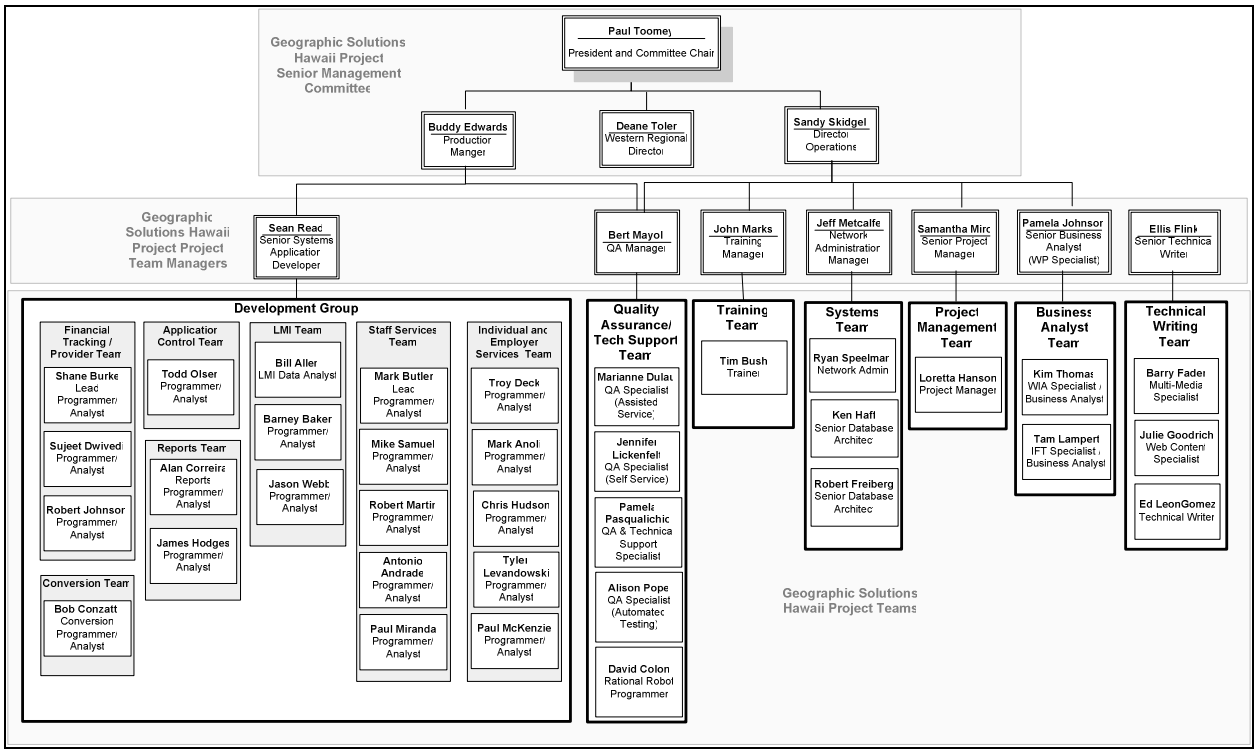
VII.2.1 Project Team Organization

Geographic Solutions is proposing a project team of 45 individuals to develop and maintain the Hawaii Automated Management Information System Project. The team will be supported from time to time by other members of the Geographic Solutions staff. In addition there will be three administrative staff that will be involved with the project as well as the 12 member Job Spidering Team that will be involved in creating and maintaining Hawaii specific job orders.

The Hawaii project team organization reflects our unparalleled experience in similar workforce development system projects. The Senior Management Committee has primary responsibility for the management and coordination of the project and is responsible for providing direction regarding any general business decisions. This committee consists of four senior and experienced members of Geographic Solutions' staff.

Reporting to the Management Oversight Committee are seven managers/leads that are responsible for the teams that comprise the overall project staff. Each team specializes in specific aspects of the project cycle. Staff members within each team report directly to the team manager, who is responsible for the activities of that team.

The Development group is made up of seven teams. Each team has a staff of developers that are responsible for specific aspects of the development of the project. The following chart displays Geographic Solutions' key staff and team organization for the Hawaii Automated Management Information System Project:



Geographic Solutions' Project Team Organizational Chart for the Hawaii Automated Management Information System Project.

VII.3 Functional Responsibilities of Project Team

The following table illustrates the functional responsibilities and reporting requirements for each organizational unit level:

Team Name	Responsibilities
Senior Management Committee	Conduct administrative, technical, and supervisory duties in order to monitor all Geographic Solutions' employees, day-to-day, and developmental activities.
Individual / Employer Services Team	Develop Individual / Employer services for Virtual OneStop systems.
Staff Services Team	Develop Staff Services for Virtual OneStop Systems.
QA / Technical Support Team	Write test plans. Test systems for quality assurance. Conduct periodic meetings to assess / re-evaluate test plans. Provide email, telephone, and fax support to answer client questions.
Application Control Team	Handle uploads, change control, and versioning processes.

Team Name	Responsibilities
Reports Team	Develop and integrate customized and standard federal reports into projects. Develop reports for local and state projects that incorporate a reporting component. Resolve issues related to system reports and design.
Systems Team	Manages a LAN/WAN network. Directs data backup and recovery. Controls ASP hosting services. Analyzes Change Management issues. Assists with Disaster Recovery planning and Business Continuity processes.
Conversion Team	Creates code and scripts to integrate legacy data and third party systems with Virtual OneStop.
LMI Team	Evaluate, analyze, and program LMI information from wage data to unemployment statistics to property values. Adhere to federal government LMI reporting requirements.
Financial Tracking / Providers Team	Responsible for functionality associated with financial tracking, education programs and providers, consumer reports and activity tracking.
Job Spidering Team (12 members, not shown on organization chart)	Research and analyze sites with job spidering possibilities. Setup spiders and collect jobs. Test spiders for quality assurance.
Project Management Team	Guarantee that system deliverables match specifications, and act as the general point of contact with the client concerning change orders, invoices, staff changes, and status updates.
Business Analyst Team	Write software specifications for all system modules. Serve as subject matter expert on Virtual OneStop systems. Facilitate design meetings for system development.
Training Team	Prepare and conduct onsite or online training using a T3 model (Train-the-Trainer) and/or working with Partner organizations.
Technical Content Team	Develop, prepare, and send system documentation in print and electronic form. Research, develop and prepare specific web content. Translate web content
Admin Team (3 members, not shown on organization chart)	Facilitate travel arrangements. Manage bookkeeping and human resources aspects of the company.

VII.4 Roles of Key Project Team Members

The following table summary lists the key Geographic Solutions staff members who will work on the Hawaii Automated Management Information System Project:

Staff Member Name	Title	Roles / Responsibilities in Hawaii Project
Paul Toomey	President / Contract Administrator	Contractually oblige Geographic Solutions, Inc. Coordinate senior management committee.
Sandy Skidgell	Director of Technical Operations	Manage technical aspects of project form initial design and development phases through final product implementation and follow-up maintenance / support.

Staff Member Name	Title	Roles / Responsibilities in Hawaii Project
Buddy Edwards	Production Manager	Coordinate Virtual OneStop system development, production, and maintenance. Plan development and implementation schedules to produce deliverables on time.
Deane Toler	Western Regional Director	Responsible for communication with customer regarding contract administration and other business issues.
Loretta Hanson	Hawaii Project Manager	Develop business requirements of the new system. Create and sustain project plan. Coordinate project communication and serve as point of contact. Report statuses. Handle requests.
Samantha Miro	Senior Project Manager	Review project business requirements, project plans and status reports. Provide support and backup to Hawaii project manager.
Pam Johnson	Senior Business Analyst	Coordinate development of all software specifications. Write software specifications for labor exchange/Wagner Peyser solution enhancements. Serve as subject matter expert on Virtual OneStop and labor exchange/Wagner Peyser. Facilitate meetings on Virtual OneStop and system enhancements.
Kim Howe-Thomas	Business Analyst	Write software specifications for Financial IFT solution enhancements. Serve as subject matter expert on Virtual OneStop and Financial IFT systems.
Tam Ray	Business Analyst	Write software specifications for Financial WIA solution enhancements. Serve as subject matter expert on Virtual OneStop and WIA.
Barry Fader	Senior Technical Writer	
Ken Haff	Senior Database Administrator/Architect	Design, develop, analyze, integrate, and support MS SQL database.
Jeff Metcalfe	Senior Network Administrator	Responsible for assessing the hardware and hosting infrastructure requirements required to meet business and technical requirements. Install and configure application software on server environment. Managing hosting infrastructure and environment including all hardware and software.
John Marks	Training Manager	Develop training materials for each application. Administer “Train-the-Trainer” sessions to department staff; help desk personnel, and department trainers.
Bert Mayoli	Quality Assurance Manager	Create Quality Assurance (QA) & Test plans. Conduct periodic reviews of plans and revise as necessary. Perform QA and testing on all system components and supervise QA team.

Staff Member Name	Title	Roles / Responsibilities in Hawaii Project
Sean Read	Senior Systems Application Developer	Provide expertise in identifying and interpreting code from States' SQL systems and applying the appropriate business logic to the new systems, and developing potential interfaces to the mainframe and other systems.
Troy Deck	Individual / Employer Services Team Lead	Coordinate all development for self service functionality. Provide expertise in the design, functional development, and back-end programming for Virtual OneStop Employer and Individual Services application development. .
Mark Butler	Staff Services Team Lead	Coordinate all development for staff service functionality. Provide expertise in the design, functional development, and back-end programming required for Virtual OneStop Staff Services application development.
Shane Burke	Financial Tracking and Provider Services Team Lead	Coordinate all development of functionality associated with Individual Fund Tracking and Providers. Provide expertise in the design, functional development, and back-end programming required for Virtual OneStop IFT and Provider/Program application development.

VII.5 Resumes of Key Project Team Members

The following resumes show the qualifications of the proposed key staff, including education and experience in application development; deployment; implementation; testing; documentation; training for workforce agencies of similar volume and complexity; browser-based application using Microsoft technologies.

Paul Toomey

President and Committee Chair
Geographic Solutions, Inc.

Professional Summary

December 1992 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
November 1988 – Dec 1992	National Programming Services, St. Petersburg, Florida
April 1987 – November 1988	Prime Computer, Tampa, Florida, and Systematics, Tel-Aviv, Israel
January 1986 – April 1987	Geonex Martel, St. Petersburg, Florida

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Education

1985 Imperial College of Science and Technology, London, England, M.S. in Remote Sensing and Geographic Information Systems

1984 University College, University of London, England, B.S. with Honors in Geography (Upper Second Class)

Technical Skills

Operating Systems:	Windows NT/2000, XP, 98; UNIX, Macintosh OS, VMS, PRIMOS, DOS
Networks:	Ethernet (Thick, Thin, Fiber, 10BaseT), Novell Netware, DECnet, AppleTalk
GIS/CAD:	ARC/INFO, Intergraph, AMS, MapGrafix, MapInfo, AutoCad, MAPICS
Software Applications:	FoxPro (multiple versions), MS Office Suite, Microsoft Project, SQL Server, Oracle, MS Access, Henco Info, 4th Dimension, Filemaker Pro, PageMaker, HyperCard

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Project History

December 1992 - present **Geographic Solutions, Inc.**

President/ CEO

Over 15 years experience in Information Systems, Computer Programming, Systems Analysis, and Geographic Information Systems for State and Local Governments in the United States and overseas. President/ CEO of web-based software development firm. Mr. Toomey oversees all aspects of software development, company business operations, and marketing of information technology systems throughout the United States.

Mr. Toomey's project references are too extensive to list in this response. He has served as the Contract Administrator in deployments of over 50 Internet Systems deployed since 1993.

As President / CEO and Contract Administrator, Mr. Toomey holds the following responsibilities:

- Directing the Florida and Western Regional Offices, coordinating projects, and handling administration issues
- Managing complex state and local contracts and subsequent system implementation
- Ensuring project deliverables are on time and that contractual obligations are fulfilled
- Overseeing management of Labor Market Information for 17 states
- Facilitating meetings with system architects, web developers, graphic artists, project managers, technical domain consultants, and other specialists to advance solutions for information, reporting, and survey systems
- Developing and designing improved functionality modules for web-based systems, working with system architects to achieve state-of-the-art software
- Consulting with clients to analyze systems and determine effective solutions
- Implementing strategies to resolve problems, and plan business management and growth of technical services

Mr. Toomey's workforce development and Labor Market information state projects include:

State of Alabama (**ACLMIS**); State of Florida Research and Economic Database (**FRED**); State of Georgia QuickStats System; State of Illinois Workforce Info Center; State of Louisiana LMI System (**LOIS**); State of Maryland LMI System; State of Maine Employment Guide; State of New Hampshire (**Network)**; State of New Mexico (**NMWORKS**); State of Oklahoma (**OKIES**); State of Rhode Island (**Network RI**); State of Tennessee (**The Source**); State of Virginia (**VELMA**); State of North Carolina Human Resource Information System (**HRIS**); State of Iowa Resource Information System (**IRIS**); State of Wisconsin Resource Information System (**WRIS**); State of Missouri One Stop Information System; Washington Interactive Labor Market Access (**WILMA**); Pennsylvania Labor Market Information Database System (**PALMIDS**).

Virtual OneStop project experience with WIA and/or Labor Exchange systems includes District of Columbia (**DC NETWORKS**); State of Louisiana (**LAVOS**); State of South Carolina; State of New Mexico; State of North Dakota; State of Arizona; State of Alaska; and State of Utah.

Local projects include Central Alabama, AL; Pima and Maricopa Counties in AZ; Monterey County, City of Long Beach, Santa Ana, Santa Cruz County, and San Bernardino Valley College in CA; West Central Georgia, GA; Southern 7 WIB, IN; Baltimore, MD; Lower Shore Alliance, MD; Charlotte-Mecklenburg County, NC; Cumberland County, NJ; Roswell, NM; Oregon Consortium and Oregon Workforce Alliance, OR; Nashville, TN; Austin, TX; Hampton Roads/Norfolk and Lynchburg Region 2000 in VA.

Virtual OneStop systems implemented in Florida are: Ocala CLM Board, Work Net Pinellas, Florida High Tech Corridor/Tampa Bay Partnership, Miami-Dade/Monroe, Palm Beach, Flagler/Volusia, Escambia/Santa Rosa, Okaloosa/Walton, and Alachua/Bradford Counties; and the Regions of Big Bend/Tallahassee, and Chipola.

November 1988 - December 1992 **National Programming Services**
St. Petersburg, Florida
Information Systems Specialist

As Information Systems Specialist, developed complex database software applications for several large projects. Extent of projects developed include:

- Designed and implemented a WAN Ethernet for Alachua County, Florida, incorporating an IBM AS400 and IBM 4381 mainframe host.
- Created an advanced FoxBase database system used to access property data in an AS400 SQL host
- Integrated GIS software for Disney Development Corporation with AutoCad systems on DEC UNIX workstations
- Created a package to analyze data on key industrial sites for Oglethorpe Power in Atlanta, Georgia. Data accessed from a host UNIX database
- Implemented a $750,000 contract for CSX Transportation, Jacksonville, Florida, to integrate 500 microcomputers and associated GIS software in a large enterprise network of DEC VAX hosts, IBM mainframes, and IBM PCs
- Developed a program for analysis of key economic and population data from the U.S. Census Bureau for use by the State of North Carolina and Daytona Beach, Florida

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April 1987-November 1988 **Prime Computer, Systematics**
Tampa, Florida and Tel-Aviv, Israel
Technical Support Manager

As Technical Support Manager, worked in developing specialized software and interfaces for the following projects:

- Developed digital mapping and GIS database software on PRIME, Tektronix, and IBM PC computers for Israel National Surveyor General, Tel-Aviv Municipality, and Israel Electric Corporation
- Worked with Westinghouse Electric Corporation to develop a commercial interface package between ARC/INFO and the CADPAD mainframe electrical distribution planning system

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January 1986 – April 1987 **Geonex Martel**
St. Petersburg, Florida
Computer Programmer

As Computer Programmer, responsibilities included custom software and technical support for the following projects:

- Wrote custom software for large GIS digitizing and conversion contracts for U.S. Fish and Wildlife Service, Defense Mapping Agency, Southern Bell Telephone, and U.S. Census Bureau

Sandy Skidgell

Director Operations
Geographic Solutions, Inc.

Professional Summary

March 2000 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
April 1999 – March 2000	Raymond James & Associates, Inc., St. Petersburg, Florida
July 1991 – March 1999	Crawford Communications, Inc., Atlanta, Georgia
March 1976 – July 1991	CONTEL, Inc., Atlanta, Georgia HQ and other locations

Technical Skills

During the past 5+ years, advanced design experience includes dynamic database development and template driven Internet applications and Web sites. Development was completed using combinations of Visual InterDev, FrontPage, Visual Basic, ASP (VBScript), JavaScript, PERL, Access, MS-SQL, Netshow and RealVideo. Projects were designed to run on multiple browser clients and Microsoft IIS servers.

Previous development experience included multimedia CD-ROMs and kiosks, CD-i, Expert Systems and Artificial Intelligence spanning the entertainment, aerospace, telecommunication and financial industries. Previous projects were developed on INTEL and UNIX platforms using C/C++, Paradox PAL, LISP, PCScheme, SQL, Media Mogul, Balboa, VaxBasic, and COBOL.

Operating system experience includes Windows 95/98/2000/XP, NT 3.51& 4.0 Workstation and Server, Sun 4.1.3, Solaris, IRIX and Dec VAX.

Project History

March 2000 - present Geographic Solutions, Inc.
Senior Software Architect

Senior software architect/engineer for application development and production. Manages development and design issues on Virtual OneStop and Individual Fund Tracking applications, and additional Web-based workforce development information systems. Source code system expert for Virtual OneStop software application. Responsibilities include the following:

Manages software development team for Virtual OneStop application. Works with team members on design and source code programming issues relating to usability, business rules, integration of data sources, and dynamically-driven components.

Software architect for Individual Fund Tracking system. Designed dynamic Microsoft SQL Server based system for complex fund tracking for compliance with the Workforce Investment Act objectives. Met with clients to determine requirements and created a prototype. Wrote specifications and source code. The IFT system was developed to integrate with the Virtual OneStop application.

Software Architect for enhancements requiring design analysis of dynamically-driven features that operate in a robust database environment.

Designed the Virtual OneStop help feature, using Microsoft SQL Server 7.0 as the backend database.

Utilizes ASP, Microsoft SQL Server 7.0, Microsoft Transaction Server, Internet Information Server 4.0, and ActiveX objects written in Visual Basic 6.0 (including business logic and data access components).

April 1999 – March 2000 **Raymond James & Associates, Inc.**
Application Development Supervisor

Development and deployment of Raymond James Online Trading (Internet) and Financial Advisor Support System (Intranet) applications.

Supervised a team of 5 programmers and 3 business analysts.

Reviewed all technical specifications and actively participated in code development.

July 1991 – March 1999 **Crawford Communications, Inc.**
Senior Software Engineer

Web site and Internet application development, CGI/ISAPI/ASP programming.

Responsible for web hosting services and audio-video streaming technologies. Clients included Tribune Broadcasting, CNNfn, Cinecanal, Crawford and Company, NetRoadshow, and The Herald Bulletin, Anderson, IN.

Multimedia kiosk applications for IBM, the Association of Tennis Professionals, State of Georgia, Indianapolis 500 Museum, Delta, and the Smithsonian.

CD-I applications for Phillips Interactive Media, Duke Power, and Karastan.

March 1976 – July 1991 **CONTEL, Inc.**
Coordinator, Network Operations

Developed network traffic analysis systems using artificial intelligence and expert systems methodologies. CONTEL HQ, Atlanta, GA.

Designed and coded a network traffic data processing system responsible for a four fold increase in productivity. New England Division, Concord, NH.

Field engineer assigned to a team tasked to automate the collection of network traffic data. Damariscotta, ME.

Prior to 1976, Mr. Skidgell held positions in New England and the Southwest as a Sr. Electronics Technician, Air Traffic Controller, and Nuclear Weapons Instructor.

Clarence (Buddy) M. Edwards, III

Production Manager
Geographic Solutions, Inc.

Professional Summary

January 2003 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
May 1998 – December 2002	Arthur Anderson, LLP, Sarasota, Florida
May 1980 – December 1997	U.S. Department of Veteran Affairs, Washington, DC

Education

1978	George Mason University, Fairfax, Virginia, B.S. in Business Administration
2000	Certified Project Manager – The Center for Project Management

Technical Skills

Operating Systems:	MS Windows 3.0 through 2000, MS NT, UNIX/Oracle (Solaris), UNIX/Informix, UNIX/Sybase
Software Applications:	MS SQL Server, Oracle, Visual Basic, COBOL, IBM Lotus Notes, MS Office, MVS/DB2, SQR, Wang Systems, PeopleSoft 8 Financial Suite, Cisco Communications, TALX, Resumix, Hyperion, Feith Imaging systems

Project History

January 2003 - Present **Geographic Solutions, Inc.**
Production Manager – Technical Development

As Production manager and a member of the Senior Management Team, Mr. Edwards is involved in strategic business planning and responsible for managing the technical development team for the Virtual OneStop software applications.

Mr. Edwards's responsibilities include:

- Working with Senior Management Team to implement and achieve company objectives and strategic decision-making
- Coordinating Virtual OneStop system development, production, and maintenance
- Planning development and implementation schedules of applications using strategies to achieve project milestones and produce deliverables on time
-
- Conducting meetings with team members to assign and supervise software application development according to specifications and standards
-
- Authorizing and checks system functionality to ensure work is completed as specified
-
- Analyzing and resolving technical production problems and incidents
-
- Managing customer change orders and addresses issues relating to development changes and language translation
-

- Overseeing and meeting with the QA team on testing plans to determine when product is ready for system testing.

May 1998 – December 2002 **Arthur Anderson, LLP**
Senior Manager, Applications

Senior Manager for the development and support of 165 global applications with a 25 person staff. Summary of responsibilities were primary customer interface, team formation and leadership, budget administration, requirements gathering, application development, system testing, deployment, and system maintenance. Duties included the following:

- Managed a major upgrade and continued improvement to the US financial process – PeopleSoft AP, workflow, and imaging. This included the development and implementation of a pre-purchasing approval application that significantly reduced corporate spending
- Oversaw the customization, implementation, deployment to new country sites, and customer support for the company's global asset management system
- Managed a customer satisfaction project for a critical program that administers the Continuing Professional Education compliance status of Andersen audit and tax professionals. Worked closely with the customer to develop and implement a program to identify and correct program defects, improve system performance, and adhere to development and production standards.
-

Directed the technology components of a project to implement PeopleSoft HRMS/Payroll solution for company employees. This effort included working with customers to define business requirements, developing the required customizations, and developing applications to interface PeopleSoft HRMS with mandatory state and federal government processes.

-
- Directed the Andersen Year 2000 Compliance project for the Sarasota development center, with successful results. This effort included developing the compliance testing strategy and work plan and administering the compliance testing process through completion.

May 1980 – December 1997 **U.S. Department of Veteran Affairs**
Senior Manager, Applications Development

Managed the replacement of a legacy HR/Payroll system. PeopleSoft HRMS was augmented with a resume processing and classification system, and an IVR system to support management and employee self-service. Duties included the following:

- Formed and managed VA project team (100 VA employees and 35 contractors)
- Managed business process re-engineering of VA legacy system using industry accepted and PeopleSoft best business practices
- Facilitated functional requirement sessions with customers
- Managed development and testing of VA customizations to PeopleSoft and other various application interfaces
- Directed data conversion efforts
- Managed the development and implementation of customized training for VA customers
- Managed VA's PeopleSoft release upgrade process

1986 – 1995 **Manager - VA Data Center**

The VA Washington Data Center provided application development and computer operations support for

Washington, DC, VA customers. Duties included the following:

- Selected and managed the Data Center staff.
- Directed the daily Data Center operations including 100 servers
- Managed VA Wide-area Network (250 Nodes)
- Managed applications development for Data Center customers.
- Implemented and managed Data Center quality assurance program

1980 – 1985 Deputy Director - Data Center Administration

Managed budget administration, hardware and software procurements and personnel levels for seven VA Data Centers. Supervised 15 employees. Duties included the following:

- Administered the annual OMB Data Center budget approval and execution process
- Managed major Data Center hardware, software, and telecommunications procurements – collecting requirements, obtaining GSA procurement approval, developing, issuing, and awarding RFP
- Oversaw a project to consolidate seven VA Data Centers to three Data Centers, resulting in significant annual savings

Kim Howe-Thomas

IFT Specialist / Business Analyst
Geographic Solutions, Inc.

Professional Summary

September 2000 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
August 1999 – August 2000	Pinellas County (Florida) Health Department, St. Petersburg, Florida
May 1990 – August 1999	Career Options of Pinellas, formerly The Private Industry Council, Inc., St. Petersburg, Florida
June 1986 – May 1990	Professional Employment and Training Services, Inc., St. Petersburg, Florida
July 1982 – December 1985	US Department of Defense, Bindlach, Germany

Education

Eckerd College, BA (with high honors), Business Administration

Training in:

- Steven Covey's "First Things First" Leadership Seminar
- Facilitative Leadership training – meeting facilitation skills
- Many computer software, operating systems and programming training courses

Technical Skills

Software	Novell 3.1.2, Windows 95/98/2000, Word, Excel, Access, PowerPoint, Full Shot, Visio, SQL 7.0, Visual Basic
Hardware	Network Server, Client PC

Project History

January 2004–Present **Geographic Solutions, Inc.**
Business Analyst / IFT Specialist

Ms. Howe-Thomas is a member of the Business Analyst Team and is involved in business problem solving along with technical specification analysis for software design.

Ms. Howe-Thomas's responsibilities include:

- Analyzing specifications for new software design and functionality
- Evaluating software business rules as they apply to the workforce business model
- Validating and analyzes data for state clients and its effects on federal reports and performance measures
- Reviewing data issues related to integration and conversion
- Writing software specifications for Financial IFT solution enhancements
- Serving as subject matter expert on Virtual OneStop and Financial IFT systems
- Facilitating meetings on Virtual OneStop and Financial IFT system enhancements
- Presenting demonstrations of new system functions with in-depth explanations of subsequent business rules (WIA, Wagner-Peyser, etc.)
- Coordinating business analysis efforts with clients throughout the project life cycle to maintain viable solutions and manage version upgrades

- Training Quality Assurance Specialists on expert testing of system business rules

September 2000–December 2003 Geographic Solutions, Inc., Project Manager
As Project Manager:

Developed the Financial IFT application, used to track individual fund sources, for the Virtual OneStop system—designed to help workforce managers, the application is an excellent planning and account management tool

- Managed State of South Carolina Virtual OneStop project's design specifications and implementation
- Managed complex Virtual OneStop projects throughout Florida from initial phases of research, design, development, and testing to final stages of implementation and client support
- Met with executive managers, state board members, and local managers to determine objectives
- Worked in collaboration with clients to develop practical solutions to meet client's business requirements
- Facilitated meetings throughout the project life cycle to obtain system approval and acceptance
- Wrote software specifications for Virtual OneStop systems
- Analyzed One Stop process workflows in various counties throughout Florida and successfully worked to improve system design efficiency
- Assisted with data integration planning and interface requirements on Virtual OneStop systems implemented in Florida
- Trained all staff and administrative levels, including "Train the Trainer"
- Presented demonstrations of Virtual OneStop with focus on details of Financial IFT system
- Managed and worked on Virtual OneStop deployment in: State of South Carolina, Alabama Special Region, Cumberland County, New Jersey, Miami-Dade, Palm Beach, and Escambia/ Santa Rosa Counties in Florida. Also, Okaloosa/Walton, Flagler/Volusia, and Alachua/ Bradford Counties, along with the Big Bend/Tallahassee and Chipola Regions of Florida.

August 1999–August 2000 Pinellas County Health Department
Human Services Program Manager

- Managed staff and grant resources for the Teen Pregnancy Prevention Program and Reproductive Health programs
- Managed staff performance against contracted objectives and insure compliance with all federal, state and local regulations
- Collaborated with various Health Department program and clinic managers to better coordinate services for teens
- Performed budget preparation and management, established and monitored staff and team performance standards, and served on various community committees around youth and teen pregnancy prevention issues
- Facilitated PCHD employee "Action Team," problem solving issues raised in Employee Satisfaction Survey as part of the Department's Quality Improvement Program

May 1990–August 1999 Career Options of Pinellas
Center Director

- Managed staff, space and revenue resources in the St. Petersburg Center to insure quality services to employment and training customers
- Demonstrated leadership skills as an agency Senior Management Team member, a member of various community Boards and planning bodies, and as the lead manager in the St. Petersburg One Stop comprised of five agencies delivering and coordinating services to

customers
- Responsible for oversight and strategic planning for the agency as a Senior Management Team member
- Responsible for managing team of employees in meeting required service levels and complex compliance/audit requirements for center performance
- Responsible for development and management of complex budgets as large as $3m, encompassing program-specific revenues with multiple funding cycles, sources, reporting and spending requirements.
- Recruited, trained and developed diverse staff of varying professional levels to successfully perform in a complex, dynamic team environment with competing prioritie
- Managed contracts with community agencies, tracking deliverables and providing technical assistance
- Providing training to contractor staff as necessary to assist in maximum contract performance
- Project management experience includes design and implementation of six successful employment and training programs
- Designed Access database system to track center, contractor and individual employee activities and performance

June 1986–May 1990 **Professional Employment and Training Services, Inc.**
Intake Supervisor and Job Developer

- Recruited, trained and managed a diverse staff of varying professional levels in a time sensitive environment
- Coordinated staff activities for countywide community recruitment and eligibility determination for more than 2,000 youth in SHORT, fast-paced timeframe
- Located and negotiated space arrangements to meet demand in key communities to effectively penetrate eligible populations
- Designed, staffed and monitored systems of accountability for accuracy of applicant eligibility documentation
- Responsible for marketing, developing and managing all on-the-job training opportunities with employers for welfare recipients
- Worked with employers in developing training outlines identifying training and skill level objectives and measuring competencies of skills obtained
- Worked individually with each trainee, developing each as a responsible team member in defining their employment goals and developing their job seeking and keeping skills

July 1982 – December 1985 **US Department of Defense**
Biochemical Test Coordinator

- Received, coded and shipped all urinalysis samples of service members from nine armed services units assigned to the Bindlach subcommunity, ensuring strict adherence to USMC "chain-of-custody" regulations
- Responsible for the integrity of the urinalysis testing program, including accurate and confidential reports of urinalysis test results to unit Alcohol and Drug Coordinators

Loretta Hanson

Project Manager
Geographic Solutions, Inc.

Professional Summary

April 2002 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
August 1998 – April 2002	Curtis & Associates, Inc./Concera Corporation, Bakersfield, California
February 1990 – August 1998	Tulare County Department of Health and Human Services, Tulare, California

Education

1997 College of the Sequoias, Visalia, California

A.A. Degree in Social Science
A.A. Degree in Psychology
Dean's List achievement.

2000 – present Taft College, Taft, California.
Currently pursuing a Bachelor's Degree in Sociology.

University of California Davis Training Courses from Tulare and Kern Counties in:

- Management
- Curtis & Associates Supervisory Training
- Partners Training
- Total Quality Management Academy
- Supervisor Academy
- Professional Communication
- CalWORKS 101

Technical Skills

Software	All Novell products, Windows 95/98/2000, Word, Excel, Access, Adobe Printshop, PowerPoint, Word Perfect Suite, MS SQL
Hardware	Network Server, Client PC

Project History

April 2002 - present **Geographic Solutions, Inc.**
Project Manager

Mrs. Hanson's responsibilities include:

Managing complex Virtual OneStop projects throughout California, from initial phases of research, design,

development, and testing to final stages of implementation and client support

Meeting with executive managers, state board members, and local managers to determine objectives

Working in collaboration with clients to develop viable solutions to meet client's business requirements

Facilitating meetings throughout the project life cycle to obtain system approval and acceptance

Writing system specifications and analyzing applications to match business requirements

Analyzing One Stop process workflows in various counties throughout California and successfully working to improve system design efficiency for use in software applications

Assisting with JTA, CalWORKS and other data integration planning and interface requirements on Virtual OneStop systems implemented in California

Managed and worked on Virtual OneStop deployment in the following locations: Monterey County One Stop Career Centers, San Bernardino Valley College, Long Beach County and Santa Ana W/O/R/K Centers in California; along with Maricopa County (Phoenix) Arizona; and the State of New Mexico project.

August 1998 – April 2002 **Curtis & Associates, Inc./Concera Corporation**
Program Director and Data Consultant

Oversaw budgets, set-up and implementation of contract/programs in 10 Kern County locations, including 8 One Stop Centers

Responsible for hiring and training supervisors and case managers

Responsible for developing and producing all reports for the Career Advancement/Retention Contract

Developed a tracking collection method in an MS Access database, tracking performance measures and producing all information needed for performance reports

Sheree Finley

Employer Outreach Specialist / Project Manager
Geographic Solutions, Inc.

Professional Summary

August 2004 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
November 1997 – August 2004	Goodwill Industries - Suncoast, St. Petersburg, Florida
June 1993 – June 1998	Xerox Corporation, Tampa, Florida
July 1990 – June 1993	Chase Manhattan Bank, Tampa, Florida

Education

December, 2001 – Almeda College, Tampa, Florida, BA, Social Services

Technical Skills

Software	Windows 95/98/NT/2000, Microsoft Word, Microsoft Excel, Microsoft Powerpoint, Microsoft Project, Microsoft Access, Visual Source Safe, Microsoft SQL, FrontPage
Professional Certifications	Florida Certified Workforce Professional (FCWP)

Project History

August 2004 - present — **Geographic Solutions, Inc.**
Employer Outreach Specialist / Project Manager

Manages customer systems and common case management system for state and local workforce development areas.

Ms. Finley's responsibilities include:

- Encouraging non-registered employers to set up accounts or contact local workforce centers to place job orders
- Educating employers on the solutions available for staffing shortages, training opportunities, and other areas
- Providing promotions and outreach programs to leverage local business membership organizations
- Establishing and maintaining direct relationships with participating employers
- Creating incident reports as needed to maintain consistency between configuration documents and the base system, and managing the incidents throughout the resolution process.
- Managing and tracking client-created incidents that have been entered into the Online Project Communication system, and responding to the incidents as necessary until the incident is resolved

November 1997 – August 2004 — **Goodwill Industries – Suncoast, Inc.**

Program Manager

Job tenure at Goodwill Industries covered six years of experience in roles with increasing responsibility.

As Program Manager:

- Managed employment and training services, including activities covered under the Wagner-Peyser, Workforce Investment Act and Welfare Transition Programs
- Managed daily one-stop operations for case management teams under WIA and WTP programs, including coordination of services for Partners and clients
- Coordinated employer service and Partner employment activities relating to recruitments, job matching and marketing
- Served as liaison between WorkNet Pinellas Partners and the employer community
- Coordinated business outreach and placement activities with WorkNet Pinellas account representatives, including establishing meetings, collection of all documentation related to customer placements, employer contacts and contract benchmarks
- Managed and implemented reporting systems and subsequent monitoring of operating results, staff effectiveness, service levels and problem areas
- Coordinated quarterly performance and monthly reports

June 1993 – July 1998 **Xerox Corporation**
Customer Service Manager

As Customer Service Manager:

- Responsible for meeting 96% level of service on monthly basis
- Managed 35 customer service representatives and one clerical staff member
- Coordinated customer service efforts for company's Southeast Region

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July 1990 – June 1993 **Chase Manhattan Bank**
Collections Representative Supervisor

As Collections Representative Supervisor:

- Responsible for collection activity on accounts in 90, 150 and 180 day delinquency
- Managed daily activities of 90-day delinquency collection representatives

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Ken Haff

Senior Database Architect
Geographic Solutions, Inc

Professional Summary

September 2002– Present	Geographic Solutions, Inc., Palm Harbor, Florida
1994 – September 2002	INVEST Financial Corporation, Tampa, FL
1993 - 1994	Account Services Inc., Largo, FL

Education

1984 Pinellas Vocational Technical Institute (Electronics Math) and Mid-Florida Technical Institute (Electronic Technology).

Recent courses completed include: Visual Basic 6.0 Development, System Administration for MS SQL Server 7.0, Implementing a Database on MS SQL Server 7.0, Supporting MS SMS 1.2, Supporting MS SQL Server 6.5.

Technical Skills

Software and hardware application experience MS SQL Server 6.5, 7.0 and 2000, MS SMS 1.2, Data Junction, and Visual Basic 6.0.

Mr. Haff has over 10 years' experience as a database administrator / architect.

Project History

September 2002 - Present **Geographic Solutions, Inc.**
Database Administrator / Architect

As a Database Administrator, Mr. Haff is responsible for:

- Manages integrity of the product(s) database structure
- Works with business analysts and end users during a system's development phase, as well as post implementation
- Exacts the highest possible level of system performance and reliability to maximize user acceptance
- Documents detailed data mapping rules and methodology for movement of data between applications and systems.

1994 – September 2002 **INVEST Financial Corporation, Tampa, FL. Systems Administrator & DBA**

As an Internet Application Designer:

- Managed database backup, replication, security, planning, implementation, and ETL using VBScript, TSQL/Stored Procedures, Custom DTS tasks, Data Junction/DJEngine, and Connect Direct in a MSSQL Server 7.0/2000 Enterprise
- Created and managed the corporate data warehouse

- Implemented and documented in detail all data mapping rules and methodology for movement of data between applications and systems
- Modified databases and programs to increase decision support systems processing performance
- Worked with business analysts and end users during development phase and as well as post implementation in effort to exact the highest possible level of system performance and reliability maximizing user acceptance
- Setup and configured OLAP/Analysis services and used MDX to access and analyze data for decision support development

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February 1997 – Present **Account Services Inc**
Computer Operations Manager

As a Programmer/Developer:

- Performed DBA functions using Symantec's Q&A database
- Performed repair and upgrades on PC's
- Responsible for small LANtastic network
- Provided technical support and generated reports

Jeffrey D. Metcalfe

Senior Network Administrator / Infrastructure Designer
Geographic Solutions, Inc.

Professional Summary

April 1998 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
January 1990 – January1999	IMEX of Florida, Inc., Tarpon Springs, FL

Education

1999 University of South Florida, Tampa, Florida
Associate of Arts Degree
Microsoft Certified Software Engineer (MCSE)
CISCO Certified Network Administrator (CCNA)

Technical Skills

Operating Systems	MS-DOS, Windows 95, 98, WIN2000, NT 4.0, NT2000, XP, WINNT, Macintosh, MS IIS Server
Networks	LAN/WAN Technologies, VPN, Ethernet, TCP/IP
Software Applications	Checkpoint Firewall 1, ArcServe backup, MS Office, MS SQL Server, MS Access, HTML, JavaScript, Visual SourceSafe, Visual Intercept, FoxPro, Corel Office Suite

Project History

July 2002 - present **Geographic Solutions, Inc.**
Sr. Network Systems Administrator / Infrastructure Architect

Mr. Metcalfe is part of the Senior Management Team and involved in problem-solving and strategic planning decisions regarding hardware/software. He has ten years of experience in network administration, hardware and software integration and web hosting. He is network administrator for internal networks nationwide. He is also in charge of system security, product review, hardware/software purchases, and client software installation and operating system support.

Mr. Metcalfe's responsibilities include:

- Managing a LAN/WAN network consisting of multiple geographic locations with servers, PC workstations, and laptops
- Controlling VPN secure connectivity for satellite offices in Georgia and California offices
- Directing data backup / recovery and dual redundancy (UPS) method utilized for servers, RAID configuration for automatic switching and processing
- Controlling Application Service Provider (ASP) hosting services at technology facility
- Working with clients to maintain 24/7 availability
- Installing client software on-site or remotely; advising client on hardware integration matters and security concerns; and resolves network installation problems
- Providing technical support for internal networks and operating systems
- Analyzing Change Management issues before hardware/software changes are made

- Assisting with Disaster Recovery planning and Business Continuity processes

Workforce development projects include the Virginia's Electronic Labor Market Access (VELMA), Maine Economic Data Inventory Web Site, Alabama Comprehensive Labor Market Information System (ACLMIS), and New Hampshire Works Source for Consumer Information on Education and Training (NSCITE). Virtual OneStop project experience includes the District of Columbia (**DCNetworks**), State of Louisiana (**LAVOS**); State of New Mexico; State of South Carolina; State of North Dakota; Travis County and Austin, Texas; Hampton Roads/Norfolk, Virginia; Pima (Tucson) and Maricopa (Phoenix) Counties in Arizona; Cumberland County, New Jersey; and numerous deployments throughout Florida regions and California counties.

April 1998 – July 2002 **Geographic Solutions, Inc.**

Network Systems Engineer

As Network Systems Engineer, Mr. Metcalfe's responsibilities were:

- Provided technical support for nationwide internal network and operating systems
- Reviewed, purchased, and installed hardware and software for corporate network
- Facilitated network server equipment expansion and designed secure server room when technical facility was purchased
- Installed client software and hardware at client sites and provided technical support

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January 1990 – January 1999 **IMEX of Florida, Inc.**
Network Administrator

As a Network Administrator his responsibilities included:

- Managed company network and operating systems
- Provided technical support for hardware/software problems
- Assessed hardware and software for company purchases
- Installed software and hardware on PC workstations
- Provided support for technical infrastructure and system applications

John Marks

Training Lead
Geographic Solutions, Inc.

Professional Summary

January 2002 – Present Geographic Solutions, Inc., Palm Harbor, Florida

March 1997 – December 2001 Certegy (formerly Equifax), St. Petersburg, Florida

Education

1989 – 1992 University of South Florida, Bachelor in Science
English Education

1987 – 1989 Manatee Community College, Associate in Arts
Liberal Arts

Technical Skills

Windows 95/98/NT 4.0/XP, Microsoft Office '97/'00/XP (Professional Suite), RoboHelp, Adobe FrameMaker, Adobe Acrobat Writer/Reader, Microsoft Front Page, HTML, Visio,

Project History

January 2002 – present **Geographic Solutions, Inc.**
Client Education Specialist/ Training Lead

Mr. Marks began as technical writing consultant and later assumed the duties of client education specialist.

Responsibilities include the following:

- Conducting client training for the Virtual OneStop system and the Virtual OneStop Administration system
- Creating system design documents (SDD)
- Creating system design document (SDD) for the State of New Hampshire Works Source for Consumer Information on Training and Education (NSCITE) system
- Partnering in the mass update of various system user guides for the following projects: Alachua-Bradford, Austin, Flagler-Volusia, Louisiana, Monterey, North Dakota, and San Bernardino.

November 1999 – December 2001 **Certegy (formerly Equifax)**
Technical Writer II

Produced Widows- and mainframe based documentation for financial services clients. Responsibilities included the following:

- Managed writing projects
- Met strict deadlines
- Tested software
- Managed quarterly CD-ROM distribution project
- Provided informal training for CD-ROM users
- Performed technical editing responsibilities for Documentation department

- Trained junior technical writers

December 1998 – November 1999 Equifax
Client Support Analyst

Led support team servicing proprietary software users in the following ways:

- Wrote and edited electronic documentation for department Help guide
- Designed, created, and delivered staff instruction
- Created job description handbook using ISO 9000 format
- Monitored support staff for Quality Assurance (QA) purposes

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March 1997 – December 1998 Equifax
Client Education Specialist

Conducted client software training for credit card portfolio management. Responsibilities included the following:

- Wrote and edited curriculum
- Delivered formal instruction
- Provided follow-up phone support
- Managed computer based training (CBT) project for mass conversion

Bert Mayoli

Quality Assurance Manager
Geographic Solutions, Inc.

Professional Summary

September 2001 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
August 1998 – March 2001	Best Software, St. Petersburg, Florida
September 1996 – August 1998	Soft Computer Consultants, Palm Harbor, Florida
August 1990 – August 1996	Laboratory Corporation of America, Tampa, Florida

Education

1982 McCarrie's School of Health Sciences and Technology, Philadelphia, Pennsylvania, Associate Degree in Specialized Technology

Technical Skills

Software, Operating Systems: Windows 3.1/95/98/NT/2000, Microsoft Office, including Word, Excel, and Access; SQL Server, Mercury International Test Director, WinRunner, Visual Build Professional, Beyond Compare, and Rational Suite.

Project History

September 2001 – Present **Geographic Solutions**
Quality Assurance Manager

As a Quality Assurance Manager Mr. Mayoli's responsibilities include the following functions:

- Developing and implements testing procedures that ensure the data, software and hardware integrity of all *Virtual OneStop* and *Virtual LMI* products
- Maintaining version control for systems and manages code and data changes from the development arena through to production.
- Working with project managers and developers to coordinate software changes identified in the quality assurance testing process

August 1998 – March 2001 **Best Software**
Quality Assurance Analyst

As a quality assurance analyst, performed the following functions:

- Developed and implemented the automation process
- Automated existing test scripts
- Wrote and automated new system and comprehensive test plans

- Performed regression testing for all new systems
- Performed troubleshooting functions to determine exact nature of software failures
- Worked with Program Managers to coordinate software changes
- Developed and implemented bug-fix protocol involving monitoring, testing and documentation of the fix

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September 1996 – August 1998 **Soft Computer Consultants**
Quality Assurance Analyst

As a quality assurance analyst, performed the following functions:

- Unit testing of new features and enhancements
- Writing and automating new system and comprehensive test plans
- Regression testing of all new systems
- Troubleshooting programs to determine exact nature of software failures
- Working closely with Program Managers to coordinate software changes
- Developing and implementing “bug” fix protocol involving monitoring, testing and documentation of the fix
- Root Cause and Hazard Analysis of all software failures.
- Weekly and monthly reports detailing departmental progress
- Involvement in all phases of the software development life cycle after beta testing is complete

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August 1990 – August 1996 **Laboratory Corporation of America**
Managed Care Coordinator

As a managed care coordinator, performed the following functions:

- Established the managed care department including development of all procedures and protocols
- Monitored and revised areas requiring improvement through the use of trend reports and graphs
- Maintained a positive client relationship and a high level of satisfaction through personal visits to client sites
- Investigated client and managed care providers complaints and provided detailed incident reports with corrective actions
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Marianne Dulau

Quality Assurance Specialist (Assisted Service)
Geographic Solutions, Inc.

Professional Summary

September 2003 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
December 2000 – August 2003	American Technical Services, Palm Harbor, FL
June 1998 – December 2000	Gulfcoast Programs, Tarpon Springs, FL

Education

August 2000	University of South Florida, Tampa, FL
	B.S. Degree in Management Information Systems

Education Courses include:

- Programming courses in C and VB, HTML
- Database Management in SQL and Oracle
- Data Communications
- Systems Design and Analysis

Technical Skills

Operating Systems:	Windows 98/NT/2000/XP, Macintosh
Programming Languages:	C, HTML, and Visual Basic
Databases:	SQL Server 2000, Oracle 8i, Microsoft Access, FileMaker Pro
Applications:	SQL Server 7, Microsoft Office 2000, Delrina Form Flow, Adobe Acrobat, QuickBooks, Adobe Photoshop, Adobe Illustrator, Macromedia Dreamweaver 4, Macromedia Fireworks 4

Project History

September 2003 – Present **Geographic Solutions**
Quality Assurance Specialist

As Quality Assurance Specialist, Ms. Dulau is responsible for the quality of the web-based application.

- Develops and implements testing procedures that ensure the data, software and hardware integrity of all *Virtual OneStop* and *Virtual LMI* products
- Develops quality and performance strategies and implements them using automated and manual testing procedures
- Maintains version control for systems and manages code and data changes from the development arena through to production

December 2000 – August 2003 **American Technical Services**
Quality Assurance Specialist

As a quality assurance specialist, Ms. Dulau performed the following functions:

- Developed test plans and test cases for analytical investigation of problems
- Tested web based applications
- Documented business requirements, functional specifications, and test plans
- Provided immediate corrective remarks, motivated the implementation of corrective actions, and conducted follow up testing
- Used business requirement, system requirement process, and data flow in test plan formulation to determine expected results and test cases

June 1998 – December 2000 **Gulfcoast Programs**
Accounts Receivables

As part of the Accounts Receivables department, Ms. Dulau performed the following functions:

- Processed and billed clients using QuickBooks
- Delegated in phone collection of overdue accounts
- Maintained and updated customer files using FilerMaker Pro
- Compiled and prepared monthly reports
- Answered customer inquiries, problems, and complaints

Sean Read

Senior Systems Application Developer
Geographic Solutions, Inc.

Professional Summary

April 1997 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
January 1996 – April 1997	Advanced Plasma Systems,.St. Petersburg, Florida
February 1992 – December 1995	Resolution Trust Corporation, Tampa, Florida

Education

1993 – 1995 Hillsborough Community College, Associate in Science Computer Programming and Applications

Professional Courses Advanced SQL Server, Visual Basic, ASP Training

Technical Skills

Windows 2000, Windows 95/98/NT 4.0, Visual Studio .NET, ASP.NET, VB.NET, Client/Server Development, Visual Basic, Visual FoxPro, Visual Interdev, Windows NT Option Pack 4.0 including Internet Information Server 4.0, Internet Information Server 5.0, SQL Server 7.0/2000, Oracle, Active Data Objects (ADO), Active Server Pages (ASP), HTML, VBScript and JavaScript.

Project History

April 1997 - present **Geographic Solutions, Inc.**
Senior Application Developer

Lead analyst for software application design and development of Virtual LMI, Virtual OneStop, Alien Labor Certification System, and additional Web-based workforce development information systems.

Software engineering experience includes the following:

- Analyzing conversion issues on Virtual LMI from ALMIS database 1.1 to 2.2 structure
- Application code migration of ALMIS database 1.1 to 2.2 structure for Virtual LMI
- Assisting with development of Tennessee's The Source LMI system including data integration of America's Job Bank data for job orders
- Implementing customizations for State of Illinois WIC (Workforce Info Center) LMI system to increase the application's flexibility
- Analysis and Design of Louisiana state system **(LAVOS)**. Resolved state's issues related to data integration and reporting to create an effective system integrating legacy sources
- Analysis and Design of District of Columbia system **(DCNetworks)** that integrates legacy data sources and provide complex functionality for users
- Aided in the development and deployment of a Client/Server application written in Visual FoxPro for the Department of Labor in various states
- Co-developed ASP web application that utilized Internet Information Server 3.0, VBScript, JavaScript, Active Data Objects (ADO) and Microsoft SQL Server 6.5
- Developed and maintained several other N-tier web applications, incorporating cutting-edge

technologies such as Internet Information Server 4.0, Microsoft SQL Server 7.0, Microsoft Transaction Server, and ActiveX objects written in Visual Basic 6.0 (including business logic and data access components)

Other projects include: Virginia Workforce System, Miami-Dade/Monroe Virtual OneStop Alabama Dislocated Worker System and Washington Interactive Labor Market Access System.

January 1996 – April 1997 **Advanced Plasma Systems**
Software Developer

- Used Visual FoxPro to develop a business information management system that encompassed every aspect of the organization. Features include: contact management, project and activity management, appointment scheduling and administration.
- Customized, enhanced, and performed troubleshooting for this software to satisfy the needs of a multi-user environment in a rapidly growing company.

February 1992 – December 1995 **Resolution Trust Corporation**
Records Management Technician

- Oversaw the Tampa REMATS (Record Management Tracking System).
- Provided help desk assistance to the Facilities, Investigations and Travel Voucher departments that included designing database tables and custom reports.
- Acted as a liaison between Tampa, Atlanta, and Washington offices.

Mark Butler

Lead Programmer/Analyst
Geographic Solutions, Inc.

Professional Summary

September 2001 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
April 2000 – July 2001	Mediacentric Group, St. Petersburg, Florida
November 1999 – February 2000	Mills Brothers Limited, Halifax Nova Scotia, Canada

Education

February 2000 Information Technology Institute. Halifax Nova Scotia, Canada

VII.5.1.1.1.1.1.1.1 Applied Information Technology Diploma

April 1999 Memorial University of Newfoundland, St. John's Newfoundland, Canada

Bachelor of Arts, Major in Sociology, Minor in Business

Technical Skills

Technical skills include:

- Visual Basic 6 - COM/COM+, ASP Application deployment using IIS, MTS
- Java - Includes the use of JDBC, JDK, and IBM Visual Age for Java
- Oracle 8 - SQL, PL/SQL, Developer 2000, Oracle Forms/Reports & Oracle8 Web Application Server
- Microsoft SQL Server 7, 2000 - Table design, developing stored procedures using T-SQL.
- Methodologies & Tools - Software Analysis & Design, Microsoft DNA (Distributed interNet Architecture), Unified Modeling Language (UML), Rational Rose, Source Safe

Project History

September 2001 – Present **Geographic Solutions, Inc.**
Programmer / Lead Web Application Developer

As a Programmer / Lead Web Application Developer, Mr. Butler's responsibilities include the following:

- Expanding and customizing Virtual One Stop Workforce Development System for new and existing client bases
- Serving as lead developer on Washington DC's Workforce Development System (DC Networks)
- Playing role as key developer in multiple State and County Level applications
- Collaborating with senior management to create system designs and requirements

April 2000 – July 2001 **Mediacentric Group**
Software Engineer

As Software Engineer:

- Re-engineered existing Impact & Inside Sales Performance System
- Designed and Developed Object based Vista Exchange system utilizing UML Design and Microsoft DNA Development Architecture

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November 1999 – February 2000 **Mills Brothers Limited**
Systems Analyst

As a Systems Analyst:

- Developed conversion and construction of a database to streamline the firm's financial history
- Collected information from a Unix-based retail management system and Implemented into a Microsoft Access Application

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Samantha Miro

Senior Project Manager
Geographic Solutions, Inc.

Professional Summary

August 2001 – Present Geographic Solutions, Inc., Palm Harbor, Florida

December 1997 – August 2001 Goodwill Industries – Suncoast, Inc., Tampa, Florida

January 1997 – September 1997 Department of Children and Families, Tampa, Florida

July 1994 – December 1996 The Children's Home, Tampa, Florida

Education

University of South Florida, Tampa, Florida, BA, Psychology (Minor: Criminology)

Languages – Fluent in Spanish

Technical Skills

Software: Windows 95/98/NT/2000, Microsoft Word, Microsoft Excel, Microsoft Powerpoint, Microsoft Project, VISIO

Project History

August 2001 - present **Geographic Solutions, Inc.**
Project Manager

Managed customer systems and common case management system of state and local workforce development areas. Virtual OneStop project experience includes State of Louisiana Works Virtual OneStop, State of North Dakota **JobsND**, and Mayaguez Virtual OneStop, Puerto Rico.

As project manager, her responsibilities are:

Manages project from initial phases to final implementation and follow-up support.

Works in collaboration with clients to develop viable solutions to meet client's business requirements.

Facilitates meetings throughout the project life cycle to obtain system approval and acceptance.

Writes software requirements for Virtual OneStop systems.

Managed complex State of North Dakota project, collaborating with Oracle managers, from initial phases of research, design, development, and testing to final stages of implementation and client support. Met with executives, and state managers to determine objectives**.**

December 1999 – August 2001 **Goodwill Industries – Suncoast, Inc.**
Center Manager

As Center Manager:

- Supervised 25 employees in a high-volume Welfare Transition office.

- Interviewed, hired, trained and motivated support staff.
- Maintained computer access for authorized personnel throughout Hillsborough County on the state WAGES CT and OSST Computer System.
- Ensured that all submitted reports and billing documentation were accurate and timely.
- Maintained excellent relations with participants, community agencies and mandatory partners with in the One Stop Center.
- Helped develop of state and procedures and forms.
- Ensured that Federal Participation Rate requirements were met.

January 1997 – September 1997 **Department of Children and Families**
Children and Families Counselor

As Children and Families Counselor:

- Counseled and supervised children and parents in both biological and foster-home settings.
- Arranged and closely monitored all medical, mental health and visitation appointments.
- Facilitated and worked in conjunction with community agencies through referrals and constant communication.
- Prepared court documents including Judicial Reviews, Permanent Placement Plans, Performance Agreements, and various court petitions as well as presenting client's progress at court hearings.
- Maintained excellent relations in all case management activities.

July 1994 – December 1996 **The Children's Home**
Primary Caregiver

As Primary Caregiver:

- Supervised and cared for 13 emotionally disturbed children in a highly structured therapeutic environment.
- Developed and implemented treatment plans while maintaining on-going relations with individuals on the therapeutic psychiatric team.
- Developed expertise in using of community resources to involve children in activities that enhance self-esteem.
- Acted as a sponsor-liaison by maintaining excellent public relations and the publishing of a quarterly newsletter.

Pam Johnson

Senior Project Analyst
Geographic Solutions, Inc.

Professional Summary

July 1999 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
October 1993 – July 1999	Career Options, Inc., Clearwater, Florida
October 1992 – October 1993	State of Florida, Department of Labor and Employment Security, Tampa, Florida
July 1979 – October 1991	Automatic Data Processing, Chicago, Illinois
July 1975 – July 1979	Keydata Corporation, Chicago, Illinois

Education

University of Chicago, Chicago Illinois. Business Management and Computer Science courses. Specialized workforce development training in:

- Project Management
- Facilitative Leadership
- MIS Methods for Effective Business Operations
- JTPA Workshops sponsored by State government
- WIA Workshops sponsored by State and Federal governments
- Supervisory Skills and Time Management
- Education and Training
- Business Communication

Technical Skills

Software Windows 95/98/2000, XP, Windows NT, MS Project, Visio, MS Office 2000, Word, Excel, PowerPoint, SQL Server, FoxPro, MS Access, MS FrontPage, HTML, Full Shot

Hardware Network Server, Client PC

Over 8 years' Employment and Training experience in a variety of roles in state regional offices of Department of Labor and local Workforce Development Systems. Responsibilities included Rapid Response, JTPA eligibility, design of customized case management system, producing reports required by local boards, provision of in-house technical support to all systems in Pinellas County, Florida. Over 14 years' experience in system installations for various corporate settings.

Project History

July 2002 – Present **Geographic Solutions, Inc.**

Senior Business Analyst

Ms. Johnson is a member of the Senior Management Team and is involved in technical problem-solving and strategic planning decisions regarding software design and development. As Senior Business Analyst, her responsibilities include:

- Facilitates configuration, requirement, and design meetings with clients.
- Works in collaboration with clients to develop viable solutions to meet client's business requirements.
- Analyzes software application functionality and assists in determining new design and development.
- Writes software design specifications document.
- Reviews data conversion and assists in resolving data issues.
- Plans corporate strategy with Senior Management Team.
- Expert member of core product team for Virtual OneStop system upgrades.

July 1999 – July 2002 Project Manager / Applications Analyst

As Project Manager and Applications Analyst, her responsibilities included:

Managed complex conversions from multiple host systems into one database with all State VOS systems

Wrote software requirements documents for Virtual OneStop systems.

Analyzed one-stop process workflows with clients and successfully worked to improve system design efficiency.

Facilitated meetings throughout the project life cycle to obtain system approval and acceptance.

Trained all staff and administrative levels, including "Train the Trainer."

Supervised Internal Business Project Managers as Project Management Team Lead.

Presented demonstrations of Virtual OneStop with specific focus on integration of services using Virtual OneStop.

Developed the Federal Reporting Requirements, used to track programmatic performance, for the Virtual OneStop system.

Developed multiple programmatic interfaces to include Employment Services, Workforce Investment Act, Welfare-to-Work, America's Job Bank, and Youth Programs.

Managed complex Virtual OneStop projects with the States of Louisiana, Mississippi, and the District of Columbia from initial phases of research, design, development, and testing to final stages of implementation and client support. Met with executive managers, state board members, and local managers to determine objectives.

Managed and coordinated Virtual OneStop deployment in the following locations: District of Columbia Department of Employment Services; State of Mississippi Economic Development; Louisiana Department of Labor; State of South Carolina; Alabama Special Region; Cumberland County, New Jersey; Miami-Dade, Palm Beach, Escambia/Santa Rosa, Okaloosa/Walton, Flagler/Volusia, and Alachua/Bradford Counties, along with the Big Bend/Tallahassee and Chipola Regions in Florida; Monterey County of California, and Pima County, Arizona.

October 1993 – July 1999 Career Options of Pinellas, Inc.
MIS Coordinator

Development and training of Case Management System for JTPA Tracking.

Managed Centralized Record Keeping Unit for all JTPA clients to insure compliance.

Provided Board support for reporting of performance to JTPA and WAGES (Welfare Reform).

Development of additional Federal Welfare-to-Work Database to insure reporting and compliance.

Rapid Response Team Member – representing organization in State meetings.

Responsibility to Pinellas Park Center for Intake and Eligibility to JTPA Program.

Established successful remote location Intake and Eligibility through out stationing of staff at two largest schools on full time basis.

Provided MIS support to Contracts Coordinator and Compliance Coordinator.

July 1992 – July 1993 **State of Florida Department of Employment and Security Regional Office**
Rapid Response Coordinator

Worked with three local JTPA Providers in Rapid Response Activities.

Developed a Labor Management Committee and supported the committee for a major bank closing in the Tampa Bay Area.

Developed standardized materials for use in Rapid Response.

Wrote all reports and follow-ups of activities.

Provided as needed support to various departments within the regional office in an as needed function.

July 1979 – October 1991 **Automatic Data Processing**
Customer Service Director

Responsible for five (5) States in the installation of Computer Software Packages specifically targeted to Wholesale Distributors.

Provided customer support to client base.

Worked with Marketing Department in demonstrations.

Trained and hired staff.

July 1975 – July 1979 **Keydata Corporation**
Customer Service Manager

Provided telephone support to customer base on computer software and hardware.

Ordered equipment for customers as part of installation.

Provided on-site training of software to customer base.

Worked with telephone company to troubleshoot phone line problems.

Tamzan Lampert

IFT Specialist/Business Analyst
Geographic Solutions, Inc.

Professional Summary

February 2000 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
October 1995 – October 1999	Career Options, St. Petersburg, Florida
November 1994 – October 1995	Abilities of Florida, Inc., Clearwater, Florida
May 1989 – November 1994	Boley Centers for Behavioral Health Care St. Petersburg, Florida

Education

1992 **University of Georgia, Athens, GA**
Master of Education (M.Ed.) Rehabilitation Counseling

1977 University of New Orleans, New Orleans, LA
Bachelor of Arts (B.A.) Psychology

Nationally Certified Vocational Evaluator (CVE)
Nationally Certified Rehabilitation Counselor (CRC)

Professional with 14 years of management experience at the state and local levels, including 8 years in workforce development. Leadership experience in skills evaluation and assessment, mentoring, placement services, career counseling, and employee development. Won 1993 Award for **Supervisor of the Year** at Boley Centers for Behavioral Health Care.

Technical Skills

Operating Systems	Windows 95/98/NT/2000
Software Applications	Microsoft Office: Word, Excel, Outlook, PowerPoint; MS Project, Visio 2000, Visual Source Safe, Visual Intercept, SQL Enterprise Manager, SAGE (Aptitude Testing), APTICOM (Aptitude Testing), Adobe Acrobat Reader, Full Shot, Corel WordPerfect.

Project History

January 2003 - present Geographic Solutions, Inc.
Business Analyst

As Business Analyst for software application projects, her duties include:

- Analysis of system design according to client's business processes
- Define business rules unique to software deployment for the state or local workforce development client and the client's workflow.
- Propose development opportunities for better return on investment (ROI).
- Write specifications for software and collaborate with team in functional design.
- Analysis for recent state project included writing specifications for system upgrade, attending meetings with statewide workgroup/steering committee to determine exact needs pertaining to Employment Services, Youth Services, and Adult Services. Facilitated decision-making process on technical needs. Supported aggressive timeline to meet state's needs.
- Participate in QA testing to ensure system operation.
- Train internal staff on government Workforce Investment Act program rules.
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March 2001 – January 2003 Project Manager

As Project Manager for software application projects, her duties included:

- Coordinated State of South Carolina Virtual OneStop project's post-implementation management and follow-up.
- Managed follow-up requests on South Carolina Virtual OneStop project's quality assurance and resolved issues for successful results. System is noted as an exemplary "model" by federal auditors for the region.
- Worked with a statewide one-stop system development team to create a multi-program system. Analyzed business processes. Recommended system design functions, encompassing 13 programs including WIA, Welfare to Work, Blind Services, Rehabilitation Services, etc.
-

February 2000 – March 2001 Technical Writer/Career Specialist

As Technical Writer and Career Specialist, her duties included:

- Composed Virtual OneStop User Guides for Staff, Administrators, Individual Jobseekers, and Employers.
- Prepared technical marketing proposals for workforce development and labor market software systems.
- Advised internal managers on Vocational Rehabilitation issues relating to projects.

October 1995 – October 1999 Career Options, Pinellas Park and
St. Petersburg, Florida
Center Manager

Managed programs at the St. Petersburg Center office to meet contracted employment goals for the Workforce Investment Act. Duties included:

- Supervised staff implementing employment objectives and customer satisfaction through career counseling, assessment, and case management.
- Established and monitored organizational performance goals.

November 1994 – October 1995 **Abilities of Florida, Clearwater, Florida**
Manager – Evaluation Services Department

Organized and administered vocational evaluations for private pay customers. Worked with:

- Veterans Administration
- State of Florida Division of Vocational Rehabilitation
- State of Florida Division of Workers' Compensation
- Managed program budget resulting in $200K in yearly revenues

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May 1989 – November 1994 **Boley Centers for Behavioral Health Care**
Vocational Services Manager

Directed department providing vocational evaluation, work adjustment, and job placement services for individuals with mental illness. Duties included:

- Counseled individuals and groups on career objectives and social problems.
- Served as Vocational Evaluator.

Ryan Speelman

Network Administrator
Geographic Solutions, Inc.

Professional Summary

August 2004 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
February 2004 – August 2004	4Penny.net, Bradenton, Florida
February 2003 – December 2003	Geographic Solutions, Inc., Palm Harbor, Florida

Education

2000	Manatee Community College, Bradenton, FL; A.A. in Business Administration
2003	Keiser College, Bradenton, FL; A.S. in Network Administration

Technical Skills

Operating Systems	Windows 2000 Pro and Server; NT 4.0, NT2000; XP Pro; UNIX and Novell; Windows 2003 Server Family; IIS 6.0
Networks	LAN / WAN Technologies; VPN; Ethernet; TCP / IP
Software Applications	Checkpoint Firewall 1; ArcServe backup; MS Office; MS SQL Server 2000; MS Access; HTML; JavaScript; Visual SourceSafe; Visual Intercept; Citrix; MS Internet Security and Acceleration Server; MS Exchange 2004; Live Communications Server 2005
Certifications	Microsoft Certified Professional (MCP) in Windows XP Pro

Project History

February – December 2003
August 2004 - Present **Geographic Solutions, Inc.**
Assistant Network Administrator

Mr. Speelman is part of the Network Team and involved in problem-solving and decisions regarding hardware/software. He has seven years of experience in network administration, hardware and software integration and web hosting. Mr. Speelman performs the following duties:

- Manages a LAN/WAN network consisting of multiple geographic locations with servers, PC workstations, and laptops.
- Installs client software on-site or remotely; advises client on hardware integration matters and

security concerns; and resolves network installation problems.

- Provides technical support for internal networks and operating systems.
- Handles system uploads (enhancements and fixes) from testing to live production environment.
- Assists with Disaster Recovery planning and Business Continuity processes.
- Controls Versioning processes
-

Virtual OneStop project experience includes the District of Columbia (**DCNetworks**), State of Louisiana (**LAVOS**); State of North Dakota; State of Arizona; State of Florida; State of New Mexico; State of South Carolina; West Central GA WIB; Santa Cruz, Santa Ana, Long Beach, and Monterey Counties in California.

February 2004 – August 2004 **4Penny.net**

Network and Hardware Supporter

Provided support for client LAN infrastructure, software, and network management. Designed and implemented software solutions. Designed and employed Domain Naming Services (DNS) and multiple web hosting environments.

- Managed Domain Naming Services
- Oversaw IIS web environment
- Maintained and assumed responsibility for firewalls
- Administered and supervised hardware and software support to clients

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Ellis Flink

Senior Technical Writer
Geographic Solutions, Inc.

Professional Summary

Over eighteen years of experience creating user documents, system design documents, and standards and procedural documents, including:

- User reference manuals
- Functional and technical specification documentation
- Hardware/software requirements
- Product line planned enhancement documents and product line function lists
- Style guides and test-script templates

Over eight years of experience creating and coordinating proposals, creating on-line and context-sensitive help files, and testing client-server applications (for both usability and bug identification, and for accuracy of user and troubleshooting documents).

Editing Editing of proposals, specifications, technical manuals, user documents, and marketing literature. Creation of style manuals for two companies, to define the editing and style standards.

Management Supervision of up to five people on documentation projects and coordination of writing activities with people at all organizational levels during proposal and document creation.

Communication Strong written and verbal communication skills and experience communicating with diverse levels of a corporation.

Professional Experience

VIRYANET, INC. (formerly Utility Partners, Inc.) **— Tampa, Florida 1997 - 2005**

Senior Technical Writer & Analyst

- Created user, system administrator, design, release and marketing documents.
- Created web-format help files (compiled-HTML) and context-sensitive windows-based help files from user documents, and created an online system data dictionary using a Doc-to-Help help-authoring tool. The web-format help included standard web "search engine" capabilities which eliminated the time spent on separate "indexing" of documents, and increased the users' ability to find topics using search techniques and tools they were already familiar with.
- Created company style guides and templates for user documents, functional specs, and gap analyses.
- Created an online help-file distribution system for a field application, which allowed all field technicians to receive automatically downloaded updates at log-on (instead of having system admin individually copy the help files to each field device).
- Designed and developed a comprehensive and consistent body of user and system administrator documentation for clients who use ViryaNet's standard products.
- Directed and coordinated three writers in creating consistent user documents and help files for workforce management and gas nomination software.
- Conducted training classes at customer sites (complementing the user documentation).

- Tested workforce-management and gas-nomination software and the accompanying documentation.
- Created issue reports for software development managers (using Crystal Reports).

GROUP TECHNOLOGIES CORP. — Tampa, Florida 1992 - 1997

Proposal Manger

Created and coordinated development of commercial and government proposals from RFPs, including:

- Running kick-off meetings, assigning and managing writing responsibilities, and creating proposal formats/boilerplates
- Facilitating and coordinating proposal reviews (by management & marketing), final revisions, and approvals for management, technical and cost volumes of RFP/SOW responses

Technical Writer

Created documentation for government systems and programs, such as:

- RoboHelp windows and Unix help files for a classified Key-Management software package for the United States government
- Operator, installation, and depot-level maintenance manuals for key-generation and key-management software

PRECISION SOFTWARE, INC. — St. Petersburg, Florida 1990 - 1992

Sr. Technical Writer

- Created proposals for pay-per-view systems to United Artists and Jones Intercable
- Created documents for a voice processing system for MCI, including:

a. High-level design documents
b. Audio response unit administrator's guide
c. Installation and site preparation manual
d. Trouble shooting / alarm handling guide

- Performed data analysis on user requirements to develop Service Level Agreements containing time estimates, deliverables, and schedules for documentation efforts. Tracked hours and deliverables, and set up and enforced schedules to ensure on-time delivery and customer satisfaction, keeping all hours within 5% of agreement estimates.

GTE DATA SERVICES (GTEDS) — Temple Terrace, Florida 1985 - 1990

- Created user documents for customer billing systems
- Documented and helped formalize a Program Management Methodology
- Created and maintained user documents for GTEDS' Automated Work Administration System

Education & Professional Development

COLORADO STATE UNIVERSITY — Ft. Collins, Colorado

Two years of course work towards a Master of Arts in Creative Writing. Employed through an assistantship as an Instructor of English, which included:

- Teaching English Composition courses
- Monitoring student's on the use of a Writer's Workbench text-analysis system for analyzing writing composition and maintained the system

UNIVERSITY OF UTAH — Salt Lake City, Utah

Bachelor of Arts in English

Deane A. Toler

Western Regional Director

Geographic Solutions, Inc.

Professional Summary

June 2000 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
September 1999 – June 2000	One-Stop Career Center of Monterey County, Salinas, California
June 1994 – September 1999	MarketStreet, Deer Park, New York
May 1993 – June 1994	Henry Broadcasting, Fresno, California
January 1992 – May 1993	Valley Yellow Pages, Fresno, California

Education

2000 Pacific Institute, Seattle, Washington, BS, Investment in Excellence, phases I and II; Ethics phase I

1989 – 1991 California State University, Fresno, California, BA, Journalism with Advertising Option

1987 – 1989 College of the Desert, Palm Desert, California, AA, General Studies

Project History

June 2000 - present **Geographic Solutions, Inc.**
Manager/Project Coordinator

Manages the Western Regional Office in Salinas, California. Experienced Project Coordinator with background of management consulting to One Stop Centers assisting in the effective transition for Workforce Investment Act initiatives.

- Acts as liaison between Geographic Solutions development team and OneStop team in implementing Virtual OneStop solutions.
- Demonstrates Virtual OneStop system to clients; explains functionality and options of components.
- Works with client representatives to determine requirements for Virtual OneStop implementations.
- Coordinates One-Stop solutions in the Western locations including the following:
    1. Monterey County, California
    2. Long Beach County, California
    3. San Bernardino County, California
    4. Pima County, Arizona

September 1999 – June 2000 **One-Stop Career Center of Monterey County**
Marketing Coordinator

- Consulted with team of six mid-level managers. Built strategic community relationships and partnerships.
- Developed comprehensive marketing/public relations campaigns for employer/job seeker services as well as coordinated special events.
- Maintained budgets, wrote copy, directed vendors and managed all aspects of production.
- Initiated and developed web site, county-wide job kiosk network- *Work Net*, videos and business identity.

June 1994 – September 1999 **MarketStreet**
Division Manager

- Implemented new business division that specializes in trade-show marketing.
- Developed comprehensive marketing/public relations campaigns for a variety of products that include agriculture software, medical bed bath sponges, and financial services for clients that include Avis, Chase Manhattan and Caterpillar Corporation.
- Managed budgets, wrote copy, directed vendors, coordinated photography and managed all aspects of production.
- Initiated sales for new and existing accounts.

May 1993 – June 1994 **Henry Broadcasting**
Account Executive

- Consulted with advertising agencies and small businesses to develop effective schedules that delivered measurable results.
- Wrote radio advertising and business proposals.

January 1992 – May 1993 **Valley Yellow Pages**
Account Executive

- Worked with small businesses to develop comprehensive strategies in the usage of yellow pages.
- Designed effective ads.
- Recognized with an award for increasing new business revenue.

Bob Conzatti

Conversion Programmer/Analyst
Geographic Solutions, Inc.

Professional Summary

May 2001 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
February 2000 – March 2001	The SSI Group, Inc, Clearwater, FL
May 1999 – September 1999	Today's Office Staffing, Clearwater, FL

Education

May 1999 AS in Science Computer Programming and Applications,

Pasco-Hernando Community College, New Port Richey, Florida

Courses taken included: Computer Logic, Visual Basic 4.0, Computer Concepts, C Programming, Networking, Microsoft Applications, Cobol, Java, Advanced Database Programming

Technical Skills

Proficient skills with Visual Basic, Drumbeat 2000, Cold Fusion, SQL, C, Java, and ADODB connections.

Project History

May 2001- present **Geographic Solutions, Inc.**
Senior Reports Programmer/Analyst

As a Senior Reports Programmer/Analyst:

- Develop and integrate customized and standard federal reports, using Crystal Reports, into Geographic Solutions' software products.
- Work with programmers and project managers on analysis and software engineering for standard and customized reporting elements of system.
- Develop ASP solutions and reports for local and state projects that incorporate a reporting component.
- Resolve issues related to system reports and design.

February 2000 – March 2001 **The SSI Group Inc.**
Programmer/Analyst

As a Programmer/Analyst:

- Created and maintained ASPs using Drumbeat 2000
- Created and maintained Reports using Crystal Reports

- Created and maintained HTML pages
- Created and maintained CFM pages using Cold Fusion
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May 1999 – September 1999 **Today's Office Staffing, Programmer/Analyst**

As a Programmer/Analyst

- Data Processing
- Created Excel Application for the Enhancement of a Customer Service Department
- Customer Service
- Various Clerical/Administrative Duties
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Jennifer Lickenfelt

Quality Assurance Specialist (Self Service)
Geographic Solutions, Inc.

Professional Summary

January 2002 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
January 2000 – January 2002	Ceridian Benefits, Inc., St. Petersburg, Florida
May 1993 – January 2000	PSCU Financial Services, Inc., St. Petersburg, Florida

Education

1989-1991 Chipola Junior College, Chipola, Florida

Technical Skills

Operating systems	Windows 9x/2000/NT, Unix
Certifications	SQE STEP, SQE web/e-commerce, SQE Systematic Software Testing, Software Control Manager, Building Blocks Management
Software Applications	IBM Rational Robot, Visio, Oracle, Visual Intercept, Microsoft Office suite

Project History

January 2002 – present **Geographic Solutions, Inc.**
Quality Assurance Specialist

As a quality assurance technician, Ms. Lickenfelt is responsible for the testing of client server applications and verification of proper data return and display.

- Responsible for the testing of web-based applications using Rational automated testing tools as well as manually testing the business rules as designed for State and Local Workforce Boards.
- Creates user acceptance test plans for development projects, and written test scripts, cases and scenarios on multiple application platforms.
- Performs systems tests to confirm that Federal and State compliance requirements are met. Tests the case management tool for all state and local clients based on the federally mandated Workforce Investment Act requirements.

January 2000 – January 2002 **Ceridian Benefits, Inc.**
Application Analyst

Responsible for creating User Acceptance Test Plans to ensure accurate testing.

- Performed system tests to confirm compliance requirements were met.

- Tested business rules to meet the company requirements regarding quality standards.
- Documented system changes and/or enhancements using Lotus Notes.

May 1993 – January 2000 **PSCU Financial Services, Inc.**
Software Analyst

Responsible for testing products using quality assurance standards; member of Y2K conversion team.

- Created User Acceptance Test Plans from system requirements documents; maintained change control software and ad hoc reports.
- Responsible for migration of software into the production environment.
- Member of Year 2000 Project for 560 credit unions; traveled extensively to member credit unions to consult on Y2K strategy; maintained written documentation of hardware/software system testing efforts.
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Pam Pasqualichio

Quality Assurance and Technical Support Specialist
Geographic Solutions, Inc.

Professional Summary

June 2002 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
June 1998 – June 2002	Ceridian Benefits Service, St. Petersburg, Florida
September 1996 – May 1998	City of Dunedin, Dunedin, Florida

Education

2001-2003 St. Petersburg College, coursework in Business and Management areas

Technical Skills

Certifications	A+ Certification, Remedy Administrator, Certified Software Manager, Novell Administrator
Operating systems	Windows 9x/NT/2000/XP
Networks	Novell, Microsoft
Software Applications	Microsoft Office 2000 and Exchange, Lotus Notes, Remedy Asset Management, Tivoli, ABRA, Adobe PageMaker, Rational Robot, Visual Intercept, WordPerfect, Lotus 123

Project History

June 2002 – present **Geographic Solutions, Inc.**
Technical Support Specialist / QA

Provides software support to the company's clients. Also responsible for assisting QA staff during functional testing of programs and developing test scripts.

- Monitors incoming emails, receives phone calls from clients on issues, tests reported issues and logs/assigns to a developer for resolution.
- Tests fixes and follows up with clients on reported fixes, providing quality customer service to Geographic Solutions' clients.
- Holds weekly conference calls with clients to update their status on open incidents.
-

June 1998 – June 2002 **Ceridian Benefits Services**

Help Desk Technician

Responsible for providing technical support for hardware and software issues both remotely, using ON technologies, and on desktop.

- Worked with employees to determine nature of problem, recorded information in Tivoli Problem Management system, and transferred tickets to second level support as necessary.
- Provided training to business unit personnel in the use of Lotus Notes database.
- Created policies and procedures for the Help Desk and trained personnel on such documentation; prepared monthly Help Desk statistical reports for management.
- Completed Novell Administrator training and A+ Certification training.

September 1996 – May 1998 **City of Dunedin**

Human Resources Technician I

Assisted senior human resources managers in all aspects of the human resources department.

- Processed all Personnel Action Requests for new hires, resignations and merit increases.
- Maintained and updated confidential personnel records in computer system (ABRA) and generated reports when necessary.
- Provide information needed for employment and salary verifications on previous employees.

Shane Burke

Lead Programmer/Analyst
Geographic Solutions, Inc.

Professional Summary

November 2002 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
June 2002 – September 2002	Paragon Computer Professionals, Tampa, Florida
August 1998 – June 2002	Compuware Corporation, Tampa, Florida

Education

Memorial University of Newfoundland, Canada, B.S. in Computer Science

Information Technology Institute, New Brunswick, Canada
A.A. (with honors) in Applied Information Technology

Technical Skills

Operating Systems	MS Windows, Windows NT
Programming Languages	XML, HTML, JavaScript, Jscript, ASP, ADO, CSS, VBScript, SQL*Plus, Visual Interdev, MS Visual Basic 6.0, DHTML, XSL, DOM and COM/COM+
Software Applications	MS Office, Oracle 8i, SQL Server 7/2000, MS Crystal Reports, PL/SQL, Oracle Navigator, MS Access, Photoshop, Macromedia Flash, Macromedia Fireworks, SQL Navigator
Certifications	CIW – Certified Internet WEBMASTER
	CIA – Certified Internet Applications Developer
	MSP – Certified Microsoft Solutions Provider in **Microsoft Visual Interdev**

6 years' technical experience including development of web-based solutions for corporate software companies and independent consulting work. His project development experience includes creating and managing applications programs for clients, including systems for billing, online accounting, purchasing, and reporting systems.

Project History

November 2002- present **Geographic Solutions, Inc.**
Programmer/Analyst

As Programmer/Analyst, Mr. Burke focuses on the base Individual Fund Tracking (IFT) System. His responsibilities include:

- ASP Programming and development of IFT system customizations for specific clients..
- Maintaining base IFT System and incorporating advanced functionality using Visual InterDev, ASP, SQL Server 2000 and 7.
- Analysis of design and integration methods for Web-based software applications.
- Facilitator for internal meetings for IFT system.
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June 2002 – September 2002 **Paragon Computer Professionals**
Systems Programming Consultant

Consultant assigned to project for Nielsen Ratings and Research. Design and documentation of AP metering system. Responsibilities included:

- Developed system using Microsoft architecture with XML and Visual Basic technologies.
- Utilized COM components and custom OCX components to increase application functionality.
- Implemented and maintained Install Shield programs for AP metering.
- Trained end users on daily maintenance and debugging weekly incident report issues.

August 1998 – June 2002 **Compuware Corporation**
Systems Programming Consultant

Systems Programming Consultant assigned to complex computer projects at Impact Technologies, Inc., Tampa Electric Company, and Verizon/GTE Tech Data Center. Duties on the various projects included:

- Lead Development Manager for design of ASP Online Energy Accounting System working with a 5 man team. Project included full software life cycle development and training of 6 applications.
- Designed and implemented custom Crystal Report applications to display data.
- Procedural development of critical production billing systems for Y2K.
- Provided Y2K Analysis and solutions design. Enhanced applications to utilize Y2K methodologies.
- System testing to ensure functionality.

James Hodges

Programmer/Analyst
Geographic Solutions, Inc.

Professional Summary

May 2004 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
November 2003 – April 2004	Selective HR Solutions, Sarasota, Florida
February 2003 – May 2003	Escape Velocity Systems, Tampa, Florida
November 1998 – November 2002	Intuit/Blue Ocean Software, Tampa, Florida

Education

June, 2004 Buxton (UK) University, Bachelor of Science degree in Computer Science

Technical Skills

Operating systems	All Microsoft OS for workstations and servers
Networks	Microsoft Networks, Novell, Linux, UNIX, Banyan Vines
Software Applications	Visual Source Safe, MS SQL 7+, Pervasive SQL, Terminal Server, Crystal Reports 4.5+, Crystal Enterprise Web Server 7+, R&R Report writer, FoxPro 2.5, dBase, Exchange 2000+, IIS, Autocad (release 12 and 2000), Track-It! for Windows, Oracle 7i, Visio, Prism deployment software, Boot Magic, Partition Magic, Provisio Barcoding Software, PowerPoint, Windows Scripting, Visual Basic 6, MS Office, MS Project
Microsoft Certifications	Implementing NT Server 4.0; Administering NT Server 4.0; Microsoft Service Professional; Installing, Configuring and Administering Microsoft SQL Server 2000 Enterprise Edition; Designing and Implementing Databases with Microsoft SQL Server 2000 Enterprise Edition.

Project History

May 2004 - present **Geographic Solutions, Inc.**
Programmer/Analyst

Primarily responsible for creating and maintaining customized Crystal and HTML reports to client specification. As programmer/analyst, his duties include:

- Using advanced knowledge of MS SQL, Oracle, ASP, Visual Basic, Java and VBScript to create reports based on client-provided and internal specifications.
- Troubleshooting issues with reports using same skill set.
-

November 2003 – April 2004 **Selective HR Solutions**

Applications Developer

Performed business analysis responsibilities by gathering applications requirements, interviewing and documenting business needs, and creating reports and application solutions. As applications developer, his responsibilities included:

- Developing SQL Server stored procedures, views and queries for use with Crystal Reports and other web applications.
- Maintaining and developing various company intranet web applications in ASP and VBscript.
- Developing website to allow viewing of Crystal Reports in seven different formats; creating and maintaining hundreds of Crystal and R&R reports.
- Managing a variety of applications used to import, export and analyze data.

February 2003 – May 2003 **Escape Velocity Systems**
Systems Consultant

Contract position doing systems consulting for a software development company. As systems consultant, his responsibilities included:

- Creating a variety of Crystal Reports used in the company's Provisio software product.
- Creating Provisio Web, a web application used in conjunction with Provisio
- Creating a support website for clients and internal employees.
- Customizing company's Exchange Server web front end to meet business needs.
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November 1998 – November 2002 **Intuit/Blue Ocean Software**
Senior Technical Analyst

Involved in all aspects of software and technical development for startup company. As a senior technical analyst, his responsibilities included:

- Developing Custom Crystal Reports for clients and company.
- Assisting in maintaining network, SQL Server and ACD systems.
- Assisting clients in implementing, troubleshooting and administering company products.
- Developing custom applications used for data repair, conversion and installation.
- Testing software products.
- Assisting in the development of technical articles and software user manuals.

Alan Correira

Reports Programmer / Analyst
Geographic Solutions, Inc.

Professional Summary

April 2003 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
June 2000 – April 2003	Wall Street Network Inc., Tampa, Florida
January 2000 – March 2000	University of South Florida, Tampa, Florida

Education

1999 University of Central Florida, Bachelor of Science in Management Information Systems

Technical Skills

Operating systems	Windows 9x/NT/2000, Sun Solaris
Programming	ASP, Visual Basic, JavaScript, ColdFusion, HTML, SQL Server, COM+, ADO, MTS, Access, T-SQL
Software Applications	Visual InterDev, Visual SourceSafe, MS Office 2000. MS Project, Adobe Photoshop, Homesite, Script Debugger

Project History

April 2003 – present **Geographic Solutions, Inc.**
Reporting Programmer / Analyst

As part of the Reporting Team, Mr. Correira works to develop standardized reports for the Virtual OneStop system's individual services reporting application.

- Develop and integrate customized and standard federal reports, using Crystal Reports, into Geographic Solutions' software products.
- Work with programmers and project managers on analysis and software engineering for standard and customized reporting elements of system.
- Develop ASP solutions and reports for local and state projects that incorporate a reporting component.

June 2000 – April 2003 **Wall Street Network, Inc.**

Application Developer

Development, design and implementation of software solutions including e-commerce websites, Extranets and management systems.

- Developed n-tier applications using ASP, Visual Basic and SQL Server.
- Worked with clients to discuss scope changes and estimated quotes for further enhancements concerning development.
- Served as team lead in building and developing solutions for various clients.

January 2000 – March 2000 **University of South Florida**
Application Developer

Employed by college's School of Medicine to support student users of software systems.

- Generate queries and design reports in MS Access for logbook maintained by medical students.
- Developed applications using Visual Basic for student review and testing.

Troy Deck

Programmer/Analyst
Geographic Solutions, Inc.

Professional Summary

September 2002– Present	Geographic Solutions, Inc., Palm Harbor, Florida
December 2000 – April 2001	TMP Worldwide, Clearwater FL.
July 1999 – October 2000	Omega Systems, Inc, Tampa, FL.

Education

St. Petersburg College, St. Petersburg, FL. Courses completed include: Visual Basic I & II, C++ Programming, C++ Programming for Windows, Web Page Creation, Administering Windows NT, Intro to Windows 95, and Microsoft Office 97.

Mr. Deck has over 14 years' technical experience producing web-based and database solutions for software companies.

Technical Skills

Software/Computer programming applications SQL Server, ADO, SQL, Access, Visual Basic, ASP, HTML, DHTML, CSS, Wscript, Visual C++, Perl, COM+, VBscript, JavaScript, XML, and Microsoft Windows, and trouble shooting.

Project History

September 2002 - Present **Geographic Solutions, Inc.**
Programmer/Analyst

As a Programmer/Analyst, Mr. Deck is responsible for:

- Developing and maintaining labor market information within Virtual OneStop as it relates to the Services for Individuals component of the system.
- Develops and upgrades the system's self-assessment tools and the core functionality within the Virtual OneStop (VOS) product.

December 2000 – April 2001 **TMP Worldwide**
Internet Application Designer

As an Internet Application Designer:

- Created Internet applications and server side COM objects for a diverse range of Internet companies.
- Responsible for writing program specification documents, coding application and creating written test plans.
- Used a variety of Internet technologies including ASP, JavaScript, XML, ADO, COM, and PERL.

July 1999 – October 2000 **Omega Systems, Inc.**
Programmer/Developer

As a Programmer/Developer:

- Designed, developed, and tested custom software using a variety of technologies.
- Worked in troubleshooting, designing and developing custom software.
- Developed custom software from written specification to finished product, concentrating on Mainframe Emulation and interfacing, DAO/ADO programming, TCP/IP communications and hospital billing.
- Installed, monitored and debugged the remote computers.
- Worked within deadlines, moving projects from specification to completed product, troubleshooting, and maintaining documentation.
- Head programmer in project to use document object model to simulate emulator for Web based Medicaid/Medicare sites.

February 1997 – Present **Go Tampa Bay, Inc.**
Programmer/Developer

As a Programmer/Developer:

- Responsible for Web page design, HTML, CSS, PERL, VBScript, database programming, graphical design, software/configuration.
- Developed porting site from UNIX OS to Windows NT and upgrading PERL scripts to ASP applications.
- Programmed site automation with PERL scripts, FTP scripting and Visual Basic stand-alone applications that gathered information from the Internet to update databases used in ASP applications.

William Allen

LMI Data Analyst
Geographic Solutions, Inc.

Professional Summary

November 1997 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
November 1995 – October 1997	Alachua County Property Appraiser's Office, Gainesville, Florida
November 1985 – October 1995	Comgrafix, Inc., Clearwater, Florida
April 1984 – November 1985	Vistar Corporation, Tampa, Florida
July 1983 – March 1984	Westinghouse Electric Corporation, Tampa, Florida
November 1982 – July 1983	Anacomp Corporation, Sarasota, Florida
June 1982 – October 1982	Critikon Corporation, Tampa, Florida
September 1981 – June 1982	Westinghouse Electric Corporation, Tampa, Florida
November 1979 – September 1981	Paradyne Corporation, Largo, Florida
May 1977 – November 1979	Taylor Instrument Company, Rochester, New York
October 1965 – April 1977	Eastman Kodak Corporation, Rochester, New York

Education

1984 – 1985	Tampa College, Tampa, Florida, Marketing Courses
1975 – 1976	Rochester Institute of Technology, Rochester, New York, Graduate Courses in Applied Statistics and Design of Experiments.
1963 – 1965	Belknap College, Center Harbor, New Hampshire, B.S. in Mathematics
1962 – 1963	Canaan College, Canaan, New Hampshire

Technical Skills

Operating Systems:	Windows NT/2000 and 98
Software Applications:	FoxPro, Microsoft Windows, Word, Excel, PowerPoint, Microsoft Project, SQL Server, Pagemaker, Adobe Illustrator, ESRI Arc/View, PL/I

Project History

November 1997 - present **Geographic Solutions, Inc.**
Data/Support Manager

Expert in America's Labor Market Information System (ALMIS). Responsible for day-to-day management of labor market information systems and support of systems. Works with customer representatives to resolve issues and improve record accuracy. Experienced trainer in database programs and relational structure.

- Manages Labor Market Information databases and maintenance for an 18-state consortium.
- Analyzes database issues and formulates appropriate resolutions.

- Designs and develops enhancements for the Labor Market Analyzer database.
- Teaches structure and relationships in the America's Labor Market Information System (ALMIS) database (approximately 125 tables).
- Taught conversion of data to the ALMIS structure.
- Taught use of administration module.
- Organized, maintained, and instructed three Labor Market Information courses.

November 1995 – October 1997 **Alachua County Property Appraiser's Office**
Geographic Information System Manager

- Managed the Alachua County's Geographic Information System.
- Supported various county departments and the public by providing geographic data along with attribute data from the county's GIS software.
- Created and taught FoxPro database classes for various county departments.
- Wrote translation programs to convert digital map files from MapGrafix format for incorporation into Arc/Info.

November 1985 – October 1995 **Comgrafix, Inc.**
Technical Support Manager

- Managed Technical Support of Geographic Information Systems.
- Designed FoxPro 2.6 database applications for Alacuha County Property Appraiser, the Cities of Oldsmar and St. Pete Beach, FL., Geauga County, Ohio, Oglethorpe Power, and Georgia Department of Community Affairs.
- Provided Sales Support, MapGrafix and database, Software Updates, File Translation, Libraries.
- Designed GIS and MapGrafix course materials and instructed MapGrafix trainees.
- Developed the users' manual containing GIS and cartographic concepts, MapGrafix descriptions, and other digital file formats such as DLG-3 and DXF, helped users to obtain maximum benefit of the mapping system, designed and developed complex.
- Set department standards, interfaced with the customers, programming staff, and marketing. Attended GIS trade shows and GIS seminars.

Barney Baker

Programmer/Analyst
Geographic Solutions, Inc.

Professional Summary

October 1998 – Present Geographic Solutions, Inc., Palm Harbor, Florida

Education

1978 University of Miami (Florida); Bachelor of Science

1999 St. Petersburg College, Clearwater, Florida
Visual Basic 6.0 Certification

Professional Courses ALMIS Consortium Specialized ALMIS Data Training, Advanced SQL Server, Visual Basic, ASP Training

Technical Skills

Operating systems	Windows 95/98,Windows NT,2000, XP, .NET
Software Applications	Visual Basic, VB.NET, Visual FoxPro, ASP.NET, Visual Interdev, SQL Server 7.0/2000, Active Data Objects (ADO), Active Server Pages (ASP), Oracle, HTML, XML, VBScript and JavaScript, MS Office 2000, Ektron and Active Publisher Content Management Systems

Project History

October 1998 - present **Geographic Solutions, Inc.**
Programmer/Analyst, LMI Specialist

Mr. Baker is the lead Web Application Developer and business logic specialist for Virtual LMI labor market information systems. Mr. Baker designs and develops application interfaces for labor market clients and has also worked in development for the job seeker applications such as Virtual OneStop. His projects and duties include the following:

- Developed labor market information systems for the Labor Market Information consortium of 18 states and built long-term client relationships, acting as liaison with state staff.
- Project deployments include LMI systems for Alabama, District of Columbia, Georgia, Florida, Illinois, Maine, Maryland, New Hampshire, New Mexico, Oklahoma, Pennsylvania, Rhode Island, Tennessee, and Virginia. West Virginia LMI system currently in development.
- Develops enhancements and maintains LMI systems annually for 16 states. Utilizes Internet Information Server, Visual Basic, VBScript, and ASP.
- Designs software architecture for LMI applications, integrating .NET and ASP.NET technology incorporating ALMIS 2.2 database structures.
- Resolves data issues for client LMI applications deployed in Windows and other hardware/software environments.

Mike Samuel

Programmer/Analyst
Geographic Solutions, Inc.

Professional Summary

August 2003 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
June 2000 – July 2003	Yin~Yang Enterprises, Tampa, FL
February 1999 – June 2000	Omega Health Systems, Tampa, FL

Education

Expected completion 7/2004 Bachelor's Degree in Computer Information Systems, Florida Metropolitan University, Tampa, FL

Mr. Samuel served in the United States Air Force for six years, specializing in computer maintenance.

Technical Skills

Programming Language and Software skills include: Visual Basic (VB) 6.0, VB Script, Java Script, ASP, Visual Source Safe, VBA, HTML/DHTML, ActiveX, C/C++, Access SQL, QBasic, COBOL, COM/DCOM, SQL Server 7.0, ADO, Crystal Reports, IIS.

Project History

August 2003- present **Geographic Solutions, Inc.**
Programmer/Analyst

As a Programmer/Analyst:

- Develops and maintains Workforce Investment Act (WIA) and related applications that create the foundation of case management within Geographic Solutions' Virtual OneStop product.
- Collaborates with project managers and uses skills to identify and collect system requirements and develop system designs.
- Performs application programming and testing for functionality and validity of the system, as well as implementing the final product.
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June 2000 – July 2003 **Yin~Yang Enterprises**
Senior Web Developer

As a Senior Web Developer:

- Worked with full life cycle development.
- Used HTML, DHTML, JavaScript, VB Script, ASP, and IIS to provide customer solutions.
- Assessed business requirements and recommended solutions ensuring that new requests were technically feasible and that the implementation remained consistent with the existing site architecture.
- Composed a generic survey reporting application that extracted user data from a SQL Server database and generated Excel reports using Visual Basic for Applications (VBA).

- Developed e-commerce enabled sites.

February 1999 – June 2000 **Omega Health Systems**
Visual Basic Programmer

As a Visual Basic Programmer:

- Worked with full life cycle development.
- Developed and maintained client/server applications for legacy systems to implement a variety of Electronic Commerce Software and peripheral software applications in the healthcare industry.
- Automated a formerly lengthy manual process saving hospitals thousands of man hours per year. Personally authored a Medicare Eligibility program for several hospitals.
- Created (ActiveX/COM/DCOM) additional tools for use in Visual Basic saving company thousands. Additional experience in the areas of Quick Basic, hospital mainframes (ex. HBOC), DAO or ADO, Access SQL, and SQL Server.
- Generated client reports via Visual Basic using Crystal Reports.
- Accomplished Quality Assurance duties to ensure project goals were met satisfactorily.
- Built several Visual Basic graphical user interfaces to act as front ends to mainframe processes. Also, updated and modified preexisting code to meet newer expectations or make use of new technologies.

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Robert Martin

Programmer / Analyst
Geographic Solutions, Inc.

Professional Summary

March 2002 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
September 2001 – March 2002	Independent Software Developer, Palm Harbor, Florida
December 1996 – September 2001	Sage Software/Best Software, St. Petersburg, Florida

Education

1991 Georgia Southern University, Bachelor of Science degree in Electrical Engineering

Technical Skills

Certifications	Microsoft Certified Professional (MCP), Microsoft Certified Solution Developer (MCSD), Microsoft Certified Database Administrator (MCDBA)
Operating systems	Windows 95/98, 2000 (Professional and Server), and NT (Workstation and Server),
Programming Languages	Visual Basic, VB Script, JavaScript, MS SQL, HTML, DHTML, XML, ASP, Microsoft C, Crystal Reports
Software Applications	Microsoft Word and Excel, Lotus Notes, Visual SourceSafe

Project History

March 2002 – Present **Geographic Solutions, Inc.**
Programmer / Analyst

Mr. Martin develops and maintains the functionality of the *Virtual OneStop* intensive services application.

- Intensive Services team leader
- Developed an application that allows government clients to track individual's goals that are in the Workforce Investment Act (WIA) program. The application was developed using ASP3.0, VB6.0, Javascript and SQL2000.
- Developed stored procedures to support middleware and front-end changes.
- Customized WIA application to meet government client's needs.
- Converted functional requirements into technical specifications.
- Involved in process improvement in the areas of: development, quality assurance and deployment.

September 2001 – March 2002 **Independent Contractor**

Software Development

- Website development with ASP, DHTML, HTML, and SQL for a private application.

December 1996 – September 2001 Sage Software / Best Software

Software Engineer / Project Leader

Worked in a large development group to develop an N-Tier Human Resource and Payroll distributed web application using HTML, DHTML, ASP, SQL and Visual Basic in an NT workstation, NT Server and SQL Server environment using Internet Information Web Server, Microsoft Transaction Server, and DCOM communication.

- Managed and trained developers for payroll n-tier application for the user interface group.
- Coordinated, communicated and interfaced with developers, designers and quality assurance to provide support for development, design and testing processes.
- Designed and developed ActiveX control data entry screens for entering date in HR web application using Visual Basic, ASP and VBScript.
- Developed SQL server stored procedures, views and tables using Microsoft SQL Server to support the backend side of user interfaces in HR n-tier web application.

Sujeet Dwivedi

Programmer / Analyst
Geographic Solutions, Inc.

Professional Summary

February 2005 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
December 2003 – April 2004	KLG Systel Ltd, India
July 2003 – November 2003	EXL Services, India
April 2003 – July 2003	ITMC, India
October 2000 – March 2003	Indian Law Institute, India

Education

2000 Indira Gandhi National Open University, New Delhi, India; Master of Science, Computer Applications

1998 Indira Gandhi National Open University, New Delhi, India; Bachelor of Science, Computer Applications

Technical Skills

Operating systems	Windows 98; 2000; ME
Networks	WIN 2000; MS Client Network NT 4
Databases	Access, MS SQL 7 and above
Languages	VB; VB.Net; ASP.Net

Project History

February 2005 - Present **Geographic Solutions, Inc.**
Programmer / Analyst

Programs and oversees functions of the Consumer Reporting System (CRS) to meet the requirements of the Workforce Investment Act of 1998 (WIA) and Wagner – Peyser. The CRS system is designed using ASP, VBScript, Javascript, and SQL / Oracle at the backend.

- Works towards upgrading the entire CRS system to .Net technology
- Manages existing CRS system to ensure that it meets WIA and Wagner – Peyser specifications
- Ensures that user types such as college administrators, job seekers, and employers receive the most recent information about education and training, as well as details about WIA – approved providers and performance standings
- Builds enhancements for the system using ASP, VBScript, and JavaScript
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December 2003 – April 2004 KLG Systel Ltd

Senior Developer

Developed Supply Chain Management / Optimization application interface called "CHAOS" for managing sourcing, allocation, and inventory for a client engaged in LPG Manufacturing and Trading. The front-end of the application (built in VB 6.0) used an ILOG mathematical model program at the backend. SQL database formulated the Supply Chain Optimization Model. Transaction data was imported from tally (at run time) using an Open Database Connectivity router (ODBC).

- Managed modularization of code and its integration into the final application among three (3) team members
- Designed, developed, and implemented the front end of "CHAOS"
- Achieved and analyzed the following project objectives: what / how much to buy from different sources; when and where to store information; whom to supply, when, and by which lane

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July 2003 – November 2003 **EXL Services**
Technical Support Executive

Provided Dell hardware support to small business and home users.

- Supported call – in customers with Dell technical support
- Maintained process parameters required by Dell Technical Systems

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April 2003 – July 2003 **ITMC**
Project Developer

Project Developer for implementing various web portals and tutorials.

- Implemented web portals, including those using ASP and ASP.Net
- Implemented multimedia tutorials using Macromedia and Adobe tools

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October 2000 – March 2003 **Indian Law Institute**
IT Consultant / Software Developer

Completed library automation for the Indian Law Institute and finished the development of a multimedia tutorial on cyber laws.

- Planned, procured, implemented, and maintained the Institute's computer lab on Windows NT 2000 LAN environment
- Installed computer hardware and LAN infrastructure for a library automation program
- Provided technical support / assistance in data retro – conversion of library catalogues
- Supervised the automation and opening of an online library catalogue that could be linked to from the Institute's website
- Served as Project Lead in an effort to conceptualize, design, develop, and release for – sale

multimedia – based tutorials and presentations using Director 8.5; Flash 5.0 / MX; Sound Forge 5.0; CoolEdit 4.0

Julie Goodrich

Web Content Specialist
Geographic Solutions, Inc.

Professional Summary

January 2002 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
April 2001 – January 2002	PDA, Inc., Largo, Florida
February 2000 – April 2001	Total Sports, Raleigh, North Carolina
February 1992 – February 2000	Journalist for various newspapers

Education

1989-2001 Florida State University, Bachelor of Science in Communications

Technical Skills

Operating Systems	Windows 9x, 2000, NT, DOS
Programming Languages	HTML, DHTML, CSS, XML, JavaScript, VBScript
Software Applications	Proprietary content publishing tools (five versions), Ektron CMS200, Active Publisher, Adobe Photoshop and Acrobat, Active Server Pages, CodeWright, FullShot, Microsoft Office, Visual Source Safe, SQL Server, Visio and Visual InterDev

Project History

January 2002 - present **Geographic Solutions, Inc.**
Web Content Specialist

Responsible for providing and maintaining original content for *Virtual OneStop* (VOS) system. Works with clients to developed customized content. Maintains over 50 unique help record databases.

- Developed and created generic content database that can be used for any client. This content encompasses 20 different sections within VOS and contains over 150 pages of information.
- Solely responsible for writing help text for the VOS, LMI and CRS applications with concurrent quality assurance testing as needed. Maintains over 50 unique help databases with approximately 34,000 records.
- Analyzes content needs of customers and develops specific content for use in targeted systems using both client-submitted information and Internet-assisted research.

Eduardo Leon-Gomez

Technical Writer
Geographic Solutions, Inc.

Professional Summary

5/2002 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
1998 – 2001	Ceridian, Palm Harbor, Florida
1959 – 1995	Transamerica, Tampa, Florida

Education

Escuela Militar de Cadetes, , Bogotá, Colombia, Bachelor of Arts

George Washington University, Washington, D.C., 3 years of Business Administration studies

His career experience includes serving on the executive management teams of several international insurance conglomerates.

Fluent in Spanish

Technical Skills

MS Office Suite 2000, Powerpoint, ASP Development .lang files, Visual Source Safe, SQL Server

Project History

5/2002- present **Geographic Solutions, Inc.**
Technical Writer

As Technical Writer and Spanish language specialist, duties of Mr. LeonGomez include:

- Develops new web content for software application and revise as software enhancements are implemented.
- Writes help for systems, working in SQL Server database format.
- Assists with technical documentation for internal use, user guides, and technical proposals
- Translates web content into Spanish and reviews Spanish documents.
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Chris Hudson

Programmer/Analyst
Geographic Solutions, Inc.

Professional Summary

January 2004 – Present	Geographic Solutions, Inc., Palm Harbor, FL
October 2003 – December 2004	Vessel Technologies, Tampa, FL
July 2000 – October 2003	PriceWaterhouseCooper, Tampa, FL

Education

1997 – 1998 B.A. Sociology, University of South Florida, Tampa, Florida

1993 – 1997 B.A. in Psychology, University of South Florida, Tampa, Florida

- Microsoft Certified Professional
- Microsoft SQL 2000 Administration
- Windows 2000 Server, Windows NT Server 4.0, Windows NT 4.0 Server in the Enterprise
- Windows XP Professional, Windows 2000 Professional, Windows NT Workstation

Technical Skills

Skilled in the following programming languages: VBScript, ASP, HTML, T-SQL, ADO, COM, VBA (MS Access/Excel), Kixtart, entry level VB.Net.

Project History

January 2003 – Present **Geographic Solutions, Inc.**
Application Build Technician

As a Application Build Technician:

- Works with uploading, site building, and networking several Virtual OneStop systems.
- Collaborates with Network Administrator to assure all systems are working properly.

October 2003 – December 2004 **Vessel Technologies**
Consultant

As a Consultant:

- Performed technology consulting for small to mid-sized businesses.
- Design, implement and support domains, proprietary software, hardware, and Operating system upgrades.
- Troubleshoot a variety of issues such as network outages, hardware, and software issues.

- Custom made software/web solutions.

April 2002 – October 2003 **PriceWaterhouseCooper LLP**
Microsoft Server Operations

Oversaw daily operation and reporting of 1200+ Compaq/HP Proliant Servers in a Multiple Master Hybrid domain model, and a segregated 3 Tier Active Directory forest.

- Maintained User Accounts/Groups, Disk Space, and Antivirus definitions on all servers. Install and update software on all servers, ensure error-free backup of data on file servers.
- Developed and Maintain a NT Administration website, Server reporting website and Team Databases. Maintained Compaq Insight Manager 7.0.
- Worked with customers, his team, and management to improve performance, processes and increase functionality" in the administration and developing of reporting websites.

August 2001- April 2002 **Cross Focus Area Lead**

As a Cross Focus Area Lead:

- Responsible for the training and technical evaluation of 1st level specialists.
- 2nd level troubleshooting for 30,000 users (in office and mobile) for North America.
- Creates and teaches technical documentation for Windows 2000 Professional and other applications.

Jason Webb

Programmer/Analyst
Geographic Solutions, Inc..

Professional Summary

April 2002 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
November 2000 – April 2002	Sykes Enterprises, Inc., Tampa, Florida

Education

2001-Present	St. Petersburg College, Tarpon Springs, Florida
Currently Enrolled in Courses:	Business Management Program, Computer Science Visual Basic Programming, Microcomputer Applications, Web Page Design, GPA 3.33

Technical Skills

Operating systems	DOS, Windows 95, 98, ME, 2000, NT, XP
Software Applications	Visual Basic, Active Server Pages, VBScript, JavaScript, HTML, XML, XSL, SQL Server, ASP.NET, Visual Studio.NET, Visual InterDev 6.0, Oracle 8*i*, Live Image, Adobe Photoshop, Adobe Image Ready, InstallShield Professional 6.2, MS Access, MS Office

Project History

April 2002- present **Geographic Solutions, Inc.**
Programmer/Analyst

Mr. Webb specializes in building Web-based applications. As part of the Development Team, he assists in Virtual LMI development and design. His responsibilities include:

- Development of Active Server Pages for Labor Market Information systems. Utilize Visual Basic programming and SQL Server technology with proficiency. Work within project schedule to successfully implement Web applications on time.
- Maintenance and enhancements of LMI state systems including New Hampshire, Alabama, District of Columbia, Florida, Georgia, Illinois, Maine, Oklahoma, Rhode Island, and Tennessee.
- Programming for West Virginia LMI state system, creating ASP pages and GUI interface.
- Provide technical support for clients on LMI issues.
- Incorporate state-of-the-art technologies such as .NET development tools into new Web applications, as applicable.

November 2000 – April 2002Sykes Enterprises, Inc.

Software Engineer

Created multiple Web-based applications that leveraged call center data for reporting and quality control usage. He also worked with development teams on applications for end-user-technical support and PC troubleshooting.

Mark Aniol

Programmer / Analyst
Geographic Solutions, Inc.

Professional Summary

February 2005 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
August 2002 – February 2005	MPH Group, Inc., Tierra Verde, FL
November 2001 – August 2002	Boson Software, Inc., Tampa, FL

Education

2002 Tampa Technical Institute, Tampa, FL; Associates of Science, Computer Information Sciences

Technical Skills

Languages	VB.Net; ASP.Net; ADO.Net; HTML; XML; VB 6; C#; Transact-SQL; VBScript (ASP)
Software Applications	Visual Studio.NET; Visual Studio 6; MS SQL Server; Adobe Photoshop; Dreamweaver MX; Oracle; Wise; Cute FTP; MS IIS

Project History

February 2005- Present > **Geographic Solutions, Inc.**
Programmer / Analyst

Works to convert Individual and Employer services to ASP.Net.

- Convert present classic ASP system to ASP.Net 2.0
- Ensure integrity of the relationship between program code and SQL Server 2000 database
- Maintain current version of classic ASP system for legacy clients.

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August 2002 – February 2005 **MPH Group, Inc.**
Senior Software Engineer

Used ASP.Net and VB.Net to create and develop e-commerce solutions while managing SQL Server databases and two junior programmers.

- Planned and designed SQL Server 2000 database and stored procedures for the system
- Architect of core manufacturer-based e-commerce system utilizing ASP.Net w/VB.Net
- Maintained current manufacturer-based e-commerce solution and provide technical support
- Created a stand alone shopping cart system for clients in need of an e-commerce solution

- Maintained current SQL Server databases
- Developed a web-based B2B system utilizing ASP.Net w/ VB.Net
- Mentored and supervised two junior programmers

November 2001 – August 2002 **Boson Software, Inc.**
Software Engineer

Programmed a database editor with a VB front end and an MS Access backend for test authors that didn't have MS Access installed on their computer.

- Updated the current Windows form-based test engine
- Produced ASP pages for company intranet for company reporting
- Developed version of Windows test engine for the Palm Pilot using NS Basic
- Utilized MS SQL 2000 to write complex queries and stored procedures

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Tyler Levandoski

Programmer/Analyst
Geographic Solutions, Inc.

Professional Summary

October 2001 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
November 1998 – October 2001	Catalina Marketing, St. Petersburg, Florida
July 1997 – November 1998	IBM/Technology Service Solutions, St. Petersburg, Fla.

Education

June 1988 ITT Technical Institute, Associate of Science in Electronics Engineering

Technical Skills

Operating Systems	Windows 95/98/2000, Windows NT, Windows XP, DOS, Unix
Software Development Tools	ASP, ASP.NET, C#, Visual Basic, JavaScript, HTML, MS Visual Studio. NET, Visual Studio Enterprise Edition, Visual Basic 6, Codewrite, Homesite
Database Development Tools	TSQL, PLSQL, Stored Procedures, ADO, SQL Server Enterprise Manager, MS Query Analyzer, Access, SQL Plus, Oracle Enterprise Manager

Project History

October 2001- present **Geographic Solutions, Inc.**
Programmer/Analyst

Mr. Levandoski develops, upgrades and maintains the core technology included in the Virtual OneStop system.

- Created and implemented custom background information wizard and resume building applications using HTML and Active Server Pages interfacing with an SQL Server database on the back end.
- Responsible for creating a data map of the entire Virtual OneStop system, which contains nearly 8,000 files, containing links, stored procedures and component calls. Also developed an SQL database to store the data map information for query and documentation purposes.
- Developed proprietary job-seeking applications using custom stored procedures to access an SQL database for results.
- Developed a custom content display application using an HTML template page to display variable content for multiple clients.
- Created custom JavaScript validation for all customer entry forms.

November 1998 – October 2001 **Catalina Marketing/Health Resources Pub.**

Software Quality Specialist

Employed as a senior level software tester and a senior level help desk support technician.

- Responsibilities as a software tester included testing and assisting in the development of all company software. Also wrote documentation for training, which included testing, preparing and distributing documentation of company software.
- Responsibilities as a help desk support technician included assisting and troubleshooting all reported problems with the use of company software.

July 1997 – November 1998 **IBM/Technology Service Solutions**
Field Service Technician

Employed as a hardware/software service technician.

- Made in-home service calls to troubleshoot and repair all types of hardware and software issues.
- Installed and configured proprietary software while consulting with clients to meet their specific software needs.
- Assisted in updating the desktop technology used in the local offices of several Fortune 500 companies.
- Senior member of team that upgraded the Point of Sales systems for major retail chains.

Timothy Bush

Trainer
Geographic Solutions, Inc.

Professional Summary

November 2005 – Present Geographic Solutions, Inc., Palm Harbor, Florida

January 2001 – November 2005 Chinese Martial Arts Center, Dunedin, Florida

Education

December 2004 Brevard Community College, Melbourne, Florida, Associate of Science in Computer Programming

Technical Skills

Windows 95/98/NT 4.0/XP, Microsoft Office '97/'00/XP (Professional Suite), Java, C++, Visual C++, Visual Basic, Technical Writing

More than four years experience as a teacher and trainer with dynamic communication and presentation skills.

Strong ability to translate technical information making it more easily understood by non-technical audiences.

Project History

January 2002 – present **Geographic Solutions, Inc.**
Client Education Specialist/ Training Lead

Mr. Bush works as a client education specialist.

Responsibilities include the following:

- Conducting client training for the Virtual OneStop system and the Virtual OneStop Administration system
- Creating system design documents (SDD)

January 2001 – November 2005 **Chinese Martial Arts Center**
Chief Kung Fu Instructor/Office Manager

- Develop curriculum, teach group classes and private lessons, make initial contact with prospective students, and follow up
- 3rd degree Black Belt

January 1997 **General Electric Transportation Systems, Erie, Pennsylvania**
AC 6000 Locomotive Software Group

- Assisted with locomotive software tests.

Barry Fader

Multi-Media Specialist
Geographic Solutions, Inc.

Professional Summary

July 2005 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
June 2004 – July 2005	Insites Design, Atlanta, Georgia
January 1998 – June 2004	Bell South IntelliVentures, Atlanta, Georgia
1995 – January 1998	Interact Multimedia, Tel Aviv, Israel
1994 – 1995	Marvel Comics Production, New World Entertainment, Los Angeles, California
1993 – 1994	MTV Networks, New York, New York

Education

Sony Institute at American Film Institute, Los Angeles, CA, 1990

California Institute of the Arts, Valencia, CA, Bachelor of Fine Arts, 1988

The Knox School, St. James, Long Island, NY, 1982-84

Interlochen Arts Academy, Interlochen, MI, 1980-82

Technical Skills

Illustrator, Dreamweaver, UltraDev, Flash, Fireworks, Freehand, MX2004, Microsoft Office, Acrobat, 3D Studio Max. Auto Cad, Swish, Swift 3D, Director, Photoshop CS, After Effects, Imageready, Animator Pro, Sound Edit, Visual Page, Premiere, Real audio/video conversion and stream, Quicktime conversion and stream, Analog Video Conversion, Flash Video, MP3, MPEG, Pagemaker, Quark, and other multimedia and web developing computer programs.

Power Macintosh and PC computers.

Knowledge in HTML, Java, DHTML, Action Scripting, Lingo

Development of All WiFi (Palm – PDA – Pocket PC) Design and Function.

Project History

July 2005 – present **Geographic Solutions, Inc.**
Multi-Media Specialist

Mr. Fader works as a Multi-Media specialist.

Responsibilities include the following:

- Creating all logo and graphics for Geographic Solutions, Inc. and clients.
- Developing interactive CD ROM showing the benefits of Virtual OneStop.
- Developing new look and feel for clients websites.

June 2004 – July 2005 **Insites Design, Atlanta, Georgia**

Web Designer

- Work heavily with Dreamweaver MX 2004, Photoshop CS, Illustrator, Flash MX, Fireworks MX, Swish, HTML, Java, DHTML.

January 1998 – June 2004 **Bell South IntelliVentures, Atlanta, Georgia**

Senior Web Designer

- Banner Advertising, Data Entry
- Search Engine placement and research,
- Integration of Work heavily with Dreamweaver MX 2004, Photoshop 7, Illustrator, Flash MX, Fireworks MX, Swish, HTML, Java, DHTML.
- Accomplished over 1000+ 1-10 page web sites in the past 6 years, 2000+ banner ads.
- Consistently expediting changes, publishing, re-designing, registering and updating web sites as well as initial creation.

1995 – January 1998 **Interact Multimedia, Tel Aviv, Israel**

Software Graphics/Media Developer

- Responsible for creation of interactive games and educational CD Roms.
- Additional responsibilities included: Converting existing CD Roms into a number of different languages; Working extensively with the Internet.

1994 – 1995 **Marvel Comics Production, New World Entertainment, Los Angeles, California**

Assistant Editor/Post Production Assistant

- Assistant Editor/Post Production Assistant, animated TV show "Biker Mice From Mars".
- Responsibilities included: Editing 35 mm sound and picture; Inserting weekly retakes; film and video transfers; Animation cell painting; Boxing and sending storyboards, x-sheets to the Philippines; Database weekly updates of remaining retakes.

1993 – 1994 **MTV Networks, New York, New York**

Video Editor

- Freelance ¾" off line video editing for on air promo

Todd Olsen

Programmer/Analyst
Geographic Solutions, Inc.

Professional Summary

March 2005 – Present	Geographic Solutions, Inc., Palm Harbor, Florida
February 2003 – March 2005	MPH PowerChord, Tierra Verde, Florida
August 2001 – February 2003	Boson Software, Tampa, Florida
August 1999 – January 2001	Financial Credit Service - Clearwater, Florida

Education

Tampa Technical Institute	Associate Degree in CIS	Graduated 2002

Technical Skills

Design:

Photoshop, Image Ready (current) Dreamweaver MX

Programming Languages: ASP.NET, VB.NET, ASP, JS, HTML, SQL

Networking & Web Configuration: OS: Microsoft 95 to current **Server OS:** MS Server 2000 to current

MS IIS, Mail Server, DNS Configuration

VII.6 References for Similar Projects.

The following references are comprehensive, state systems comparable to the proposed Hawaii Automated Management Information System

VII.6.1 Florida - EmployFlorida

Client

Workforce Florida, Inc.
1974 Commonwealth Lane
Tallahassee, FL 32303

Contact

Mr. Mike Johnson , Project Manager
Tel: 850-921-1119
Fax: 850-921-1101
Email: mjohnson@workforceflorida.com

Web Address: http://www.employflorida.com

Description

Geographic Solutions developed the Employ Florida Marketplace. Workforce Florida initiated a subscription for Virtual OneStop on January 2, 2005. The system first became operational on March 1, 2005 and upgrades have been successfully installed to enhance services and reporting.

Geographic Solutions was the Sole Contractor and delivered Analysis, Business Planning, Detailed Design and Implementation of custom software, and system documentation.

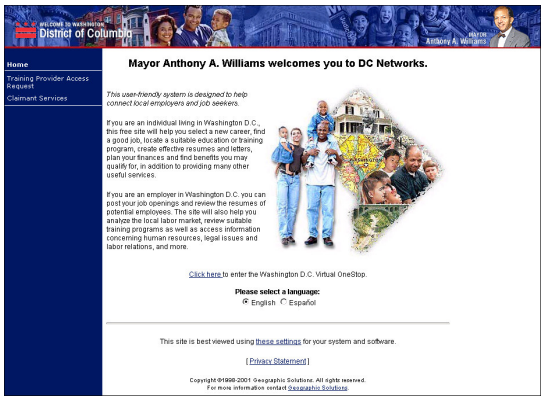
Workforce Florida decided to deploy a new, web-based, demand-driven labor exchange system called Employ Florida Marketplace. The new website, www.employflorida.com, was released by the State of Florida on March 1, 2005. This site revolutionized Florida's labor exchange process and creates a branded labor exchange system that is recognized nationally as well as at the state and local level in Florida. Employ Florida Marketplace attracts individuals at all skill levels who are seeking employment in Florida and aggregates and updates virtually every Florida job opening posted on the Internet. It serves

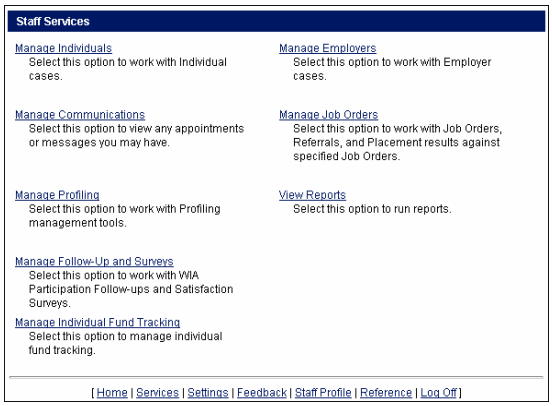
state and local One Stop staff, employers and job seekers with an option for English or Spanish language.

The system serves employers, job seekers, and individuals seeking benefits in all parishes and workforce boards in the State of Louisiana. Approximate population served is 12,978,031 people.

In March 2005, Virtual OneStop Version 6 was implemented, providing enhanced self-service, client tracking, and reporting functions. Employ Florida Marketplace received a system upgrade to Version 7 in September 2005.

VII.6.2 Washington, DC - DCNetworks Project





Client
District of Columbia Department of Employment Services
609 H Street NE, Room 535
Washington D.C., 20002

Contact
Mr. Daryl Hardy, Deputy Director
Tel: 202-698-5143
Fax: 202-724-1334
Email: DarylG.Hardy@dc.gov

Web Site: www.dcnetworks.org

Description
In 2000, Geographic Solutions developed and implemented a complex, integrated, Internet based Virtual OneStop system known as DCNetworks for the District of Columbia Department of Employment Services. It was designed to serve all customers including welfare parents, disadvantaged youth, unemployed or displaced workers, and others willing to learn and work. Since then, system upgrades have been successfully implemented each year to provide feature enhancements and additional reporting functions.

Geographic Solutions was the Sole Contractor who provided Systems Analysis, Business Planning, Detailed Design, System Development and Customization, Testing, System Implementation, Data Conversion, Legacy System Integration, User Training and System Documentation.

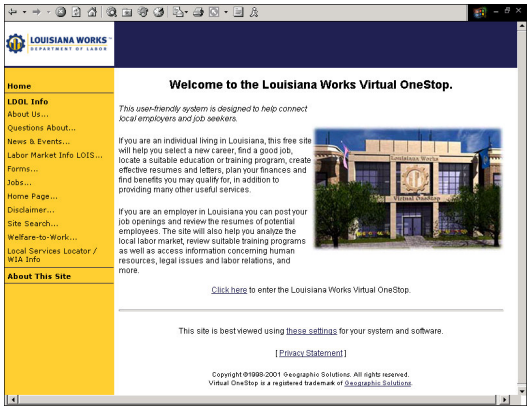
The DCNetworks system was first contracted on July 2000. Phase I of the system was deployed in October 2000. Since February, the system has been responsible for providing Self Service OneStop Access, Online Labor Market information, Integrated Case Management, Common Intake, Consumer Reports, and Labor Exchange. It offers a full complement of online services for Customers, Employers,

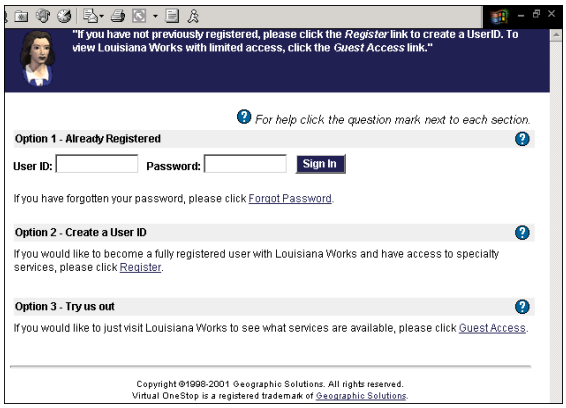
Agency Staff, Case Managers, and Career Counselors — including eligibility determination tools, referrals, placement data, scheduling tools, client tracking, and follow-up utilities. The system produces all necessary federal reporting for the District of Columbia Department of Employment Services including the ETA 9002 A, B, C, D, and E, VETS 200, MIC, 9090 WIA Quarterly, and 9091 WIA Annual reports, and creates the annual WIASRD file and WIA Data Validation file.

Geographic Solutions has written custom programs to import legacy data including participant information, job orders, referrals and services from the District's mainframes. DC Networks integrates and interfaces multiple agencies, partners and programs including Employment Service, Unemployment Insurance, Welfare to Work and Vocational Rehabilitation. DCNetworks has replaced the Districts' ODDS / ENDS mainframe employment service system and legacy JTPA systems.

Approximate population served is 4,673,902 people. Employers, job seekers, and individuals seeking benefits in the District of Columbia Metropolitan Area use DC Networks. In June 2002, the system was upgraded to Version 5.0. New features included additional reports and tracking capabilities, self-service and case management functions, and customization of community services pages and links. In August 2003, the system was upgraded to Version 6.0 and in November, 2005 to Version 7 to become common measures compliant.

VII.6.3 Louisiana Works Virtual OneStop Project (LAVOS)





Client
Louisiana Department of Labor
1001 North 23rd Street
Baton Rouge, LA 70804-9094

Contact
Ms. Stella Goodbee, Program Compliance Office Manager
Tel: 225-342-7629
Fax: 225-342-7664
Email: SGoodbee@ldol.state.la.us

Web Site: http://lavos.laworks.net

Description
Geographic Solutions developed Internet based Louisiana Works Virtual OneStop for the Louisiana Department of Labor in 2001. System is operational, and upgrades have been successfully installed each year to enhance service components and reporting.

Geographic Solutions was the Sole Contractor and delivered Analysis, Business Planning, Detailed Design and Implementation of custom software, and system documentation.

The State of Louisiana contracted with Geographic Solutions to develop the Louisiana Occupational Information System in September 2000. The system was first deployed in January 2001 (over 4 years ago) and has been continually enhanced. Since April 2001, the system has been responsible for providing all Self Service One-Stop Access, Integrated Case Management, Common Intake and Labor Exchange for the State of Louisiana Department of Labor and the State's local Workforce Investment Boards.

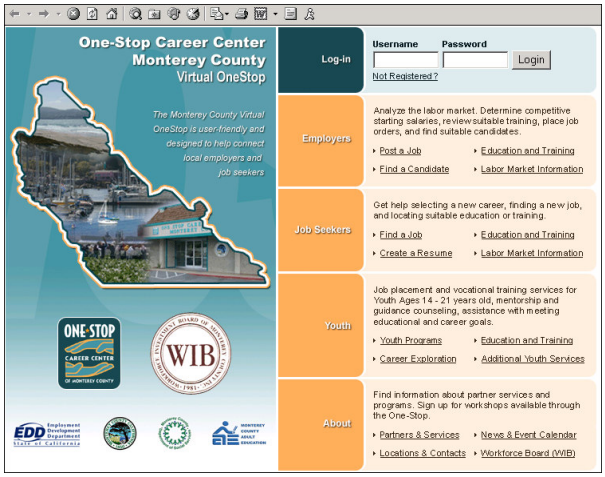
The Louisiana Works Virtual OneStop replaced the State's ODDS / ENDS mainframe employment service system and legacy JTPA systems. Geographic Solutions has written custom programs to import legacy data including participant information, job orders, referrals and services from the State's mainframes.

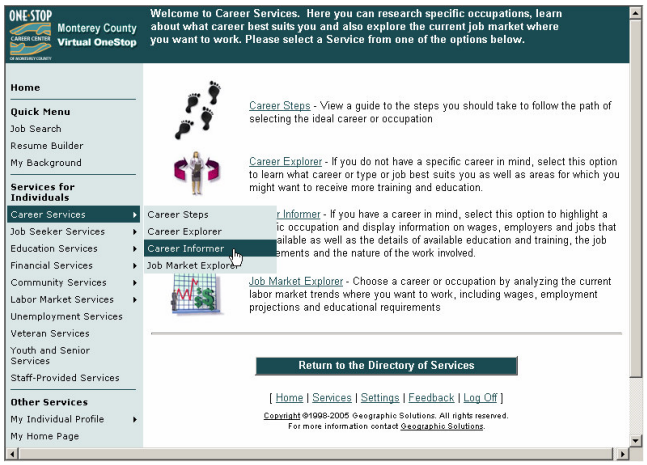
The system serves employers, job seekers, and individuals seeking benefits in all parishes and workforce boards in the State of Louisiana. Approximate population served is 4,372,035 people.

In May 2002, Virtual OneStop Version 5 was implemented, adding enhanced self-service, case management client tracking, and reporting functions. LAVOS received a system upgrade to Version 6 in January 2005 and in November, 2005 to Version 7 to become common measures compliant. Client is fully satisfied.

The Louisiana Works Virtual OneStop is a comprehensive one-stop operating system, providing services to multiple agencies and partners in all workforce development boards in Louisiana. The Louisiana Works Virtual OneStop system provides both Self-Service and Assisted Core and Intensive services.

VII.6.4 California - Virtual OneStop of Monterey County





Client
One Stop Career Center of Monterey County
730 LaGuardia Street
Salinas, CA 93905

Contact
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Tel: 831-796-3308
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Web Site: www.onestopmonterey.org

Description
The One Stop Career Center of Monterey County initiated a subscription for Virtual OneStop on January 1, 2000. The system first became operational on February 21, 2000. The system has been responsible for providing Integrated Case Management, Common Intake, WIA Case Management, Self Service OneStop Access, Online Labor Market Information, and Labor Exchange. Extensive reporting and integration with the California state JTA system are also included in the system functionality. The system also includes a Spanish version for users. The system has core and intensive services with case management, reporting, and interfaces with California's JTA system.

The approximate population is 365,605 people, serving employers, job seekers, and individuals seeking benefits in Monterey County, California. The application is hosted by Geographic Solutions.

VIII. Price Structure

The pricing structure and pricing information is indicated in the Offer Form supplied in section II, as requested in the RFP.

IX. Technical Information

IX.1 Virtual OneStop's Benefits

The Virtual OneStop system which serves as the foundation for the proposed HAMIS system was first implemented in 1998. Since that time, the system has undergone extensive improvements based on feedback from employers and jobs seekers in addition to our user community. As a result, the proposed HAMIS system includes all of the requirements outlined in RFP-06-001-WDD along with additional benefits and functionality beyond the listed requirements. Our proposed solution achieves the goals and outcomes of the State's Management Information System by providing the following system benefits:

Advantage	Description
Significantly Enhances Service	By effectively providing a common core of information and a single interface to a large number of quality jobs, the Virtual OneStop system will dramatically increase the quality of service provided by the State of **Hawaii**. Surveys have proven the Virtual OneStop system is user-friendly and well accepted by individuals, employers and staff. The system design makes it comfortable for everyone, even those with little computer experience.
Significantly Improves the Performance of the Labor Exchange System	The effective deployment of a Virtual OneStop system results in a significant increase in placement opportunities as well as an increased number of positive placements. The employer and job seeker portal's easy and effective tools will connect a larger pool of customers, employers, providers, and students to deliver overall improved labor exchange performance.
Provides "Universal" One-Stop Access	The Virtual OneStop System will allow **Hawaii** to provide universal access to a broad range of employment, training, and education services. The system can ensure that access to specific services is available to all customers throughout the one-stop system. The system will provide services to clients in remote and rural areas who might find it inconvenient to use a physical one-stop. The system will also reach clients in urban areas who are unable to access a physical one-stop due to lack of transportation, disability, etc.
Provides Demand Driven Employer Services	The Virtual OneStop is designed to facilitate a Demand Driven workforce strategy. Virtual OneStop System provides employers with flexible, intuitive job orders, and resume search options. Mediated services are enhanced with leading-edge labor exchange system functions.
Dramatically Increase the Jobs Available in the Workforce System using Job Spidering	Virtual OneStop includes the most comprehensive and advanced job spidering capability currently available. Job spidering is a process that periodically extracts content from jobs posted on the Internet from a wide variety of sources. This includes job boards, hospitals, military branch sites, federal, state and local government sites, recruiter sites, non-profits and corporate websites. Job Spidering can significantly improve the State's labor exchange system as it adds a large number of jobs to the workforce system with no staff time required. These additional jobs will include a significant number of high wage/high skill positions not available on a traditional workforce site. This diversity of jobs provides a system that can appeal to a broader spectrum of job seekers. Virtual OneStop provides the ability

Advantage	Description
	to track job seekers' access to these external jobs and includes the potential to count external job search in performance reporting. Adding job spidering is a significant benefit when looking to create a demand driven system. More higher-paying jobs attract qualified job seekers, increasing the size and skill level of the talent pool available to employers from the workforce system. Spidered jobs provide a "real time" view of LMI to the employer. For example, a summary of currently advertised wage data can be very useful when posting a job and/or interviewing candidates.
Provides the Most Advanced Labor Exchange Tools Available	The latest Virtual OneStop System, Version 7, incorporates a new proprietary job search technology that uses "Artificial Intelligence" techniques to allow the user to rapidly search jobs from a variety of Internet based job sites based on comprehensive criteria. Using this state-of-the-art mechanism known as "Laser Job Search Technology", the user can scan through tens of thousands of jobs rapidly. The system provides capability well beyond a simple keyword search, permitting the user to provide multiple criteria including occupations, industries, skills, and more.
An Adaptable Solution that can be Configured to the Exact Needs of **Hawaii**	HAMIS will be built from the Virtual OneStop Component Library, permitting the system to be adapted to the needs of the State of **Hawaii**. The system can be easily modified to meet changes in business rules and regulations, and to incorporate enhancements.
Tracks Referrals Automatically	Virtual OneStop has a unique mechanism that will generate a referral record each time an individual is referred to a job using the system. Records will indicate the original source of the job listing-- for example, America's Job Bank (AJB)-- and the person who was referred.
Tracks Services Provided Automatically	Virtual OneStop can be configured to allow the State to automatically track a wide variety of services provided to one-stop customers via the Internet. For example, each time a user accesses labor market or career information on the system, a service record can be credited. This mechanism is flexible; e.g. the provision of labor market information can be restricted to credit services only once every 24 hours per user. As a result, HAMIS will track web, and staff provided services.
Maintains Compatibility with Existing State and Federal Database Standards	Virtual OneStop supports all federal data and classification standards including the latest O*NET/SOC and NAICS systems. The proposed **Virtual OneStop System** will access data stored in the America's Labor Market Information System (ALMIS) database structure defined by the U.S. Department of Labor. **Virtual OneStop** is able to share the wealth of labor and economic data available from federal, state, and local agencies throughout the United States. Geographic Solutions has provided technical assistance in populating the ALMIS database structure to over 25 state agencies.
Establish an Integrated Workforce Development Strategy	The proposed solution will be a state-of-the-art delivery system, providing one-stop functions via the Internet. For the first time, information such as job listings and client-tracking data and program data are seamlessly integrated into one easy-to-use system. Under

Advantage	Description
	current one-stop initiatives, local one-stop systems are components of a larger regional, state, and national system. The new system will fulfill this role since it will be based on a standard structure and integrate directly into systems such as America's Job Bank and America's Labor Market Information System at the state and federal levels.
Increases Accountability and Information Availability for Management	Virtual OneStop will include the capability to generate Federal Reports and Predictive Reports to evaluate the performance and effectiveness of the Workforce Delivery System. This capability will include performance, cost data and the ability to view user and service tracking data as well usage and performance reports.
Accessible Management Reports for State and Local Offices	Virtual OneStop offers hundreds of reporting options with thousands of variables. Administrators and staff from state, county, partner agencies will have real-time access to management data and predictive federal reports.
A Modular Solution that is a Foundation for Future Growth	The Virtual OneStop system will not only be a robust Management Information System, but it can form the core of a more comprehensive system in the future. For example, a scan card module can be added to the system to automatically track services provided to individuals at all one-stop offices. Geographic Solutions adds new system releases annually, guaranteeing Hawaii of providing a dynamic Management Information immediately, and in the future.
Effective Case Management of Multiple Programs	HAMIS will provide powerful tools to one-stop staff for entering, analyzing, and storing detailed eligibility and intake information for multiple programs and partners. The streamlined data entry process incorporates business rules to ensure data integrity.

X. Confidential Information

XI. Exceptions

Geographic Solutions, Inc. takes no exceptions to the terms and conditions listed in the RFP.

The Geographic Solutions Virtual OneStop Component Library includes a subscription license.

XII. Required Certificates

Geographic Solutions, Inc. has reviewed and understands the certificates that will be required at the time of award per the RFP.