

Questions and Answers
Regarding Request for Proposal
“Consulting Services to Perform Audit of Kansas Department of Labor and the Unemployment Insurance
System for Fraudulent Claims and Improper Payments”

Answers to Questions in red.

August 30, 2021

Pages 21-23, Scope Section general question:

Does the State already have the timelines with changes (e.g., personnel, leadership, security, policies, training, etc.) documented and available, or will the assessors need to collect that information as part of the effort?

Page 21, Scope section 1): Can you please provide:

Approximately how many endpoints and external perimeter housing the claims systems will need to be imaged?

What type of systems (e.g., operating systems) will need to be imaged?

Approximately how large is the total data storage (e.g., size of the drives on each system) to be imaged?

Are the systems in use going to be in use through March 31, 2022?

What format of forensic image is preferred (e.g., E01)?

Do you require physical inspection of the system during the imaging process, or can the imaging be performed remotely?

Do you require "live" imaging (collection of active memory) or will imaging be performed on just the drives?

Page 21, Scope section 2): Can you please provide:

Approximately how many claims (rough order of magnitude) are expected from March 15, 2020, to March 31, 2022?

What type of databases are in use to collect the claims and supporting data (e.g., IP address)?

Page 22, Scope section 3): Can you please clarify:

Do you need a general review to evaluate the overall likelihood of a potential breach; or
A detailed analysis of logs and controls to identify potential indicators of compromise (IOC) (e.g., potential access or data breach)?

Page 23, Scope of Work - Additional Items, section 1): Do you need a detailed analysis of phone systems controls and security, or a general review of how the phone systems are controlled and used?

September 7, 2021

- 1) Has a budget been established? If so, how much?
- 2) Are the fees to paid a fixed amount, or would the State allow for additional fees after the awarding of the contract?
- 3) If the winning bidder were to encounter previously unforeseen costs not only by the bidder, but by the State as well, will the State pay for those additional costs if a proposal were to be submitted by the Bidder and approved by the State?
- 4) Will the State taken into consideration an investigative outline offered by the Bidder if that outline and recommended investigative steps departs from the steps as noted in the RFP?
- 5) On page 21 of the RFP, Section 4.1, please define further what is meant by “forensic endpoint images related to the claims and the external perimeter housing the claims systems.”
- 6) Does the State seek to identify the identities of the recipients of fraudulent claims?
- 7) Accenture was hired by the State of Kansas Department of Labor (KDOL) to assist with the answering services. Is it known how much Accenture was paid for these services?
- 8) Did Accenture provide a written report for the work it completed on behalf of the KDOL, and if so, will that report be made available?
- 9) Will the audit work performed by or on behalf of the Legislative Post Audit group (Report Numbers R-21-003 and R-21-011 - the audit work papers) be made available for review?
- 10) Regarding Section 4 - Specifications, Scope π 2: Does the phrase “the amounts and nature of improper payments” include overpayments? Meaning that the recipient is determined to have an entitlement but the amount was incorrectly calculated? And does this also include the possibility of underpayments?
- 11) As to the deliverables at the completion of the forensic investigation, is the State:
 - a) Seeking an estimate of the total of improper/fraudulent amounts disbursed during the stated time period?
 - b) Seeking information that will assist in the recovery, if possible, of inappropriate disbursements?
 - c) Requesting suggestions for changes/upgrades to the current computer system?
- 12) On page 25 of the RFP, under the “Cost Sheet” section, number three, please clarify the type of work you are requesting for the five years preceding 2020. Is there other work you wish to be conducted for this same five year period?

Question Number	RFP Section	Page Number	Question
1	2.2 - 2.14 4	9-12 23-24	Section 2.2 of the proposal states bidders should prepare their technical proposal in the same sequence of the RFP and then lists items 2.3-2.14. On page 23, the "Contents of the Proposal" section states that the technical proposal should follow the order specified on pages 23 and 24. What is the preferred order of the technical proposal?
2	5	25-26	Are bidders expected to use the cost sheet provided on pages 25 and 26 of the proposal or can this information be provided in a different format?
3	4	23	Would the Council like to see staff resumes included in the technical proposal or is the information outlined on page 23 sufficient information to provide?
4	4	21-23	Will the awardee have the ability to review the Kansas Legislative Division of Post Audit (LPA) audit working papers during the engagement?
5	4	21-23	Will the awardee have the ability to review the working papers supporting the Kansas Department of Labor (KDOL) February 19, 2021 response to the February 2021 LPA Report during the engagement?
6	4	21	"The auditor shall have access to all confidential documents" Does this include access to State Workforce Agencies UI claimant data, wage records, or any other data used to determine eligibilities?
7	4	22	Referring to #4 on page 22: information on the progress regarding the secretary's implementation of all program integrity elements and guidance issued by the United States Department of Labor and the National Association of State Workforce Agencies (due September 1, 2022). Does it require the awardee to communicate with the entities (i.e. contractors) who are implementing these program integrity elements?
8	4	21-23	Can KDOL share the systems/platforms and data elements (or data dictionary or file layout) that the awardee will have access to and retrieve the data to be used for the analysis?
9	4	21-23	Can KDOL share the volume of claims received or expected during the audit period?
10	4	21-23	What staff and documentation will the Kansas Department of Labor make available to catalogue past requirements and processes for identifying fraud and improper payments?
11	4	21-23	Are there requirements for data accesses and platforms the contractor will be required to follow?
12	4	21-23	Will the contractor be granted access to a workspace or sandbox within the Kansas Department of Labor's environment in order to complete assessments, evaluations, analysis, etc.?
13	4	21-23	Will the Kansas Department of Labor provide access to the tools and technology required to complete the audit? Or should the contractor propose the tools they will use?

	Solicitation or Attachments RFQ Section	Paragraph No.	Page No.(s)	Question
1	Section 1 - Bidding Instructions	1.13 Evaluation of Proposals	P. 7 of 29	RFP states: that one of the evaluation considerations may include "Qualified staff." On p. 15 of 29, 3.20 Staff Qualifications, the Contractor is expected to warrant all persons assigned are qualified. Given there currently is no Key Personnel resume requirements, how will "Qualified staff" then be evaluated?
2	Section 4 - Specifications	SOW Base Bid #1	P. 21 of 29	<p>RFP states " an evaluation of systems with access to the payment and processing of claims, forensic endpoint images related to the claims and the external perimeter housing the claims systems, as well as an evaluation of the Kansas Department of Labor's response to claims"</p> <p>a. An "evaluation" can mean many things to different stakeholders. Can KDOL define with technical specificity what is expected to be performed for each of these two "evaluations" referenced in Based Bid #1? can KDOL also specify what framework responders should be expected to perform their evaluation under?</p> <p>b. Can KDOL provide the description and definition of each system that are in scope to be evaluated?</p> <p>c. Can KDOL clarify what "external perimeter housing" means? Are you referencing physical controls (e.g., Data Center) or Firewall?</p>
3	Section 4 - Specifications	SOW Base Bid #2	P. 21-22 of 29	<p>a. Has KDOL already conducted any assessments to verify the amounts and nature of improper and fraudulent payments to date? If yes, will the Awardee have access to that research? Is the Awardee expected to validate prior results or calculate the results on their own?</p> <p>b. Has KDOL implemented an approved methodology for detecting improper and fraudulent payments? Is the vendor expected to follow this approach or develop its own methodology?</p> <p>c. Are unemployment payments clearly segregated by pandemic-related federal unemployment compensation and KDOL's traditional unemployment compensation?</p> <p>d. RFP States "Consulting Services to Perform Audit of Kansas Department of Labor and Unemployment Insurance System for Fraudulent Claims and Improper Payments." Please confirm that KDOL that the type of audit procedures to be performed are IT Audit related consulting services.</p>
4	Section 4 - Specifications	SOW Base Bid #3	P. 21-22 of 29	a. Does KDOL require penetration testing as part of the assessment? If yes, how many public-facing IP addresses or websites are in scope?
5	Section 4 - Specifications	SOW Additional Items #1	P. 22 of 29	<p>a. Can KDOL define the assessment to be performed on the phone system?</p> <p>b. Can KDOL provide the phone system used that will be assessed?</p>
6	Section 4 - Specifications	Contents of the Proposal	P.23 of 29	RFP States "Provide a minimum of three references, including contract names and telephone numbers." Please confirm that references can be State & Local as well as Commercial sector references as well.