

**Request for Information (RFI)**

# **South Dakota Department of Labor and Regulation (DLR)**

**Reemployment Assistance (RA) Fund Accounting Software**

Date: 03/15/2024

RFI number: RFI-24RFI10504

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## Objective and Purpose

The State of South Dakota Department of Labor and Regulation (DLR) is seeking planning information for a Reemployment Assistance (RA) Fund Accounting Software to replace its current integration. This request for information (RFI) is intended to gather information on industry approaches and solutions to develop, operate, and support a modernized Fund Accounting System from vendors with proven experience in accounting software. The information gathered through this process will be used for Reemployment Assistance modernization planning purposes and may be used in the development of a request for proposal (RFP) soliciting vendors to assist the State in implementing a RA modernization solution.

Responses will be reviewed by DLR and Bureau of Information Telecommunications (BIT) staff. Respondents providing clear, concise information may be invited to make oral presentations to staff members. Presentations may be requested to be held via telephone or visual electronic conferencing. It is possible some respondents will not be invited due to logistical and time constraints.

This RFI is designed to:

- Identify technology that may provide new or improved RA software benefits;
- Gather preliminary cost estimates to assess the scope and size of the project;
- Invite respondents to demonstrate their products/services; and
- Enable state staff members to compare Fund Accounting systems or prototypes.

## Disclaimers

**This RFI is issued solely for information and planning purposes and does not constitute a solicitation for bid.** This RFI should not be seen as intent, commitment, or promise to acquire services, supplies, or solutions offered. No contract will result from any response to this RFI.

DLR and/or BIT will not pay for any information herein requested nor is it liable for any cost incurred by the vendor. The information gathered through this process may be used in the development of future documents. However, DLR and/or BIT do not guarantee this will occur.

All information included in this RFI is confidential and only for the recipient's knowledge. No information included in this document or in discussions connected to it may be disclosed to any other party.

## Reemployment Assistance Fund Accounting System Background

South Dakota's Department of Labor and Regulation (DLR) is responsible for collecting employer contributions and paying unemployment benefits to workers who are eligible for reemployment assistance.

DLR's current system utilized to administer benefits, taxes and trust fund accounting is a collection of Mainframe based systems utilizing COBOL and ADABAS data storage developed in the 70s and 80s. The current legacy systems have been modified periodically over the years to meet new legislative and business requirements.

## **Reemployment Assistance Fund Accounting System Initiative**

For the UI modernization initiative, DLR is seeking to replace legacy automated applications with a solution that encompasses business processing for both RA Tax and RA Benefits. These business processes and automated applications must adhere to stringent Federal and State UI processing requirements.

For the RA Fund Accounting System Initiative, DLR is seeking to replace the existing software currently being utilized by the RA Accounting Staff. The new software must improve customer service by expanding the capacity and functionality of the current software. Features DLR will seek with a new accounting system include:

- Accounts Payable
- Accounts Receivable
- Bank Reconciliations
- General Ledger

## **RFI Response Scope**

Since it is not feasible to convey an all-inclusive functional scope for South Dakota's RA Fund Accounting Software with this RFI, the State anticipates receiving varied responses. The State acknowledges this constraint and encourages vendors to provide a response based on their best understanding of the RFI content. Each respondent is being asked to provide the following information:

### ***Product Overview***

Respondents must provide clear statements about RA product information that would satisfy DLR's RA Fund Accounting Initiative as outlined in this RFI. Additional RA products or solutions that may be of value or interest to DLR are also encouraged. Such information should be accompanied with related cost estimates, product and services description information.

### ***Technology***

Respondents must provide technology requirements for their product(s) including, if necessary, any special needs for making application modifications or deployment. If special third party or proprietary hardware or software is required in the environment, the respondent must include those details in their response.

It is recommended that the proposed solution be cloud-hosted, preferable in the State's Azure Cloud environment. If not proposing this, then please explain the reasons. The contract doubles as an agreement for the State to own the data tables and is able to manipulate data, run reports as needed, pull code tables, access raw data, and develop dashboards as needed through Microsoft Power BI, ESRI, Tableau and associated platforms

As part of the State's Identity and Access Management (IAM) strategy, the proposed solution will need to integrate with the State of South Dakota's standard identity management service single sign-on (SSO) which enables custom control of how citizens and state employees sign up, sign in, and manage their profiles.

The SSO supports the industry standard protocols OpenID Connect and OAuth 2.0. This identity management will handle password recovery and Multi-factor Authentication (MFA). MFA is required for all application Administrators and may be required for other users. Microsoft's official documentation on the identity provider the State has implemented can be found at: 1) <https://docs.microsoft.com/en-us/azure/active-directory-b2c/> and <https://docs.microsoft.com/en-us/azure/active-directory-b2c/integrate-with-app-code-samples> for public/citizens (Azure B2C), 2) <https://learn.microsoft.com/en-us/azure/active-directory/architecture/auth-oauth2> and <https://learn.microsoft.com/en-us/azure/active-directory/develop/v2-protocols-oidc> for state employees, businesses, partners, providers, etc. (Microsoft Entra ID).

The offeror must describe how new users are onboarded/provisioned in the system using an external identity provider an Identity/SSO/Login Design Document.

The offeror must describe how the system can adapt to business necessary interfaces using widely adopted open APIs and standards. Additionally, DLR expects that the offeror will make available/expose software services and publish documentation for those software services that would enable third party developers to interface other business applications. A detailed description of system capability shall be included in the proposal.

The offeror must provide a solution diagram providing specific details of how the entire solution will meet the requirements of the RFI. This will include integration with the State's infrastructure, existing systems that will integrate with the proposed solution, how data would flow between systems, the technology stack of the solution including any dependencies, and include user onboarding/provision, SSO, etc.

State standard technology should be utilized unless there is a reason not to. If your proposal recommends using non-standard technology, the proposal should very clearly indicate what non-standard technology is being proposed and why it is necessary to use non-standard technology. The costs of such non-standard technology should be reflected in your cost estimate. See [https://www.sd.gov/bit?id=bit\\_standards\\_overview](https://www.sd.gov/bit?id=bit_standards_overview) for lists of the State's standards. The proposal should also include a link to your hardware and software specifications.

If non-standard technology is used, the costs must include support since BIT can only guarantee best effort support for non-standard technology. The proposal should also include the development and implementation of a disaster recovery plan since non-standard technology will not be covered by the State's disaster recovery plan. This should also be reflected in the cost estimate.

### ***Project Approach***

South Dakota is interested in exploring alternative approaches and innovative solutions that would be efficient, cost-effective and satisfy DLR's RA Fund Accounting Initiative. This may include leveraging existing state technology – including the customizing commercial off the shelf (COTS) technology, or any combination thereof.

Respondents must provide information that describes their particular project approach for implementing UI solutions and overall project schedule.

### ***Estimated Costs***

One of the primary purposes of this RFI is to obtain initial, estimated costs information for RA Fund Accounting Initiative planning purposes. Respondents should include the appropriate initial and on-going costs to implement and maintain a solution, including as separate items, those associated with proprietary third party hardware and/or software (if applicable). Include all details on the licensing structure for product and support. If there are multiple proposed options, please list the details of each option separately.

### **Vendor Response**

To answer this RFI, please fill in the attached appendices, unless otherwise noted. South Dakota does not have a specified format for vendor response beyond the inclusion of the required forms.

### ***Timeframe and Schedule***

The table below illustrates the schedule for this RFI.

Milestone	Date
RFI Release Date	March 15, 2024
Deadline for Questions	March 27, 2024 by 11:59 p.m
Deadline for Response to Questions	April 10, 2024
RFI Response Due Date	April 26, 2024 by 11:59 p.m
Vendor Presentations (Optional)	TBD

### ***Submittal Instructions***

Send the attached completed appendices in a Word document (format unchanged) and other product and vendor information by email to [pauline.heier@state.sd.us](mailto:pauline.heier@state.sd.us) and [andrew.szilvasi@state.sd.us](mailto:andrew.szilvasi@state.sd.us).

### ***Questions Regarding the RFI***

Questions requesting clarification of this RFI must be submitted to: [pauline.heier@state.sd.us](mailto:pauline.heier@state.sd.us) and [andrew.szilvasi@state.sd.us](mailto:andrew.szilvasi@state.sd.us). No telephone inquiries will be accepted.

## **Appendix A – Response Questions**

Include answers to these questions in a **Microsoft Word** or **PDF document**.

1. Company Name;
2. Company Address, City, Zip;
3. Company Website address;
4. Contact person responsible for answering this RFI;
5. Contact person telephone;
6. Contact person email;
7. Description of products currently offered that are related to the topics of interest as identified in the Objectives and Purpose section.