

Unemployment Insurance Systems Modernization – Phase 2

**For the Vermont House Committee on Commerce and Economic
Development**

Agency of Digital Services

February 22, 2022

UI Modernization Phase 1 Update

- ▶ **\$3.5M for Phase 1 was approved by JITOC on 8/11/2021**
- ▶ **We have completed the drafting of the Request for Proposal (RFP) for Phase 1.**
- ▶ **The RFP has completed review and final edits are being made.**
- ▶ **We are targeting release of the RFP in February.**
- ▶ **\$30M for the remaining phases of UI have been included in the Governor's Recommended Budget.**

UI Modernization Phases

- ▶ **Phase One (12 - 18 Months, \$3.5M)**
 - ▶ **Identity Verification**
 - ▶ **Claimant Portal**
 - ▶ **Employer Portal**
 - ▶ **Adjudications Management**
- ▶ **Phase Two (36 - 48 Months, \$30M)**
 - ▶ **Benefits Core**
 - ▶ **Tax Core**
 - ▶ **Fraud Detection and Prevention**
 - ▶ **Electronic Document Management**
 - ▶ **Benefit Accuracy Measurement (BAM)**
 - ▶ **Program Integrity (PI)**
 - ▶ **Employer Auditing**
 - ▶ **Adjudications/Appeals**
 - ▶ **Reemployment Services (RESEA)**
 - ▶ **Federal Reporting**

Schedule and Cost Estimates

- ▶ **Project is planned to be completed over 2 phases with Phase 1 lasting 12 to 18 months.**
- ▶ **Total cost of modernization is estimated at \$33.5 Million with Phase 1 estimated at \$3.5M.**
- ▶ **Maintenance and Operations Costs post implementation – 20% or \$5M ~ \$6M per year.**
- ▶ **Project will consist of 2 procurements. 1 for the customer facing portion of the system and one for the mainframe replacement.**
- ▶ **Estimates are based on experience with developing and deploying PUA during the pandemic and the UI Modernization efforts of Connecticut. Connecticut estimates include actual implementation and operating costs.**
- ▶ **Connecticut's UI Modernization is almost complete with a scheduled go live of July 2022.**
- ▶ **It has taken them 5+ years and \$25M.**

UI Planned Architecture

Customer Facing sites and applications – Salesforce*

**Phase 1
12 to 18 months
\$3.5M**

**Mainframe replacement, core UI administration functions – TBD
ReEmploy USA
Solid State
FAST**

**Phase 2
36 to 48 months
\$30M**

User Management – Okta*

Document Management – OnBase*

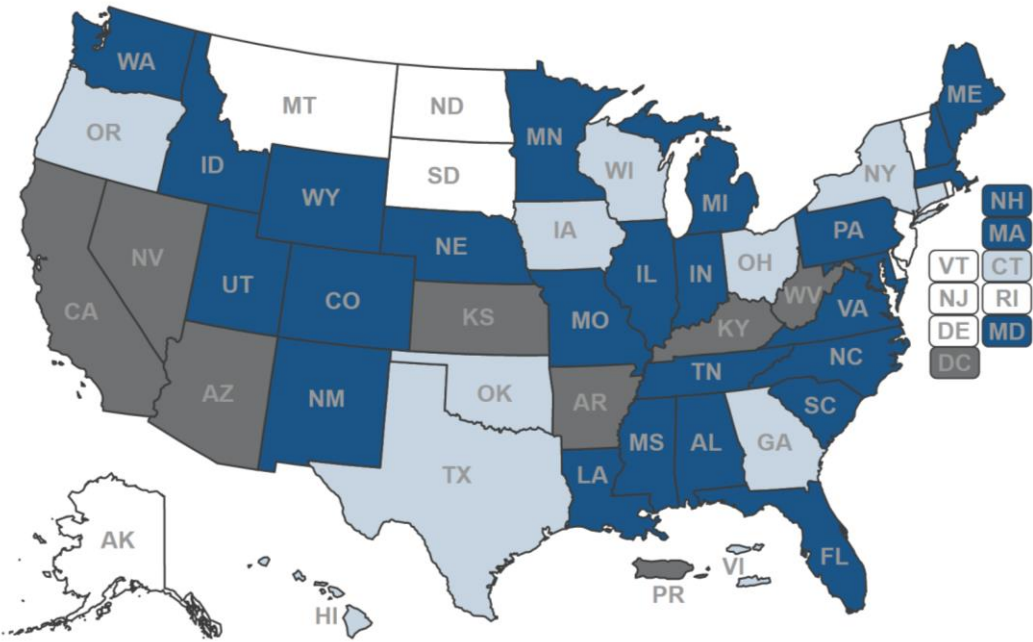
Application Integration – Mulesoft*

Reporting and Analytics – PowerBI*

***Denotes existing platforms already in use at the State of Vermont**

Modernization by State

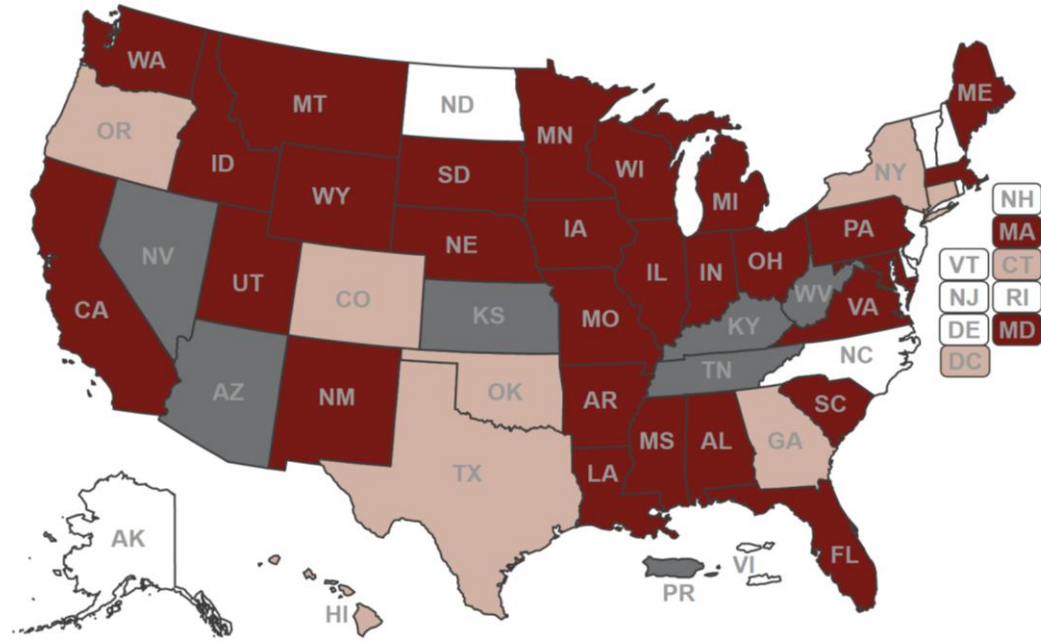
UI Benefits Systems



UI Benefits Systems Summary

25	Completed
11	Development
9	Acquisition
8	Planning

UI Tax Systems



UI Tax Systems Summary

28	Completed
9	Development
7	Acquisition
9	Planning