Attachment 2: UI Requirements

This attachment provides KDOL's high-level business/functional and technical/system requirements. KDOL anticipates these requirements will be progressively elaborated and decomposed during the requirements management process in collaboration between KDOL and the Awarded Vendor. Bidder responses must be provided in the Excel response sheet attached to RFP (KDOL_Modernization_Requirements_Response_Sheet.xls).

Business Functional, Compliance & Regulatory, and Technical Requirements:

A comprehensive list of requirements is outlined below in Project Requirements Matrix. For each requirement, Business/Functional Requirements (Sections 400, 600, 700, 800, 900) and Vendor, Regulatory & Compliance, Technical Requirements (Sections 100, 300, 500), the Bidder must respond by using the corresponding response codes to identify whether the requirement is met and how it is met. Additional description and supporting comments may be provided in the Description column.

The bidder is required to complete the matrix when providing RFP response by using the corresponding response codes.

- **Requirement Met:** Indicate if their proposed solution currently meets the requirement. Response Codes: Yes, No, Partial
- **How Requirement Is Met:** Specify how the requirement is met. Response Codes:

  SF = Standard Functionality: the solution provides the requested functionality without any change. Only use SF if the current release of software or solution meets the requirements "as is."

  CF = Configuration: Configuration of the standard software offering utilizing the delivered toolset to satisfy the specific requirement.

  CD = Custom Development: the desired feature or functionality is not available as part of the baseline software and will require custom development to meet the requirement.

- **Additional Description/Comments:** If the requirement is not met or custom development is needed, provide a descriptive response of the proposed solution to meet the requirement. If functionality is planned in an upcoming release of the application, please indicate the description and the release date. Supporting comments may also be included in this column.

100: Vendor Requirements		
Requirement ID	**Requirement Section**	**Requirement Description**
101.001	101	The bidder must have been in the Software Development business for a minimum of five (5) years.
101.002	101	The bidder must supply at least one (1) but no more than three (3) references that verify this qualification item.
101.003	101	The Bidder must have designed, developed, configured, and/or customized, and successfully implemented at least one (1) complete integrated UI solution (Benefits, Appeals, and Tax). The core UI Benefits and Tax functionality of the proposed COTS system must be implemented and currently functioning in production for at least one (1) year in its entirety, and is active in at least two (2) customer locations.
101.004	101	The system must be and remain in compliance with laws, regulations, guidance, mandates, policies, and procedures from the U.S. Department of Labor and the State of Kansas governing Unemployment Insurance.
101.005	101	The system must be and remain in compliance with all State and Federal laws and mandates for protecting personally identifiable information (PII) and all state and customer data.
103.001	103	The respondent must provide Services to the State of Kansas, Governmental Entities, and Users solely from data centers located in the continental United States of America.
102.001	102	Describe the bidder organization's and its subcontractors' overall qualifications and experience to carry out a project of this nature and scope. The bidder must limit responses in this area to ten (10) pages. The use of

		“boilerplate” content in the response must be extremely limited (i.e., target this information for the specific needs outlined for this Project).
102.002	102	Describe each task, responsibility, and/or deliverable that will be subcontracted to another entity in sufficient detail that KDOL understands based on your offer, exactly what entity will be performing what portion of the overall requirements. Include the name of the subcontractor performing the work and provide the résumé of the Project Manager or person tasked with the specific responsibility. The bidder must provide demonstrated subcontractor experience in completing the tasks required in this Project
103.002	103	Corrective Action- KDOL uses a Vendor Performance Improvement Log to document requested improvements and the results. Awarded Vendor must provide a proposed corrective action plan to address quality issues with Awarded Vendor Staff assigned to the Project. Awarded vendors must describe the process for monitoring improvement and the actions to be taken, such as training, additional QA reviews, or staff replacement if the quality does not improve sufficiently.
103.003	103	KDOL plans to engage a third-party vendor to perform Independent Verification and Validation (IV&V) activities for the duration of the development effort at KDOL's expense. The purpose of the IV&V is to help KDOL build quality into the System during the Project life cycle. The Awarded Vendor must fully cooperate with any IV&V vendor assigned to this Project. Such cooperation includes expeditiously providing the IV&V vendor with complete access to all project work products, records, materials, personnel, meetings, and correspondence as the IV&V vendor may request and implement identified recommendations. Additionally, the Awarded Vendor must include the obligations of this provision in all its contracts with its subcontractors that work on this Project. KDOL's request for remedial action does not constitute a change in scope, and the awarded vendor is not entitled to additional compensation nor extra time for corrective actions.
103.004	103	The bidder should explain their approach and expectations related to onsite work- including furnished equipment and workspace
103.005	103	For each Technical/System requirement, the bidder must: ▪ Indicate if their solution Fully Meets, Partially Meets, or Does Not Meet the requirement; ▪ Specify if the requirement is a Core System Capability, a Configurable Option, or Requires Custom Development; and ▪ Provide a descriptive response including: • How the requirement is or will be met; • If the requirement is in production at an existing site; Provide supporting documentation, and Identify system components that support the requirement.
103.006	103	The awarded vendor will implement their solution in a manner that conforms with the following tenets: 1. Build a solution that minimizes vendor dependency and promotes Kansas independence in using, maintaining, and enhancing the system; 2. Leverage Exportable Code[1] products and methods where appropriate to reduce risk and lower both short- and long-term costs; 3. Configure and develop a core solution that can be easily extended to additional states; 4. Build a solution that allows staff to make changes through configuration – from the parameter to component level – with minimal IT or vendor assistance; 5. Create a sustainable and extensible platform that promotes reusability, product innovation, and scalability by using innovative concepts provided in a manner that is Training and Employment Guidance Letter (TEGL) 31-

		04 (https://wdr.doleta.gov/directives/attach/TEGL31-04.pdf) compliant and suitable to a government setting with funding constraints; and 6. Follow an industry-accepted software engineering methodology, or a hybrid methodology based on industry-accepted methodologies and proven best practices, from requirements gathering through deployment to production and during the warranty period
103.007	103	The bidder’s proposal must describe the bidder’s plan to ensure compliance with these requirements throughout the term of the Contract;
103.008	103	The bidder’s proposal must describe the bidder’s knowledge of and experience in creating accessible systems;
103.009	103	The bidder’s proposal must provide details about the accessibility of both tool output and tool usage for each proposed tool; and
103.01	103	The bidder's proposal must provide a Completed Voluntary Product Accessibility Template (VPAT). The VPAT is available at https://www.itic.org/policy/accessibility/vpat.

300: Regulatory & Compliance Requirements		
Requirement ID	**Requirement Section**	**Requirement Description**
301.001	301	The system retrieves source documents and Employer account information for Staff to review and compare ▪ Must be able to search, sort, and filter • Employer account information • Collection actions • Liens • Quarterly reports • Payments • Debt memorandums • Billing notices • Benefit charge statements • TPA transmission and payment data (e.g., Intuit) • Monetary allocations • Etc.
301.002	301	Complete compliance with all Federal and Kansas laws, statutes, regulations, policies, standards, and industry best practices;
301.003	301	The system must allow Staff to audit UI claims to determine payment and denial accuracy
302.001	302	The system selects the universe, then selects samples from the universe based on random numbers provided by DOL
302.002	302	The system must determine cases to audit based on DOL requirements
302.003	302	The system must prepare data for audit
302.004	302	The system must ensure data conforms to DOL format as defined in Employment and Training (ET) Handbook 395
302.005	302	The system must automatically create a snapshot of a claim, including screenshots (e.g., PDF) from UI Benefits
302.006	302	The system must allow Staff to manually edit the snapshot if required
302.007	302	The system must support Staff conducting an audit ▪ Must follow 20 CFR Part 602 ▪ Must follow ET Handbook 395 ▪ Must follow DOL mandated questionnaire ▪ Interview both Employers and Claimants • Phone, fax, mail, email, etc. • Quarterly wages, base period wages, etc. ▪ Readily access claim history ▪ Investigate issues such as • Job separation • Non-monetary issues • Monetary issues • Eligibility issues ▪ Work searches ▪ Availability ▪ Work registration • Benefit year earnings ▪ Summarize findings ▪ Complete Data Collection Instrument (DCI) and enter data into DOL SUN System
302.008	302	The system must allow Staff to enter random numbers provided by DOL into System
302.009	302	The system must select universe, then select quarterly sample cases from the universe based on random numbers provided by DOL
302.01	302	The system must ensure sample data conforms to DOL methodology as defined in ET Handbook 301

302.011	302	The system must upload sample data into the DOL SUN system
302.012	302	The system must retrieve ALL source documents such as: ▪ Case-specific information ▪ Claimant and Employer claim information ▪ Etc.
302.013	302	The system must allow Staff to select source documents and print as needed
302.014	302	The system must allow Staff to view the sample, including all sample cases, and conduct reviews (Search, sort, and filter sample data and source documents) ▪ View a sample list ▪ View all cases ▪ Review all documents • Review fact-finding • Employer response information • Claimant information • Claim history • Address (Claimant and Employer) history • Correspondence (Claimant and Employer) • Etc.
302.015	302	The system must allow Staff to record review results on an online/in-system DCI evaluation form
302.016	302	The system must be able to produce DCIs for all reviewed cases and allow Staff to print as needed
302.017	302	The system must perform validations and calculate the final score
302.018	302	The system must upload DCI review results into the DOL SUN system
302.019	302	The system must provide notification and take appropriate action when: ▪ An error occurs entering evaluation results ▪ An error occurs when uploading sample
302.02	302	The system must provide notification and take appropriate action when: ▪ An error occurs entering evaluation results ▪ An error occurs when uploading sample
302.021	302	The system must retain the history of all BTQ reviews based on business rules
302.022	302	Operations, Performance, and Management reports
302.023	302	The system must allow Staff to schedule Operations, Performance, and Management reports to be generated automatically
302.024	302	The system must allow Staff to run Operations, Performance, and Management reports on demand
302.025	302	The system must allow Staff to develop and schedule ad hoc Operations, Performance, and Management reports
302.026	302	The system must collect and track performance metrics
302.027	302	The system must integrate reports with dashboards for a visual representation of data
302.028	302	The system must store, and index Operations, Performance, and Management reports
302.029	302	The system must allow Staff to enter random numbers based upon criteria provided by DOL for the DOL program audit
302.03	302	The system must select universe, then select sample cases from the universe based on the provided criteria and/or numbers provided by DOL or Staff
302.031	302	The system must retrieve ALL source documents such as ▪ Claim specific information ▪ Case-specific information ▪ Claimant and Employer claim information ▪ Etc.
302.032	302	The system must allow Staff to select source documents and print as needed
302.033	302	The system must allow Staff to view the sample, including all sample cases, and conduct reviews ▪ View a sample list ▪ View all cases

		▪ Review all documents • Review fact-finding (Claimant, Employer or other party statements) • Employer response information • Claimant information • Claim history • Address (Claimant and Employer) history • Correspondence (Claimant and Employer) • Wage Records • Etc. ▪ Search, sort, and filter source documents
302.034	302	The system must allow Staff to enter sample selection to create reviews using criteria provided by Staff into the System for: Tele-Center Monthly Audit Reviews and Tele-Center Special Program Monthly Non-Monetary Evaluation Tele-Center/Special Program Monthly Call Evaluation Tele-Center/Special Program Monthly Claims Actions
302.035	302	The system must select universe, then select monthly sample evaluations from the universe
302.036	302	The system must retrieve sample evaluation forms
302.037	302	The system must retrieve ALL source documents for cases associated with sample evaluations, such as ▪ Case-specific information ▪ Claimant and Employer claim information ▪ Etc.
302.038	302	The system must allow Staff to view the sample, including all sample evaluations and cases, and conduct reviews ▪ View a sample list ▪ View all evaluation forms ▪ View all cases associated with sample evaluations ▪ Review all documents • Review fact-finding • Employer response information • Claimant information • Claim history • Address (Claimant and Employer) history • Correspondence (Claimant and Employer) • Etc. ▪ Search, sort, and filter source documents
302.039	302	The system must allow Staff to record review results on an online/in-system evaluation form and perform validations and calculate the final score
302.04	302	The system must be able to produce evaluation forms for all reviewed evaluations and allow staff to: ▪ View ▪ Modify (based on permissions) ▪ Print as needed
302.041	302	The system must retain the history of all Audit reviews based on business rules
302.042	302	The system must allow Staff to request a review of the evaluation results.
302.043	302	The system must provide a place for the requestor to provide an explanation for the review request
302.044	302	The system must send the request to designated staff
302.045	302	The system must allow staff to respond to the requestor
302.046	302	The system must allow staff to change the original score or disregard the evaluation results (i.e., coaching)
302.047	302	The system must allow Staff to run Operations, Performance, and Management reports on demand

302.048	302	The system must be able to generate and distribute Operations, Performance, and Management reports
302.049	302	The system must allow Staff to develop and schedule ad hoc Operations, Performance, and Management reports
302.05	302	The system must collect and track performance metrics
302.051	302	The system must integrate reports with dashboards for a visual representation of data
302.052	302	The system must store, and index Operations, Performance, and Management reports
302.053	302	The system must select a random sample of 40 cases per quarter to evaluate in accordance with ETA Handbook 382 (DOL reviews)
302.054	302	The system must select a random sample of cases to review per internal review selection criteria (internal reviews)
302.055	302	The system must provide for an integrated workflow and approval process for DOL and internal reviews
302.056	302	The system must allow staff to record review results
302.057	302	The system must perform data validations, calculate a score, and allow the attachment of review comments
302.058	302	The system must allow staff to print or distribute reviews as needed
302.059	302	The system must retain a history of all DOL and internal reviews based on business rules
302.06	302	The system must be able to generate operational, performance, and management reports based on the case review data
302.061	302	The system must allow for Staff to upload DOL review results into the DOL SUN system
302.062	302	System must generate DOL reports
302.063	302	System must distribute appeals-related DOL reports to Appeals and Commission Appeals Management for approval
302.064	302	System must allow Staff to correct and modify DOL reports
302.065	302	System must upload reports to DOL
302.066	302	System must integrate reports with dashboards for a visual representation of data and other capabilities such as aggregates, drill down, trend analysis, regression, variance, sub reports, ranking, and parameter-based reports
302.067	302	System must store and index reports
303.001	303	The system must store all audit documents, including correspondence, both incoming and outgoing, in a case management system
303.002	303	The system must create a log of all correspondence (incoming and outgoing) and incorporate it with ALL Benefits correspondence logs for both Employers and Claimants
303.003	303	The system must include Case Management, Dashboards, Generate Reports, Workflow and Correspondence functionality, described in General Process Descriptions
303.004	303	The system must include the ability to: ▪ Schedule mailings in each audit ▪ Set reminder messages for auditors to perform certain tasks in each audit ▪ Create reports • Individual auditor's timely completion of audits • General number of audits completed • Ad hoc using any item off of the DCI
303.005	303	Provide audit results to affected departments ▪ Manage workflow for those departments to take action ▪ Allow departments to communicate with BAM to discuss audit results
303.006	303	The system must support the following alternate activities and special cases: ▪ Refer discrepancies or issues to BPC, Benefits, or Tax to investigate ▪ Issue open period of ineligibility if the Claimant doesn't respond within the timeframe

303.007	303	The system must ensure data conforms to DOL format as defined in ET Handbook 407
303.008	303	The system must allow Staff to review the following within Tax ▪ New Status determinations ▪ Successor status determinations ▪ Inactivation status determinations ▪ Field audit ▪ Tax collections ▪ Contribution report processing ▪ Debits & billings contributory ▪ Debits & billings reimbursing ▪ Report delinquency ▪ Credits & refunds ▪ Employer charging ▪ Tax rates ▪ Cashiering
303.009	303	The system must track audit progress and notify the auditor when all audit requirements are met
303.01	303	The system must ensure data conforms to DOL format as defined in ET Handbook 361
303.011	303	The system must allow Staff to enter search parameters
303.012	303	The system must create extract files and load them into the DOL SUN system
303.013	303	The system must attempt to verify contents in sample transactions; those that can't be System verified will be sent to Staff
303.014	303	The system must allow Staff to review sample transactions in file to verify contents ▪ Best scenario is for the System to assemble all contents used in verification with current history first

400: Finance Requirements		
Requirement ID	**Requirement Section**	**Requirement Description**
400.001	400	The system must update Claimant and Employer accounts as appropriate based on business rules ▪ Warrant number ▪ Amount ▪ Date ▪ Etc.
400.002	400	The system must notify Staff of any errors in processing
400.003	400	The system must allow Staff to cancel/pull refunds and reverse all accounting entries
400.004	400	The system must allow Staff to mail USAS/CAPPS refunds for Benefits and Tax
400.005	400	The system must allow Staff to query, sort, view, and filter all refunds The system must generate correspondence ▪ Benefits and Tax refunds ▪ Benefits warrants
400.006	400	The system must allow updates due to contract changes and amendments
401.001	401	The system must compare all accounting transactions ▪ Between Comptroller and System ▪ Within System
401.002	401	The system must notify Staff of any errors and allow Staff to correct the errors
401.003	401	The system must provide a secure print solution that meets IRS Publication 1075 security requirements to print reports containing FTI.
401.004	401	The system must compare USAS/CAPPS history with KDOL deposit and notify Staff of errors - This occurs one business day after the deposit
401.005	401	The system must allow Staff to reconcile payments received back to the original billing
402.001	402	The system must allow Staff to key restitutions based on business rules ▪ Individual account ▪ Joint and several liabilities ▪ All accounting entries
402.002	402	The system must support the following alternate activities and special cases: ▪ Joint and Severally court-ordered restitution for individuals or schemes The system must associate offsets, repayments, NSF transactions to overpayments so that Staff understand how overpayments were reduced/increased and how the reimbursement was applied The system must provide a general ledger capability that is searchable and can be filtered (e.g., by date, program type, daily batch)
403.001	403	The system must create a list of authorized refunds to Staff ▪ Over $1,000 (need a TIN) ▪ Under $1,000
403.002	403	The system must allow Staff to approve vouchers
403.003	403	The system must generate warrants ▪ Interface with USAS/Centralized Accounting and Payroll/Personnel System (CAPPS) for Benefits and Tax refunds ▪ Local printing for Benefits warrants
403.004	403	The system must notify TOP of any refunds of IRS money
403.005	403	The system must notify Staff of pending refunds
403.006	403	The system must allow Staff to process refunds ▪ Cancel the refund • Put the credit back on the Employer or Claimant account ▪ Interface with USAS/CAPPS to cut the warrant ▪ Generate a letter to Employer or Claimant explaining the refund

404.001	404	The system must verify funds balance for Tax (not needed for Benefits) ▪ Move money if necessary
404.002	404	The system must create journal vouchers
404.003	404	The system must allow payments to be issued with no connection to a Claimant's eligibility amount for a given week. (e.g., USAS payments, Overpayment Credit balance release.)
404.004	404	The system must allow Staff to post all corrections ▪ Benefits ▪ Tax ▪ TOP ▪ Including full audit trail with rationale/notes where applicable • Add to field tax comments ▪ Change postmark date
404.005	404	The system must post corrections based on business rules
404.006	404	The system must notify Staff of errors in posting corrections
404.007	404	The system must allow Staff to perform transfers between various KDOL programs ▪ Create and automatically post summary transactions in USAS/WRAPS
404.008	404	The system must allow authorized business Staff to ▪ Scan letters ▪ Scan and endorse checks
404.009	404	The system must allow Staff to manually override/make adjustments to properly prepare reports and annual IRS filing requirements
404.01	404	The system must allow outside entities to have limited access to KDOL data
404.011	404	The system must track usage by each entity or user ID
404.012	404	The system must notify KDOL of any attempts to view or access data not covered by data-sharing agreements
405.001	405	The system must accept and validate payments from Employers
405.002	405	The system must post items received by mail to the correct account
405.003	405	The system must ensure posted items were posted to the correct account
405.004	405	The system must notify Staff of errors in posting
405.005	405	The system must allow Staff to perform manual overrides when necessary ▪ Includes deposit corrections
405.006	405	The system must receive and automatically post remittances based on business rules ▪ Warrant holds from Comptroller ▪ TOP remittances from IRS ▪ Credit cards ▪ Cash ▪ Checks (personal, cashiers, etc.) ▪ Money Orders ▪ Etc.
405.007	405	The system must receive TOP remittance file from IRS and automatically post remittances based on business rules
405.008	405	The system must allow Staff to post remittances from Claimants and Employers
405.009	405	The system must validate that the remittance is tied to a valid account
405.01	405	The system must process remittance regardless of whether it matches the outstanding balance and notify the Program area that an assignment is needed ▪ Overpayments ▪ Underpayments
405.011	405	The system must allow Staff to manually adjust when necessary
405.012	405	The system must automatically send correspondence to Claimants and Employers based on business rules ▪ Notice of Change (for incorrect banking information) ▪ NSF Notices ▪ ACH Return Notice ▪ Etc.
405.013	405	The system must allow Staff to reissue correspondence

406.001	406	The system must be able to allocate payments based on business rules
406.002	406	The system must be able to flag an Employer who is permitted to submit non-electronic tax payments (electronic hardship) and must automatically provide a paper voucher to those Employers
406.003	406	The system must allow Staff to perform a robust search, filter, and sort of payment history ▪ Dollar amount ▪ Check number ▪ Date range ▪ Payment type (ACH, EFT, credit card, check, etc.) ▪ Etc.
406.004	406	The system must allow data to be imported to a database via ODBC link or other equivalents
406.005	406	The system must allow Staff to upload data to weekly/monthly/annual federal reports
406.006	406	The system must allow Staff to track programming time due to changes in contracts by contract number or another unique identifier
406.007	406	The system must allow Staff to query information to accurately bill external entities
407.001	407	The system must allow Staff to generate bills to external entities

500: Technical Requirements		
Requirement ID	**Requirement Section**	**Requirement Description**
501.001	501	Describe real-time and batch processes.
501.002	501	The bidder must propose a strategy to uniquely identify a customer across all related agency applications in a multi-vendor environment.
501.003	501	If proposing a Hosted solution, the system must provide for installation, configuration, and maintenance of all components of the system, including the operating system and other software components, to ensure upgrades and security patching activities are performed timely. The system must maintain data integrity for all upgrades and enhancements.
501.004	501	If proposing a Hosted solution, the system must provide off-site media and DR support and services in accordance with the DR Plan, including providing dedicated secure, off-site backup storage for KDOL data.
501.005	501	The system must provide system capacity allowing 1,000 concurrent internal users and be scalable for unlimited expansion of concurrent external users
501.006	501	The system must support an average response time for basic transactions, such as insert, update, delete, and queries from a single table in 2 seconds measured at the 90th percentile.
501.007	501	The bidder must describe how their solution will be scaled to meet increased demands for users and/or business functions during peak seasons, disasters, and economic downturns.
501.008	501	If a hosted solution, the bidder must describe its hosted solution's availability and typically scheduled maintenance window.
501.009	501	The bidder will inform KDOL no later than thirty (30) minutes of the loss of any contracted services, including the service(s) disrupted and estimated time of recovery.
501.01	501	The bidder must create and maintain a technical resource guide readily available to KDOL designated staff.
501.011	501	The system must include log and issue tracking for problems, issues, changes, and requests. The bidder must describe its recommended ticketing system.
501.012	501	The system must eliminate a business need for continued development, maintenance, and support of the UI legacy systems.
501.013	501	The bidder must describe how all software patches and new releases will be deployed with appropriate notification, instruction, testing, and approval.
501.014	501	The bidder must describe their organization’s patch management policy.
501.015	501	The bidder must describe how they handle application and data structure changes to support new grants, legislatively mandated changes, disaster events, etc.
501.016	501	The bidder must describe how they leverage usage data to improve their solution.
501.017	501	The bidder must provide a functional and technical product roadmap that outlines future releases, platform, and environment upgrades, and/or modifications and their timing.
501.018	501	The bidder must affirm that they will comply with KDOL data governance best practices, including providing adequate notice of changes, scheduling sufficient time for testing, and allowing KDOL to remediate issues in any downstream systems prior to moving proposed changes into production.
501.019	501	The system must be customizable to include KDOL branding and other agency identity elements.
501.02	501	The system must allow authorized KDOL Staff to input and maintain a privacy policy, system messages, and release notes that can be displayed on specifically identified pages.
501.021	501	The system must allow authorized KDOL Staff to input and maintain messages to be displayed to individuals or groups for a specified audience during a specified date and time range. For example, a system outage message for a specific geography.
501.022	501	The system must handle errors created through batch processes, store related errors, and generate alerts for each batch error.

501.023	501	The system must stop error records from continuing through any automated processing steps while allowing the continued process of all other records.
501.024	501	The system must ensure error messages are written in plain English and including specific directions to follow in the event of an error.
501.025	501	The system must store user error messages for later retrieval and review.
501.026	501	The system must reconnect to resources, services, and applications that were temporarily unavailable once the resource, service, or application becomes available.
501.027	501	The system must ensure all date computations utilize a four-digit year date field. All dates on reports, whether electronic or printed, must utilize a four-digit year format. All inputted dates, whether user-entered or system supplied, must utilize a four-digit year format.
501.028	501	The system must record data time changes to the nearest 100th of a second.
501.029	501	The system must allow all business rule changes to be version controlled, and previous rule versions must be available and enforceable.
501.03	501	The system must maintain business rules in a user-configurable format.
501.031	501	The system must execute functionality according to set business rules.
501.032	501	The system must include a business rules engine that detects and rejects conflicts, optimizes redundancy among the rules, and permits a rule update to be done without disrupting other system activities.
501.033	501	The system must identify archived records and not allow archived records to be updated.
501.034	501	The system must monitor the archive process and log the outcome, including any errors.
501.035	501	The system must allow authorized users to suspend a process prior to process execution.
501.036	501	The system must allow authorized users to terminate a process.
501.037	501	The system must be able to resume a suspended process.
501.038	501	The system must provide the capability to restart failed batch jobs at the last committed transaction (checkpoint restart).
501.039	501	The system must be configurable to initiate corrective action when a batch job fails to start or terminates abnormally.
501.04	501	The system must provide escalation capabilities for processes based on configurable values.
501.041	501	The system must not have a single point of failure except as approved in writing by KDOL.
501.042	501	If a hosted solution, the system must utilize hardware or software to distribute connectivity and load processing across multiple, redundant computing resources for performance and failover capabilities.
501.043	501	All business continuity requirements apply to both pre-production and production environments.
501.044	501	If a hosted solution, the system must provide planned and proven redundancy that includes automatic detection and failover mechanisms for each potential point of failure that could result in a service outage.
501.045	501	The bidder must design appropriate and feasible continuity mechanisms and procedures to meet the agreed business continuity targets, including the processes and procedures to leverage alternate infrastructure and/or environments.
501.046	501	If a hosted solution, in case of a system failure, the system must resume operations within KDOL's recovery time objective for enterprise systems.
501.047	501	The system must be constructed using modular components for ease of maintenance.
501.048	501	The system must be capable of minor repairs, routine maintenance, system checks, archiving and backups, without taking the system out of service.
501.049	501	A minimum of 10% of the total lines of source code for custom/customized software must be composed of in-line comments.
501.05	501	ALL software code must be securely monitored and maintained in a Source Code Control Repository. Describe the security methods and tools that are used to protect

		against any unauthorized changes, backdoors, logic bombs, or disclosure of code to unauthorized parties.
501.051	501	The system must provide the capability for authorized users to implement approved database changes or fixes.
501.052	501	The system shall provide commercially available software in place of custom-developed software wherever possible based on business requirements.
501.053	501	The system shall provide standard, uniform, and unambiguous naming conventions across all functions.
501.054	501	All third-party COTS software in the BSM system shall be the current major general release or current major general release minus 1.
501.055	501	The system shall utilize application development standards to produce a common look and feel across the entire application.
501.056	501	The system shall use technologies where certification training programs exist in the marketplace to develop the skill sets to maintain the system.
501.057	501	The system shall provide development tools and capabilities to debug, fix, integrate, and test configurations, customizations, and custom components.
501.058	501	The system shall use a commercially available, manufacturer-supported database product.
501.059	501	The system shall be compatible with the following Windows-based browsers: Google Chrome (current version and current version minus 1), Microsoft Internet Explorer 11, Microsoft Edge (current version and current version minus 1).
501.06	501	The system shall be compatible with the Apple Safari browser (current version and current version minus 1) on Mac OS and iOS-based computers and devices.
501.061	501	The system shall be compatible with the Google Chrome browser (current version and current version minus 1) on Android and Chromium OS-based devices.
501.062	501	Describe in detail all Claimant functions and how they operate.
501.063	501	Describe in detail all Employer/TPA functions and how they operate.
501.064	501	Describe real-time and batch processes.
501.065	501	Describe how the solution will increase workflow efficiencies, reduce operational costs, and enhance data integrity.
501.066	501	Describe how the solution will improve the prevention, detection, and recovery of UI improper payments.
502.001	502	The system must include all functionality necessary to replicate or improve upon the interfaces described in Attachment 3.
502.002	502	The Awarded Vendor will complete all activities necessary to implement all new and replacement interfaces to their system.
502.003	502	The bidder must provide interfaces with their solution as needed using industry standards such as the following: Standard Object Access Protocol (SOAP) or Representational State Transfer (REST) web services. These services will be secured for usage based on the logged-in user's security using OpenID or some other compatible token-based open ID system acceptable to both parties and approved by KDOL. Only registered users of the external interfaces will be allowed to access the API methods.
502.004	502	The system must interface with Workforce Connect. The bidder must describe the commercial off-the-shelf labor exchange solutions with which they have successfully interfaced their UI solution, the implementation date, and the state.
502.005	502	Vendors should provide a comprehensive list of the APIs available in the system as an addendum to their response. The documentation provided should be the same documentation that would be provided to developers coding to utilize the API.
502.006	502	The system should provide APIs that will allow external agencies and partner systems to retrieve information about claimants, claims, appeals, and UI program statistics.

502.007	502	The system should provide API for the following operations: ▪ Retrieval of claimant information by SSN or claimant ID ▪ The search of claimant information by name and partial SSN (e.g., last 4 or 5 digits of SSN) or other potentially matching attributes such as phone number. Ideally, the name search would provide for matching on hypocoristic forms of a name (e.g., Bill would match William). ▪ Retrieval of claim information by claimant SSN, claimant ID, or claim ▪ Retrieval of weekly claim history by claimant SSN, claimant ID, or claim ID ▪ Retrieval of benefits payments history by claimant SSN or claimant ID ▪ Retrieval of Fact-Finding decisions for a claimant by claimant SSN, claimant ID, or claim ID ▪ Retrieval of appeals decisions for a claimant by claimant SSN, claimant ID, claim ID, or appeal number
502.008	502	Calculation of potential weekly benefit amount for a person's SSN. Note that this should not be considered an "official" monetary determination but rather as an "estimate" that can be used by a partner entity. As such, the API would only use Kansas wages.
502.009	502	Describe the security measures in place for integrations with external systems.
502.01	502	The APIs should be secured using one or more standards-based authentication mechanisms.
502.011	502	The APIs should be implemented as REST or SOAP, preferably both, over HTTPS. APIs implemented over JMS are acceptable where appropriate. REST APIs should be able to produce and consume both JSON and XML.
502.012	502	Describe how the system will perform automated validation of data imported from external systems.
502.013	502	Describe how the system provides an audit trail of requests received from external systems and responses sent, including information like date, time, records, status, errors, etc.
502.014	502	Describe the ability of the system to offer a "publish/subscribe" service allowing other systems to be notified of updates.
502.015	502	The system shall define various exception types, the criticality of the exception, and the notification mechanism.
502.016	502	The system shall notify the users at the time a critical interface exception occurs.
502.017	502	The system must interface with Cisco voice over internet protocol (VoIP) telephones
503.001	503	If proposing a Hosted solution, the system must provide backup services by the data retention and recovery requirements of the data.
503.002	503	The bidder must describe how their solution will ensure database integrity between the production database, any replicated reporting databases, and copies made for backup and recovery.
503.003	503	The bidder must describe how it will migrate data from the current system, including archived data, and perform any data cleansing.
503.004	503	The system must normalize data to the greatest extent possible.
503.005	503	If proposing a Hosted solution, the bidder must describe how they will certify that if immediate purging of all data storage components is not possible, all KDOL Data remaining in any storage component will be safeguarded to prevent unauthorized disclosures and physically transported to KDOL.
503.006	503	If proposing a Hosted solution, the bidder will certify (by letter verification and validation) that the KDOL Data processed during the performance of this Agreement will be completely purged from all data storage components, including any off-site backup, DR, or other storage components, and no output will be retained by the bidder at the termination of the contract agreement.
503.007	503	The bidder must describe how they will synchronize data between their solution and any existing systems.
503.008	503	The system must accept data uploads from any approved partner systems.

503.009	503	The Awarded Vendor will complete all activities necessary to migrate all data and sustain data integrity throughout all project phases. Activities include: ▪ Collaborate with KDOL SMEs to gather inputs for and create a Data Migration Strategy and Plan; ▪ If the bidder proposes a phased implementation, the data migration strategy must include KDOL's existing databases and describe how data will be shared between the new and existing databases while both systems are operational; and ▪ Migrate data ▪ Conduct data migration and testing activities; ▪ Track and correct defects; ▪ Provide validation scenarios for KDOL approval, including record count verification; ▪ Verify and validate mock migrations; ▪ Propose a data migration schedule that provides converted data during functional testing activities, and coordinate with internal and external KDOL UI stakeholders.
503.010	503	Data must be able to be tagged as FTI-TOP or other (Federal Tax Information - Treasury Offset Program) to prevent contractors from accessing specific FTI data
504.001	504	The system must include at a minimum dedicated development, test (system and UAT), production, and training environments available to staff, users, and technical support. Production and non-Production environments must meet the same FedRAMP requirements whether in support of Agency operations or for testing. The bidder must describe the process for configuration updates to these environments and other helper applications. The system must include the ability for KDOL to link the test and training environments with other KDOL test and training environments via "test" and "training" interfaces so that KDOL can leverage end-to-end data in test and training as well as production environments.
504.002	504	If a Vendor hosted solution is selected, the Awarded Vendor will be responsible for all aspects of the system, excluding State-maintained network access. The Awarded Vendor will host the solution, including data store(s), software and services, screens, reports, and all other programs necessary to meet KDOL's requirements.
504.003	504	If a Vendor hosted solution is selected, the Awarded Vendor must be responsible for data migration, network availability, security, operations, disaster recovery (DR), and support, and for providing network access and adequate bandwidth for file transfers, user access, and data entry. KDOL will have the final approval of the cloud hosting vendor.
505.001	505	The system must support role-based access. KDOL management and Staff will require logins through Active Directory that allow them to act on behalf of either Employers or Claimants.
505.002	505	The bidder must describe how they secure data transmissions per Agency rules.
505.003	505	If a hosted solution, the bidder must: ▪ Ensure solutions that include in whole or in part cloud-based services are hosted by a Cloud Service Provider that has attained FedRAMP (Moderate) ATO or will have attained FedRAMP (Moderate) ATO before Award Date; ▪ Ensure offered cloud solutions provide for dynamic scaling to minimize ongoing costs through provisioning of minimal platform/infrastructure resources necessary to maintain operations during average traffic periods and have utilization triggers that will allow for automatic provisioning of additional resources during peak traffic periods and then return to the minimal resource configuration once peak traffic triggers have subsided; ▪ Ensure cloud-based solutions are located within the United States, and all access and support of the solution is performed from the United States; ▪ Ensure software, data and services are isolated within the cloud environment so that other cloud customers sharing physical or virtual space cannot access other customer data or applications; ▪ Provide a complete listing of all data centers within the cloud environment where this solution will operate;

		▪ Ensure data in transit and at rest using is encrypted FIPS 140-2 compliant algorithms and modules; ▪ Ensure any storage devices used in the solution are securely sanitized and/or destroyed before disposal using methods acceptable by NSA/CSS; ▪ Conduct an annual assessment of the security controls in place on all information systems used in the solution; ▪ Incorporate multi-factor authentication for access to the cloud solution from the internet; ▪ Ensure, if using Network Edge Managed Services, that the National Institute of Standards and Technology (NIST)/ISO/IEC 27018:2014 certification has been achieved for the specific services being added to the portfolio; ▪ Ensure the protection of KDOL confidential information, including PII and SPI from unauthorized disclosure, unauthorized access, and misuse, at a minimum in accordance with the NIST Special Publication 800-122, Guide to Protecting the Confidentiality of PII (https://nvlpubs.nist.gov/nistpubs/legacy/sp/nistspecialpublication800-122.pdf) through the implementation of controls such as role-based access controls, encryption at rest and in transit, etc.; ▪ Provide for Security Vulnerability Assessments and Controlled Penetration testing by KDOL and/or its agent as agreed to for the duration of services of the Awarded Vendor; ▪ Fully cooperating with the KDOL Chief Information Security Officer (CISO) and security team in the detection and remediation of any security vulnerability of the hosting infrastructure and/or the application; and ▪ Providing a dedicated Hardware Security Module (HSM) appliance for encryption key management.

505.004	505	The bidder must provide their security policies and procedures that address, at a minimum, the following: ▪ Privacy & Confidentiality ▪ Data Classification ▪ Critical Information Asset Inventory ▪ Control Oversight and Safeguard Assurance ▪ Information Security Risk Management ▪ Security Oversight and Governance ▪ Security Compliance and Regulatory Requirements Management ▪ Cloud Usage & Security ▪ Security Assessment and Authorization (Technology Risk Assessment) ▪ External Vendors & Third-Party Providers ▪ Secure Application Development ▪ Penetration Testing ▪ Vulnerability Testing ▪ Enterprise Architecture, Roadmap, and Emerging Technology ▪ Secure systems Services, Acquisition, and Development ▪ Security Awareness and Privacy Training ▪ Cryptography ▪ Change Management ▪ Media (Handling & Sanitization) ▪ Physical and Environmental Protection ▪ Access Management ▪ Network Access and Perimeter Controls ▪ Internet Content Filtering ▪ Data Loss Prevention ▪ Identification and Authorization ▪ Spam Filtering ▪ Portable and Remote Computing ▪ Vulnerability Assessment ▪ Malware Protection ▪ Security Monitoring and Event Analysis ▪ Incident Response
505.005	505	The bidder must provide an SSO capability between their solution and Okta using OpenID or some other token-based open ID compatible with Okta. Okta is the KDOL IDentity as a Service (IDaaS) solution for identity management, authentication, and authorization. The system must log all events associated with user IDs, including system access and system access attempts.
505.006	505	The system must prompt all users to log on and register for an account. The system's authentication facilities must support the ability for the user to sign in and reset their password to a new password using authentication criteria other than a password (attributes known only to the user). Users include KDOL Staff, Claimants, Employers, and TPAs. The bidder must describe how Staff registers for accounts and how permissions are issued and removed.
505.007	505	The bidder must describe how their solution allows for expansion to use Okta Identity Management to control sign-on, provisioning, and role assignment. This identity management platform may integrate with the bidder's solution through Web services (WS-*), including possible federation.
505.008	505	The system must enforce role-based access, enabling access to client records based on user authorizations, while not displaying confidential information elements not required for the intended use. Role-based access through Active Directory will also include geolocation or IP-based limitations; that is, users with staff access may be limited to where they can access the system.
505.009	505	The bidder solution must be designed and implemented so that personal, confidential, and sensitive information is secured by ensuring identification and authentication,

		authorization, and audit trails. The authorization method will limit access to information required by the requester's business functions.
505.01	505	The system must include the use of secure, computer-generated, time-stamped audit trails to independently record the date and time of operator entries and actions that create, modify, view, or delete data. System users, including system administrators, should have the ability to modify the audit trail. Record changes shall not obscure previously recorded information. The system must retain all prior values of changed data and provide the ability to restore a prior version of a record.
505.011	505	The bidder solution must provide a secure mechanism to electronically transfer audit trail logs, on an ongoing basis, to KDOL.
505.012	505	The bidder must provide details on securing production data in a non-production environment as an alternative to maintaining production environment level FedRAMP requirements for all environments (i.e., encryption, access controls, etc.). As an alternative to maintaining production environment level FedRAMP requirements for all environments, the bidder may prescribe a strategy and methodology for both pre-and post-implementation describing all necessary data requirements and processes to secure data in non-Production environments.
505.013	505	The bidder must provide copies of application security assessments of the current application that were conducted by an independent, third-party specialist security firm. In addition, the bidder must agree to supply copies of application security assessments of future releases of the application conducted by an independent, third-party specialist security firm. The bidder must receive approval from KDOL and any other statutorily required review for the results before implementing any release. Bidder must allow KDOL to perform security assessments before Go-Live and periodically during the life of the use of the system by KDOL.
505.014	505	The bidder must provide copies of enterprise security assessments or certification/accreditations performed by independent third-party specialist security firms in the past three (3) years.
505.015	505	The bidder must describe how they will account for (i.e., to ensure the integrity of) all KDOL Data upon receipt and ensure it is properly stored before, during, and after processing. The bidder must store electronic and hard copy information in a place physically secure from access by unauthorized persons.
505.016	505	If proposing a Hosted solution, the bidder must describe the hosting and processing of KDOL's confidential electronic records in a secure computer facility to ensure that: ▪ Where in the use of a shared computer system or any shared data storage system, appropriate information security protections are in place. ▪ Process and store information in electronic format, such as magnetic tapes or discs, in such a way that unauthorized persons cannot retrieve the information using a computer, remote terminal, or other means. ▪ Related output is given the same level of protection as required for the source material.
505.017	505	If proposing a Hosted solution, the bidder must affirm the system will be located within the United States and all access and support of the system will be performed from the United States.
505.018	505	Describe the security measures in place for APIs from third parties and integrations with external systems
505.019	505	The contractor must demonstrate it prevents the cloud service provider and the bidder from having logical access to the data stored, processed, displayed, or transmitted by the system.
505.020	505	If a cloud solution, the bidder must comply with the requirements set forth on https://www.irs.gov/privacy-disclosure/cloud-computing-environment
506.001	506	Describe in detail all Claimant functions and how they operate.
506.002	506	Describe in detail all Employer/TPA functions and how they operate.
506.003	506	Describe in detail all Staff functions and how they operate.
506.004	506	The system must include all functionality necessary to submit shared work and mass claims.

506.005	506	The system must include all functionality necessary for Employers to manage claims.
506.006	506	The system must include all functionality necessary to register a Claimant.
506.007	506	The system must include all functionality necessary to manage a customer's profile.
506.008	506	The system must include all functionality necessary to file claims.
506.009	506	The system must include all functionality necessary for Claimants to manage claims.
506.01	506	The system must include all functionality necessary for Staff to manage claims for Employers and Claimants.
506.011	506	The system must include all functionality necessary to request payments.
506.012	506	The system must include all functionality necessary to receive and process payment requests.
506.013	506	The system must include all functionality necessary to initiate, investigate, and adjudicate Benefits issues.
506.014	506	The system must include all functionality necessary to charge Employer accounts.
506.015	506	The system must include all functionality necessary to receive and process Claimant and Employer correspondence.
506.016	506	The system must include all functionality necessary to create and update program data.
506.017	506	The system must include all functionality necessary to edit data with the option of placing the record back into the workflow.
506.018	506	The system must include all functionality necessary to respond to inquiries.
506.019	506	The system must include all functionality necessary to register an Employer.
506.02	506	The system must include all functionality necessary to service an Employer account.
506.021	506	The system must include all functionality necessary to submit wage reports to KDOL.
506.022	506	The system must include all functionality necessary to submit payments to KDOL.
506.023	506	The system must include all functionality necessary to receive and process wage reports.
506.024	506	The system must include all functionality necessary to receive and process payments.
506.025	506	The system must include all functionality necessary to determine UI tax rates for Employers.
506.026	506	The system must include all functionality necessary to conduct Employer audits.
506.027	506	The system must include all functionality necessary to assign work to Staff.
506.028	506	The system must include all functionality necessary to generate and transmit reports.
506.029	506	The system must include all functionality necessary to file an appeal.
506.03	506	The system must include all functionality necessary to receive and route an appeal.
506.031	506	The system must include all functionality necessary to process an appeal.
506.032	506	The system must include all functionality necessary to submit documentation.
506.033	506	The system must include all functionality necessary to schedule a hearing.
506.034	506	The system must include all functionality necessary to create and send hearing notices.
506.035	506	The system must include all functionality necessary to conduct a hearing.
506.036	506	The system must include all functionality necessary to issue a decision.
506.037	506	The system must include all functionality necessary to record a decision.
506.038	506	The system must include all functionality necessary to respond to inquiries.
506.039	506	The system must include all functionality necessary to generate and transmit reports.
506.04	506	The system must include all functionality necessary to file an appeal.
506.041	506	The system must include all functionality necessary to receive and route Commission Appeals.
506.042	506	The system must include all functionality necessary to process an appeal.
506.043	506	The system must include all functionality necessary to submit documentation.
506.044	506	The system must include all functionality necessary to assign an appeal to a Reviewing Attorney.
506.045	506	The system must include all functions necessary to support an attorney's review of an appeal, including producing a recommendation for the Commissioners.
506.046	506	The system must include all functionality necessary to assign CA appeals to a docket.
506.047	506	The system must include all functionality necessary to issue a decision.

506.048	506	The system must include all functionality necessary to record a decision.
506.049	506	The system must include all functionality necessary to schedule a hearing.
506.05	506	The system must include all functionality necessary to create and send hearing notices.
506.051	506	The system must include all functionality necessary to conduct a rehearing.
506.052	506	The system must include all functionality necessary to respond to inquiries.
506.053	506	The system must include all functionality necessary to generate and transmit reports.
506.054	506	The system must include all functionality necessary to file a Special Hearing (SH) request.
506.055	506	The system must include all functionality necessary to receive and route a Special Hearing request.
506.056	506	The system must include all functionality necessary to process a request.
506.057	506	The system must include all functionality necessary to submit documentation.
506.058	506	The system must include all functionality necessary to schedule a hearing.
506.059	506	The system must include all functionality necessary to create and send hearing notices.
506.06	506	The system must include all functionality necessary to conduct a hearing.
506.061	506	The system must include all functionality necessary to create a proposal.
506.062	506	The system must include all functionality necessary to assign Special Hearings appeals to a docket.
506.063	506	The system must include all functionality necessary to issue a decision.
506.064	506	The system must include all functionality necessary to record a decision.
506.065	506	The system must include all functionality necessary to respond to inquiries.
506.066	506	The system must include all functionality necessary to generate and transmit reports.
506.067	506	The system must include all functionality necessary to prevent and detect fraud.
506.068	506	The system must include all functionality necessary to investigate high-risk activity and fraud.
506.069	506	The system must include all functionality necessary to investigate, prepare, and refer cases for criminal prosecution.
506.07	506	The system must include all functionality necessary to collect taxes, penalties, interest, and other related Employer charges and fees.
506.071	506	The system must include all functionality necessary to collect benefits overpayments.
506.072	506	The system must include all functionality necessary to perform interstate reciprocal requests for overpaid benefits.
506.073	506	The system must include all functionality necessary to perform federally mandated audits on the UI program (UI Benefits, UI Tax, and Data Validation).
506.074	506	The system must include all functionality necessary to perform reconciliations.
506.075	506	The system must include all functionality necessary to process court-ordered criminal restitution.
506.076	506	The system must include all functionality necessary to issue refunds.
506.077	506	The system must include all functionality necessary to process accounting transactions.
506.078	506	The system must include all functionality necessary to reimburse state agencies.
506.079	506	The system must include all functionality necessary to post remittances.
506.08	506	The system must include all functionality necessary to process correspondence/reports.
506.081	506	The system must include all functionality necessary to bill external customers for data sharing agreements.
506.082	506	The system must include all functionality necessary to perform quality reviews.
506.083	506	The system must include all functionality necessary to generate and distribute outgoing correspondence as well as receive and process incoming correspondence.
506.084	506	The system must include all functionality necessary to manage cases.
506.085	506	The system must include all functionality necessary to enter and update solution code tables and business rules. The bidder must include an inventory of Code or Lookup Tables and Business Rules with their proposal.

506.086	506	The system must include all functionality necessary to graphically present information for decision-making.
506.087	506	The system must include all functionality necessary to support the functions of the Labor Market and Career Information department.
506.088	506	The system must include all functionality necessary to capture and display Claimant and Employer account notes.
506.089	506	The system must include all functionality necessary to allow other state UI agencies to use the solution.
506.09	506	The system must include all functionality necessary to conduct system searches and view the results.
506.091	506	The system must include all functionality necessary to securely configure access to the UI solution.
506.092	506	The system must include all functionality necessary to allow Employers, Claimants, TPAs, and other external parties to use UI services independent of the involvement of Staff.
506.093	506	The system must include all functionality necessary to allow external agencies and law enforcement agencies to access UI data.
506.094	506	The system must include all functionality necessary to process work from initiation to completion.
506.095	506	The system must include all functionality necessary to perform database queries.
506.096	506	The system must include all functionality necessary to generate and transmit reports.
506.097	506	The system must include all functionality necessary to validate entered or selected data to ensure the solution operates on and with clean, correct, and useful data.
506.098	506	The bidder must agree that all data entered into the bidder-supplied solution, either by Kansas Claimants, Employers, TPAs, KDOL Staff, local users, or other State of Kansas Staff, is the property of the KDOL ("KDOL Data"). KDOL Data may not be released to other parties, including in aggregate form, without the express written permission of KDOL. At the time of termination of this Contract for any purposes, all KDOL Data must be provided to KDOL in an acceptable electronic form, and none of the KDOL Data may remain on the bidder's system after such event.
506.099	506	The system must allow Staff to display Staff screens in Spanish.
506.1	506	The system must include all functionality necessary to gather, analyze, and report on Staff performance and operational metrics.
506.101	506	bidder must describe how their system can be deployed in a teleworking environment while still meeting KDOL's mission and operational needs.
506.102	506	The system must include all functionality to allow customers to use credit/debit cards, online checking, and Electronic Funds Transfers (EFTs) to pay KDOL.
506.103	506	The system must archive data according to business rules and allow authorized users to reinstate and interact with archived data.
506.104	506	The bidder must describe their data archiving functionality and whether archived data remains in the system in separate tables, remains in the productions tables but is flagged as "archived" to be ignored by regular operations, archived off to a separate system maintained by the vendor, deleted entirely, or whether the vendor archives off to a separate system they expect to be developed and maintained by KDOL.
506.105	506	The bidder must describe how their solution will unarchive data from the existing legacy archive and the time to access archived data.
506.106	506	The system must capture pre-selected responses in fields where possible, via drop-down menu lists or a similar approach, to standardize responses. For example, the reason for separation from Employer and the reason for overturning a decision on appeal. The bidder must describe how these pre-selected responses are created and who has permission to edit the predetermined values.
506.107	506	The system must pre-populate data fields where possible and cascade data between input screens to improve productivity and reduce data entry errors.
506.108	506	The system must incorporate a "collect once use many" approach to data entry to eliminate redundant data entry.
506.109	506	The system must provide spellchecking in designated fields.

506.11	506	The bidder must describe what components of the solution are configurable by KDOL, including functionality, look/feel, new fields, rules engine, etc.
506.111	506	The bidder must provide a summary of the training deliverables to include the Training Plan, Training Materials, Training Courses, System Configuration Training Plan, and Technical Support Training Plan.
506.112	506	The system must display a user agreement for Claimants, Employers, TPAs, etc., and require that they acknowledge and accept the agreement before accessing the system. KDOL will provide the specific language.
506.113	506	The system must include a system administration user interface that allows authorized KDOL Staff to Update dynamic reference data that the business wants to control (e.g., monetary parameters, error messages, etc.) in code tables, reference tables, or rules engine. Additional reference data may be added to this framework in subsequent components.
506.114	506	The system must include a system administration user interface that allows authorized KDOL Staff to Update dynamic reference data that the business wants to control (e.g., monetary parameters, error messages, etc.) in code tables, reference tables, or rules engine. Additional reference data may be added to this framework in subsequent components.
506.115	506	The system must include a system administration user interface that allows authorized KDOL Staff to Input and maintains messages to be displayed to individuals or groups for a specified audience during a specified date and time range. For example, a system outage message for a specific geography.
506.116	506	The system must include modern features available across the industry, including social media, personalized broadcasts, and mass mailings. The bidder will describe how their solution will adapt to future social media platforms.
506.117	506	The bidder must describe how their solution will be accessible via multiple Internet browsers. Specify the browsers and versions supported by the solution. Specify any browsers and versions with known compatibility issues with the solution.
506.118	506	The system must provide printer-friendly versions of all Web pages.
506.119	506	The system must provide mobile capabilities, which may include mobile applications or friendly on mobile devices through adaptive and responsive design. The bidder must describe how mobile capabilities through their solution are secure.
506.12	506	The system must have the capability to display broadcast messages, banners, and alerts to all, specific, or a subset of users configurable by KDOL.
506.121	506	The system must display a KDOL-approved system use notification banner message before granting system access, informing potential users that the user is accessing a Kansas State Government information system. Notification wording to be provided by the Information Security Office (ISO).
506.122	506	The system must provide integrated, online user guides based on the role of the user, which identifies capability and functionality available to Claimants, Employers, TPAs, and Staff.
506.123	506	The bidder solution must provide online user documentation that is indexed and searchable.
506.124	506	The bidder solution must provide separate, focused, and customized online help at the system, function, screen, error, and field levels.
506.125	506	The system must be kept current with Federal and State regulations and laws regarding UI eligibility, service delivery, data capture, and reporting. The bidder must describe how their solution will do so and include details regarding timing to make changes, communication of changes to those utilizing the solution, procedures for customer testing and signoff before implementation, and how changes are priced.
506.126	506	The system must include secure internet-based support, audio and video conferencing, and messaging capabilities such as chat and message centers.
506.127	506	The system must produce all documents related to an open records request, including automatic redaction of PII.
506.128	506	The system must validate all entered and imported data to the greatest extent possible and describe how their solution will allow KDOL to validate imported data. The system

		must display an appropriate and meaningful message(s) to the user when data does not meet the edit/validation requirements.
506.129	506	The bidder must describe how their solution allows a user to review and modify the business rules associated with importing and validating data.
506.13	506	The bidder must describe any known constraints for exporting and importing data.
506.131	506	The bidder must describe its customer support approach at launch and long-term support offerings. The support must occur within the United States.
506.132	506	The bidder must describe their approach to handling customization requests by KDOL and its customers, the controls around that process, and how they are priced.
506.133	506	The system must accommodate any change of DOL or related mandated data elements, categories, and/or reports per DOL deadlines without additional cost, including changes created through DOL-approved waivers.
506.134	506	The system must allow Staff to search for specific cases based on parameters (from DOL or internal), review the cases, select cases to include in the population, and generate a comprehensive case file including all correspondence for each case.
506.135	506	The bidder must describe its approach to collaboration and ensuring effective collaboration with clients throughout all Required Project Deliverables. Describe typical client resource requirements by phase. Describe the customer coordination process for new releases and anticipated frequencies of releases.
506.136	506	The system must support electronic signatures.
506.137	506	The bidder must describe their approach for moving data between their solution and KDOL’s operational and reporting databases. The bidder must include any tools used to keep data in sync.
506.138	506	The bidder must describe how their solution will ensure database integrity between the production database, any replicated reporting databases, and copies made for backup and recovery.
506.139	506	The system must capture all data elements, including calculated fields, required by DOL for UI programs (Tax, Benefits, Appeals, RID, RTM, Statistical Sampling, and performance evaluation) and be able to extract them to the KDOL reporting system and/or the KDOL Data Warehouse (once implemented).
506.14	506	The system must provide ongoing daily database transactions to KDOL's Data Warehouse (changes only) after the initial load. The format should work with KDOL's current data warehouse software.
506.141	506	The system must have audit tracking and control capabilities for data modifications and deletion and must describe in detail how these features work and what flexibility customers have in terms of customizing them.
506.142	506	Identification of data entry in key fields with details of what changed from and to, who made the change, and when it occurred;
506.143	506	Role-based controls on initial data entry, updates, corrections, and deletions;
506.144	506	Deletions in the form of “soft deletions” so that the original data/values remain in the system and can be queried, exported to KDOL’s data warehouse, or even viewed in the system by staff with sufficient privileges
506.145	506	Each deletion should also have a “reason why” in the form of a reason category and a free text explanation.
506.146	506	The system must collect all data elements required to meet Federal, Kansas and local, operational requirements and export the information to the KDOL reporting system and/or the KDOL Data Warehouse (once implemented). Data elements include but are not limited to: Extract of real-time Labor Market and Career Information (LMCI) data (surveys, employer contact data). Customer information and demographics (initial and subsequent updates). Employer "demographics" (such as # employees; type of business) - both initial and subsequent updates.
506.147	506	The system must meet EIR accessibility requirements.
506.148	506	The system must comply with ETA guidance and support alternative access options for individuals with barriers to the filing by phone or online, such as those with Limited English Proficiency (LEP) (UIPL 30-11), Babel notices, disabilities, literacy issues, including computer literacy, and computer access issues, etc.

506.149	506	The system must meet KDOL’s Records Retention Schedule
506.15	506	The system must provide the ability for Staff to specify archive/purging rules according to retention policies.
506.151	506	The system must include all functionality necessary to create reports. The bidder must describe how their solution accesses data for reports and analysis without negatively impacting the production environment.
506.152	506	The system must include all functionality necessary to analyze data and create ad hoc reports including but not limited to production reports, error reports, statistical reports, and metrics reports (including performance measurement/key performance indicators reports).
506.153	506	The system must accommodate DOL-mandated data and report validation functions. The system must collect the data necessary to produce required Federal Data Validation extract files (Tax, Benefits, and Appeals).
506.154	506	The system must include all functionality necessary to create all federal and state-mandated reports. Awarded vendors must ensure that these reports are timely and accurately updated to meet new state or federal reporting requirements, including the development of new state or federal reports that are mandated after the date that this RFP is published and thru the life of the contract.
506.155	506	The system must be able to save and retain a copy of the data files used to create the reports, so the reports can be regenerated for reconciliation and auditing purposes.
506.156	506	The bidder must describe how it will meet or exceed the US Department of Labor SLAs.
506.157	506	The system must implement all available SIDES modules, including SIDES E-Response. The system must include all functionality necessary to onboard/remove new TPAs and employers, transmit and receive responses from the SIDES broker, and implement new modules if mandated by US DOL.
506.158	506	The system must provide the ability to exchange rate information with Employers and TPAs.
506.159	506	The system must be flexible and adaptable in post-implementation customization to meet KDOL’s needs. This includes the flexibility to bring other programs, services, or tracking online quickly in response to emergency programs (e.g., ARRA) or events (e.g., Tornado Response). The bidder must describe their approach to handling customization requests by KDOL, the controls around that process, and how they are priced in the event the bidder is contracted to maintain the system post-implementation.
506.16	506	The bidder must describe how they ensure that Web application software design and coding comply with software development industry standards and address, at minimum, the most current Open Web Application Security Project (OWASP) Top 10 Most Serious Web App Vulnerabilities and SANS Top 25 Most Dangerous Programming Errors.
506.161	506	The bidder must describe how their solution supports IRS mandated requirements for the Treasury Offset Program (TOP) and complies with IRS Publication 1075 requirements and NIST SP 800-53 (Rev 5).
506.162	506	The bidder must describe its method(s) of processing transactions (real-time, batch, large volume updates) and where each approach is implemented. The system must complete all overnight processing at least 60 minutes before the start of work the next business day. If overnight processing does not complete at least 60 minutes before the start of work the next business day, The system must remain available to process online transactions.
506.163	506	The system shall communicate with authorized users via electronic mail.
506.164	506	The system shall communicate with authorized users via text messaging.
506.165	506	The system shall generate mass mailings through multiple/preferred delivery methods.
506.166	506	The system shall support various correspondence types, including letters, forms, notices, notifications, and messages.
506.167	506	The system shall send text messages to the users' communication devices.

506.168	506	At a minimum, 99.95% scheduled uptime, excluding planned downtime for maintenance
506.169	506	The Awarded Vendor will perform activities necessary to provide a comprehensive reporting capability and to support all Federal, Legislative, and internal planning data analysis reporting needs.
506.17	506	The system must allow authorized Staff to set up and modify program/resource data, including but not limited to: ▪ Create, update, activate/inactivate records ▪ Create new issue types and reasonso Disaster declarations • system must allow Staff to enter/update DUA/ Federal Emergency Management Agency (FEMA) certifications for disaster relief (including an area for disaster relief, project number and eligible workers, the start and stop date of the disaster period and work search requirements) • system must allow Staff to set up disaster tracking for pre-declared eventso Mass claims ID (MLO ID)o Shared work planso Labor disputes • system must allow Staff to create labor disputes, including Employer and union information and details of the dispute • Once established, the system must notify Staff if the claim is labor dispute impacted and present fact-finding and follow business rules regarding the last Employer • system must allow both the Employer and the union to provide a list of workers involved in the labor dispute • system must generate appropriate correspondence to Employers and unions based on business ruleso Trade petitions • system must allow Staff to create petition details or transfer those details from TWIST • Information includes petition details and worker listo EUC or EBo Monetary benefit calculationso Benefits Timeliness and Quality (BTQ) and Benefits Accuracy Measurement (BAM) random numbers/algorithms ▪ Work search parameterso Justification for changeo Fact-finding question sets
506.171	506	The system must allow Staff to correct data entered in error, based on business rules ▪ Remove inappropriate notes or notes entered on the wrong person ▪ Remove entries made on the wrong claim or wrong person ▪ Etc. The system must retain an auditable correction log
506.172	506	The system must allow Business Staff to place the record back into workflow if necessary, such as: ▪ Reports ▪ Payment processes ▪ Interfaces
506.173	506	The system must include Case Management and Workflow functionality: The system must provide an electronic case management system that is intuitive, intelligent, and proactive. At a minimum, the following features are required: ▪ Prepopulate and allow Staff to manually add case data ▪ Collect and manage case notes • Associate with a case • Allow for filtering, sorting, and searching • Threaded (e.g., message board) • Permission-based access (e.g., ID theft investigation) based on business rules • • Once notes are captured, they can or cannot be edited/deleted based on business rules • Notes must have a full audit trail including deletes and reason for deletion • system must provide the ability to automatically generate case notes based on system events using configurable templates

		▪ Attach, retrieve, and remove files (Word, Excel, PDF, audio, images, video, and other formats) to/from a case ▪ Allow authorized Staff to manage attached files (deleting, duplicating, re-associating data, etc.) ▪ System or Staff can (re)assign or present cases/issues (electronic or paper) based on: • Skills • Issue type and issue reason identification • Language • Staff availability (vacation, holiday, sick, etc.) • Priority • Pending or no action pending ▪ Manage and track case status • Timeliness • Deadlines • Due dates • Events and configurable conditions • Establish/Update date KDOL knew about the issue (issue detection date) ▪ Perform edits and updates to multiple records at the same time, for example: • Void multiple mass claims ▪ Issue determinations on multiple Claimants ▪ Make Case/Issue documentation available for other departments such as Appeals and Open Records based on business rules ▪ Record case history ▪ Provide a customizable case dashboard ▪ Include metrics, productivity, and management reporting ▪ Track outcomes ▪ Allow for quality assurance (QA) sampling ▪ Generate standard and ad hoc reports ▪ Manage, search, and display case information ▪ Notify Staff of the next best action ▪ Notify Staff of pending deadlines ▪ Present Staff with next case to handle based on business rules and priority ▪ Integrate with KDOL's email system and stores emails ▪ Log phone calls, mail, and electronic correspondence (emails, chat, etc.) ▪ Record active task time and duration (start to finish), logs activities, and links to Finance ▪ Allow for customizable workflows (including across departments), ad hoc tasks, customizable workflow templates based on business rules ▪ Manage tasks and deadlines, including alerts ▪ Include automated task scheduling ▪ Allow authorized users to view information
506.174	506	The system must capture all updates made to cases, claims, and appeals (e.g., when an interested party fails to attend the appeal hearing) in the CMS
506.175	506	The system must interface with KDOL's CMS, currently FileNet, or include all functionality necessary to store documents, correspondence, and related materials in a CMS
506.176	506	The system must provide the ability to automatically generate case notes based on system events using configurable templates ▪ Attach, retrieve, and remove files (Word, Excel, PDF, audio, images, video, and other formats) to/from a case ▪ Allow authorized Staff to manage attached files (deleting, duplicating, re-associating data, etc.)system or Staff can (re)assign or present cases/issues (electronic or paper) based on: • Skills • Issue type and issue reason identification • Language

		• Staff availability (vacation, holiday, sick, etc.) • Priority • Pending or no action pending ▪ Manage and track case status • Timeliness • Deadlines • Due dates • Events and configurable conditions • Establish/Update date KDOL knew about the issue (issue detection date)o Perform edits and updates to multiple records at the same time, for example: • Void multiple mass claims ▪ Issue determinations on multiple Claimants o Make Case/Issue documentation available for other departments such as Appeals and Open Records based on business rules ▪ Record case history ▪ Provide a customizable case dashboard ▪ Include metrics, productivity, and management reporting ▪ Track outcomes ▪ Allow for quality assurance (QA) sampling ▪ Generate standard and ad hoc reports ▪ Manage, search, and display case information ▪ Notify Staff of the next best action ▪ Notify Staff of pending deadlines ▪ Present Staff with next case to handle based on business rules and priority ▪ Integrate with KDOL's email system and stores emails ▪ Log phone calls, mail, and electronic correspondence (emails, chat, etc.) ▪ Record active task time and duration (start to finish), logs activities, and links to Finance ▪ Allow for customizable workflows (including across departments), ad hoc tasks, customizable workflow templates based on business rules ▪ Manage tasks and deadlines, including alerts ▪ Include automated task scheduling ▪ Allow authorized users to view information
506.177	506	The system must capture all updates made to cases, claims, and appeals (e.g., when an interested party fails to attend the appeal hearing) in the CMS
506.178	506	The system must present information clearly ▪ Text ▪ Charts ▪ Graphs ▪ Tables ▪ Alerts ▪ Workflow status ▪ Metrics
506.179	506	The system must allow users to customize their dashboards ▪ Layout and Design • Grouping • Relationships ▪ Flow ▪ At a glance simplicity

506.180	506	The system must support the Quarterly Census of Employment and Wages (QCEW) process ▪ NAICS Codes • system must identify Employers without an assigned NAICS code and who have provided a written description of their business and allow Staff to assign a NAICS code ′ On-screen ′ In a report • system must allow Staff to input NAICS code when an Employer initially registers with KDOL • system must allow Staff to complete annual refiling survey ′ Currently, the system updates NAICS codes from the BLS Exportable ES-202 system and batch updates the UI Tax system ▪ Large Quarterly Extracts (Tax data) • system must interface with the BLS Exportable ES-202 system
506.181	506	The system must support the Local Area Unemployment Statistics (LAUS) process
506.182	506	The system must extract weekly claims data as an input to the LAUS process ▪ Current jobs are: • LMCI Extract of Benefits Claims Data which extracts initial claims, continued claims, and Exhausted data • Liable Agent Data Transfer (LADT) Extract which extracts initial claims, additional claims and reopens claims from other states via the LADT interface
506.183	506	The system must allow Staff to run Extracts on-demand, including ▪ Email addresses ▪ Wage records • Push job quarterly for most recent six (6) quarters • On-demand extract for current and prior quarter ▪ Etc.
506.184	506	The system must allow Staff to run ad hoc Structured Query Language (SQL)
506.185	506	The system must provide all the ability to capture and display notes (e.g., customer service notes) with the option for drop-down lists. At a minimum, the following features are required: ▪ Capture notes (where and when notes are captured?) ▪ Display notes ▪ Associate notes with a customer ▪ Allow for filtering, sorting, and searching ▪ Threaded (e.g., message board) ▪ Permission-based access (e.g., ID theft investigation) based on business rules ▪ Once notes are captured, they can or cannot be edited/deleted based on business rules ▪ Notes must have a full audit trail
506.186	506	The system must provide the ability to automatically generate notes based on system events using configurable templates
506.187	506	The system must allow Staff to search content across all functional areas and data repositories. The bidder must describe all ways that users can search, including partial searches, Boolean searches, and multiple criteria; filter results; save searches; based on user permissions
506.188	506	The system must allow Staff to navigate to the selected record within the context of the search
506.189	506	The system must allow authorized Staff to search for KDOL Staffo Multiple ways to search • User ID • Name • Phone Number General contact information ▪ Currently assigned workflow items
506.19	506	The system must include all functionality necessary to allow external agencies and law enforcement agencies to access UI data

506.191	506	The system must allow external agencies and law enforcement to access UI data ▪ Based on roles and groups ▪ Granted default and optional permissions ▪ Read-only access to data ▪ Record and retain a full audit trail of all activities
506.192	506	The system must allow authorized Staff to invite a user via email to register for an account
506.193	506	The system must allow authorized Staff to revoke a user's access
506.194	506	The system must allow external agencies and law enforcement to search for up to 50 SSNs at a time
506.195	506	The system must retain a full audit trail for each SSNs searched
506.196	506	The system must allow "Big Users" (those with 100+ individual accounts; e.g., Health & Human Services Commission (HHSC), OAG, Department of Public Safety (DPS)) to have dedicated Administrators with creating, read, update and delete privileges
506.197	506	The system must support integrated workflow management capabilities that allow authorized Staff to select, create and/or modify workflows, templates, and processes for business processes as appropriate. The bidder must describe how Staff can create and modify with minimal programming changes
506.198	506	The system must provide an administrative tool for Staff Supervisors to distribute work items and automatically assign/reassign/reopen to groups, individuals, and queues selected work items based on skill-based routing, balancing workload, and business rules
506.199	506	The system must provide real-time and on-demand status updates and reminders (including on-screen and email alerts) and track time at the activity level up to and including the entire workflow. The bidder must describe how updates and reminders are sent individually and to groups
506.200	506	The system must allow Staff to flag specific attributes, including cases and issues, and be notified when the status changes
506.201	506	The system must identify and prevent duplicate work items from being entered into the system according to business rules
506.202	506	The system must allow Staff to create workflow items and route them to the appropriate workgroup, including but not limited to: ▪ BAM audit results ▪ Potential eligibility issues discovered by Appeals ▪ Commission directives ▪ UI expert support ▪ Etc.
506.203	506	The system must provide all data to Staff necessary to complete a work item, eliminating the need to gather information from outside sources by centralizing data on one customizable screen
506.204	506	The system must determine if there is a companion case(s) and adjust workflow as needed for the particular process
506.205	506	The system must integrate workflow functionality with other system services (e.g., WIT, CMS, etc.) as appropriate
506.206	506	The system must provide visual dashboards and comprehensive standard reports on the workflow as well as ad hoc reporting tools to manage Staff and measure productivity (metrics)
506.207	506	The system must provide the ability to associate objects and metadata with workflow tasks, for example, tagging a claim or claim workflow with additional properties such as Splunk data to provide enhanced information to Investigators
506.208	506	The system must allow Staff to access claim and account data in the system directly from the workflow items
507.001	507	Describe how the solution will increase workflow efficiencies, reduce operational costs, and enhance data integrity.
507.002	507	Describe how the solution will improve the prevention, detection, and recovery of UI improper payments.

507.003	507	The bidder will provide KDOL a Disaster Recovery and Business Continuity Plan (DRBCP) at least thirty (30) business days before solution implementation. The bidder will successfully demonstrate DR and recovery before Go-Live.
507.004	507	If proposing a Hosted solution, the bidder will provide an annual briefing to the KDOL related to its DRBCP and processes.
507.005	507	The bidder must describe how their solution will use transaction management and rollback functionality to ensure the integrity of the resources they access.
507.006	507	The system must be available twenty-four (24) hours a day, seven (7) days a week, including holidays, but excluding bidder's scheduled maintenance which is expected to be completed outside of Sunday thru Friday, 5:00 a.m. to 12:00 a.m. Central Time. Whenever the system is not available, an advisory notice will be viewable to users.
507.007	507	The bidder must describe how updates and changes to their solution will be communicated to ensure ongoing operations are not adversely impacted.
507.008	507	The bidder must describe its approach for allowing KDOL to report system problems.
507.009	507	The bidder must describe its approach to handling errors, such as web page errors, data type-related errors, function failures, divide by zero, not enough memory, transaction errors, interface errors including data validation, etc.
507.01	507	Describe in detail all KDOL Staff functions needed and how they operate.
507.011	507	The bidder must describe their solution's architecture, including, but not limited to, operating systems, database management system, software development language, hardware specifications, web servers, reporting environment and tools, and other technical specifications. Describe the solution's target technical environment specifications, including its framework, scalability, and performance metrics. Show evidence that all security infrastructure protection layers are isolated from application layers and components in such a way that compromised application components may not bypass or compromise security infrastructure protection layers or other application layers (i.e., n-tier architecture, defense-in-depth). ▪ Address what other UI solutions or modules share a common platform and are integrated with the UI solution. ▪ Address how the solution eliminates the need to support multiple technology applications and platforms.
507.012	507	The system must include all functionality necessary to enter and update solution code tables and business rules.
507.013	507	The system must include all functionality necessary to support the functions of the Labor Market and Career Information Department (LMCI).
507.014	507	The system must allow Authorized Staff to view Tax data
507.015	507	The system must include all functionality necessary to capture and display Claimant and Employer account notes.
507.016	507	The system must allow authorized Staff to execute and export the search results in multiple formats, including but not limited to CSV, Xls, txt, XML, HTML, and pdf
507.017	507	The system must provide support for tracking suspicious search activity
507.018	507	The system must allow authorized Staff the ability to search all data within the data retention period
507.019	507	The system must proactively determine if additional search elements are needed
507.02	507	The system must allow authorized Staff to search for reports
507.021	507	The system must ensure that system searches do not degrade system performance
507.022	507	The system must allow authorized Staff the ability to reset user accounts
507.023	507	The system must allow authorized Staff to immediately revoke user and Staff access
507.024	507	The system must allow authorized Staff to change the access rights for users and groups to take effect at a designated time, as well as real-time
507.025	507	The system must allow authorized Staff to generate a report detailing permissions
507.026	507	The system must capture and geolocate (including but not limited to country, region, city, latitude, longitude, zip code, time zone, ISP, domain, net speed, area code, weather, mobile, elevation, port), Internet Protocol (IP) addresses in all versions (including but not limited to IPv4 and IPv6) associated with self-service to assist Staff in detecting fraudulent schemes

507.027	507	The system must have a full audit trail on any access and changes to UI data
		▪ User phone number and computer's system information
		▪ Time and date stamp
		▪ Claimant or Employer ID
		▪ Actions taken
		    • Records reviewed
		    • Fields updated
		    • Etc.

507.028	507	The system must provide the ability to secure online self-service access to all required functionality so that users can conduct unemployment business. The bidder must describe self-service features for Claimants, Employers, TPAs, other users, and partners
		▪ Register
		▪ Reset account (passwords, PINs, etc.)
		▪ File claims
		▪ Upload documents
		    • Scan for viruses
		    • Notify user if errors
		    • Provide upload confirmation
		    • Store documents and associate them with account
		▪ Assign and revoke POA accesso Etc.

507.029	507	The system must include the ability to process disaster unemployment-related initial claims and weekly claims as well as support all Federal and State reporting requirements. This includes the ability to make retroactive payments. The bidder should explain how the system can respond to emergencies that might occur.
507.03	507	The system must be flexible and adaptable in post-implementation customization to meet KDOL's needs. This includes the flexibility to bring other programs, services, or tracking online quickly in response to emergency programs (e.g., Federal and State Extension). This includes the ability to make retroactive payments. The bidder must describe their approach to handling customization requests by KDOL, the controls around that process, and how they are priced in the event the bidder is contracted to maintain the system post-implementation. Must also support all Federal and State reporting requirements.
507.031	507	The system must include the ability to process disaster unemployment-related initial claims and weekly claims as well as support all Federal and State reporting requirements. This includes the ability to make retroactive payments. The bidder should explain how the system can respond to emergencies that might occur.
507.032	507	The system must be flexible and adaptable in post-implementation customization to meet KDOL's needs. This includes the flexibility to bring other programs, services, or tracking online quickly in response to emergency programs (e.g., Federal and State Extension). This includes the ability to make retroactive payments. The bidder must describe their approach to handling customization requests by KDOL, the controls around that process, and how they are priced in the event the bidder is contracted to maintain the system post-implementation. Must also support all Federal and State reporting requirements.
508.001	508	The system shall define and manage human (processes requiring human intervention) and business process workflows.
508.002	508	The system shall allow authorized internal users to establish, maintain and edit workflows that guide people and system process interactions.
508.003	508	The system shall contain a business process orchestration component that defines configurable workflow rules.
508.004	508	The system shall contain a graphical user interface (GUI) for the creation and management of workflow rules.
508.005	508	The system shall allow for configurable rules to dictate how work is routed to work queues.
508.006	508	The system shall orchestrate the flow of activities across all services.
508.007	508	The system shall orchestrate the flow of activities across all users.

508.008	508	The system shall provide work queues to assist in the processing of staff assignments.
508.009	508	The system shall allow authorized internal users to assign one or more work queues to roles or individuals.
508.01	508	The system shall allow authorized internal users to manage multiple work queues.
508.011	508	The system shall provide a dashboard to display current operating conditions in the work queues.
508.012	508	The system shall provide an interface for authorized internal users to assign work items to authorized internal users with due dates.
508.013	508	The system shall provide an interface for authorized internal users to search work queues by key attributes.
508.014	508	The system shall provide an interface for authorized internal users to sort and filter workflow assignments.
508.015	508	The system shall allow authorized internal users to view the status of a workflow assignment.
508.016	508	The system shall allow authorized internal users to allocate and reallocate workload between work queues.
508.017	508	The system shall allow authorized internal users to cancel workflow assignments.
508.018	508	The system shall alert authorized internal users and escalate workflow assignments.
508.019	508	The system shall include configurable approval steps for work items.
508.02	508	The system shall monitor work queues and based on configurable parameters.
508.021	508	The system shall trigger a workflow assignment when functional criteria exist.
508.022	508	The system shall trigger event-based workflow assignments and system processes.
508.023	508	The system shall utilize time-based assignment triggers to create workflow assignments based on the passage of time.
508.024	508	The system shall automatically re-route work items based on pre-defined, configurable business rules.
508.025	508	The system shall create a workflow to handle failed transactions.
508.026	508	The system shall allow authorized internal users to manually create workflows from workflow templates.
508.027	508	The system shall maintain the work queue item status based upon updates to the associated data for the work item.
508.028	508	The system shall automatically update work queue items when an authorized internal user updates the work item.
508.029	508	The system shall invoke workflow when data is modified.
508.03	508	The system shall allow authorized internal users to change the status of a record according to EDD policy and business rules.
508.031	508	The system shall route work items based on the claimant's language preference.
508.032	508	The system shall maintain the language skills of the authorized internal user to be used in workflow processes.
508.033	508	The system shall categorize workload by business-defined attributes (e.g., category, aging, etc.)
508.034	508	The system shall allow authorized internal users to manually override workflow steps, individually and in bulk.

600: UI Benefits Requirements		
Requirement ID	**Requirement Section**	**Requirement Description**
601.001	601	The system should provide the ability for Staff to manually file a claim and weekly claim.
601.002	601	The system should have the ability to record and display the history of changes to the Claimant's account and claim(s).
601.003	601	The system should have the ability to archive a claim or claimant account.
601.004	601	The system should provide the ability to interface with the Workforce Services registration process.
601.005	601	The system should have the ability to maintain all Federal and State UI Programs (e.g., DUA, TRA, RTAA, ATAA, TEB, VSW, EUC, State, and Federal EB). If the process includes submitting a change request to the Vendor, please provide the average turn-around time for completion. Please include information regarding the process of creating a new instance of DUA in the system.
601.006	601	The system should provide the ability to modify UI Programs (e.g., change program hierarchy, amounts, timeframes). If the process includes submitting a change request to the Vendor, please provide the average turn-around time for completion.
601.007	601	The system should provide the ability to create and maintain new State and Federal UI Programs within mandated deadlines. If the process includes submitting a change request to the Vendor, please provide the average turn-around time for completion.
601.008	601	The system should provide the ability for Staff to enter notes related to the Claimant's account.
601.009	601	The system should have the ability to automatically process employer filed claims (new, additional, reopen, weekly claims).
601.01	601	The system should provide the ability to display a dynamic questionnaire on the claim and weekly claim applications based on the claim type (e.g., New, Additional, Reopen).
601.011	601	The system should have the ability to display a dynamic questionnaire on the claim and weekly claim application, based on the claim program under which the claim is being filed, presenting additional questions based on responses provided. (e.g., Regular UI, Federal Extension, State Extension, Disaster Unemployment Assistance (DUA), Trade Readjustment Allowance (TRA), Training Extension Benefits (TEB), Voluntary Shared Work/Short Time Compensation (VSW)).
601.012	601	The system should have the ability to present claim applications and weekly claim application questions based on conditional logic.
601.013	601	The system should have the ability to process DUA benefits to eligible claimants.
601.014	601	The system should allow for adding TRA to a claim.
601.015	601	The system should have the ability to process TRA payments.
601.016	601	Describe the process for backdating a processed claim with paid weeks on file.
601.017	601	The system should process the issues identified during a claim and weekly claim filing (e.g., potentially disqualifying separation information, not reporting wages the system is anticipating).
601.018	601	The system should have the ability to automatically cancel a claim and to provide the ability for staff to manually cancel a claim.
601.019	601	The system should provide the ability for a Claimant to edit payment method information via self-service.
601.02	601	The system should provide the ability for Staff to enter, change, or edit Claimant's benefit payment method.
601.021	601	The system should provide the ability for Staff to view benefit estimates based on adjusted eligibility factors (e.g., number of dependents, base period).
601.022	601	The system should have the ability to check against all states for existing claims and wages during the initial claim filing.
601.023	601	The system should have the ability to perform a quarterly check against all states for existing claims and wages for individuals receiving TRA or RTAA/ATAA benefits.
601.024	601	The system should have the ability to log calls to the Customer Service line on the claimant account.

601.025	601	The system should provide the ability for staff to access archived claim and claimant account information.
601.026	601	The system should have the ability to perform calculations based on business rule determinations.
601.027	601	The system should have the ability to perform the profiling algorithm to identify Claimants potentially eligible for RESEA (formerly known as RES and REA).
601.028	601	The system should have the ability for the quality review team to review a claim/case, and input resulted into a rubric for scoring to automatically score the case and save the score for management to review.
601.029	601	The system should allow for the ability to set a difficulty level of cases dependent on business requirements to allow a new team member to be assigned a particular type/difficulty level of claim/case to work on based on experience.
601.03	601	The system should have the ability with permission to edit notes added to a claimant's account.
601.031	601	The system should have the ability to automatically add or delete wages on a claim based on updates to the TAX wage system (updates completed by Tax Bureau)
601.032	601	The system should have the ability to recover an archived claim or account to work on
601.033	601	The system should have the ability to run a mass print job of scanned documents based on selected criteria (for example, BTQ cases, BAM cases, etc.)
601.034	601	The system must allow all Actors to file a claim
601.035	601	The system must allow Claimants to register for an account if necessary
601.036	601	The system must provide the ability to create and display integrated scripts/prompts for all claims customizable by claim type, program, and languages
601.037	601	The system must automatically identify and establish the type of claim that must be filed (e.g., New Claim, Additional Claim, Reopened Claim, Transitional Claim, (manual)Extended Benefits (state and/or federal), Trade Readjustment Allowance (TRA)
601.038	601	The system must evaluate Claimant and Claim based on eligibility requirements established in Kansas Law and take appropriate action
601.039	601	The system must calculate UI monetary determination for all program and claim types. The Bidder must describe how they calculate the weekly benefit amount, maximum benefit amount, monetary balance, base period, alternate base period, wage suppression, wage additions and denials, wage credits, wage investigations, and monetary history. The system must determine separate eligibility based on wages received from other states. The system must display calculation to Staff.- drill into it currently
601.04	601	The system must perform the following steps for each Claim Type and take appropriate action based on business rules: ▪ Regular Claim • Pre-Claim assessment and Post-Claim instructions. • Assessment questions (to determine claim type-military, federal, combined wage) • Collect Seasonal, Educational, and Professional Athlete employment • Establish and/or Change claim date (backdate) • Collect last Employer detail, including occupational codes, and collect the desired occupation ′ Ensure liable employer is selected, determine if additional questions should be asked based upon business rules ′ 1099/Contract labor -Business name and address -First and last dates (month, day, and year) Claimant worked for the last employer -Number of hours worked and pay rate if Claimant worked this week (including Sunday) -Information related to job separation or other eligibility requirements -Normal wage information

		-Statement on the reason for separation -Base period wages • Claim wage ′ Alternate base period wages based on TX business rules ′ Acknowledgement and deletion of wages ′ Conduct wage investigation • Request wages earned in other states (combined wage claim) • Determine if the claim filed in another state – Checking Manually • Other sources of income including but not limited to ′ Pension ′ Severance ′ Workers Compensation ′ Wages instead of notices • Display potential entitlement (Staff only) • Establish Normal wage • Establish work search requirement based on business rules • Prompt Staff to review ineligibilities and disqualifications and take appropriate action based on business rules • Display continuing eligibility requirements: ability, availability, and work search • Provide filing instructions, UI Handbook, etc. per business rules • Notify the last Employer that claims has been filed (excluding Mass Claims, Shared Work, TRA/Extended Trade Readjustment Allowance (TRX), DUA, and Reemployment Trade Adjustment Assistance (RTAA)) and track responses) ′ Timely ′ Adequate • For each claim, the System must establish a Claim Program, Claim Type, File State, and Application Type based on business rules • For each claim, the System must allow Staff to modify data including but not limited to: ′ Fact-finding ′ Last employer ′ Assessment questions
601.041	601	The system must perform the following steps for each Claim Type and take appropriate action based on business rules: ▪ Unemployment Compensation for Ex-Service Members (UCX) • Same basic steps as Regular claim • Collect military last Employer detail and wages • System must establish and utilize military pay grade information (as provided by the DOL) to assist with UCX monetary calculations • System must interface with the Federal Claims Control Center (FCCC) and transmit data to them and receive data from them and appropriately process that data (integrate into the system)
601.042	601	The system must perform the following steps for each Claim Type and take appropriate action based on business rules: ▪ Unemployment Compensation for Federal Employees (UCFE) Claim • Same basic steps as Regular claim • Collect federal last Employer detail and wages • System must interface with the FCCC and transmit data to them and receive data from them and appropriately process that data (integrate into the system)
601.043	601	The system must perform the following steps for each Claim Type and take appropriate action based on business rules: ▪ Combined Wage Claim (CWC) Claim • Same basic steps as Regular claim • Wage transfer request • Billing

		• System must support ICON CWC functionality
601.044	601	The system must perform the following steps for each Claim Type and take appropriate action based on business rules: ▪ Interstate Claim • Same basic steps as Regular claim • Collect other state working history • Other state details
601.045	601	The system must allow Staff to set reminders concerning future determination Ajudications creation and closure ▪ Pension ▪ Severance ▪ Availability ▪ Etc.
601.046	601	The system must allow Claimants to have a claim with a combination of program types based on business rules
601.047	601	The system must support the following alternate activities and special cases: ▪ Fraud cases ▪ Authorized representative with claim restrictions
601.048	601	This process includes all activities required for Staff to manage claims for Employers and Claimants.
601.049	601	Staff can perform all functions (roles-based) included in Manage Claims-Employer, excluding key functions or information (e.g., passwords, payment method, etc.)
601.05	601	Staff can perform all functions (roles-based) included in Manage Claims-Claimant, excluding key functions or information (e.g., passwords, payment method, etc.)
601.051	601	The system must (re)calculate UI monetary determination for all program and claim types. The Bidder must describe how they calculate the weekly benefit amount, maximum benefit amount, monetary balance, base period, alternate base period, wage suppression, wage additions and denials, wage credits, wage investigations, and monetary history. The system must determine separate eligibility based on wages received from other states
601.052	601	The system must allow Staff to perform the following, and the System must take appropriate action based on business rules and information received:
601.053	601	The system must allow Staff to perform the following, and the System must take appropriate action based on business rules and information received: ▪ Perform robust search, filter, and sort of data ▪ Search for, view, and maintain Claimant and Employer portal accounts • Reset account (passwords, PINs, etc.) • Disassociate • Lock accounts/Restrict access • Etc.
601.054	601	The system must allow Staff to perform the following, and the System must take appropriate action based on business rules and information received:
601.055	601	The system must allow Staff to perform the following, and the System must take appropriate action based on business rules and information received: ▪ Skills ▪ Issue type and issue reason identification ▪ Language ▪ Staff availability (vacation, holiday, sick, etc.) ▪ Priority ▪ Pending or no action pending
601.056	601	The system must allow Staff to perform the following, and the System must take appropriate action based on business rules and information received: ▪ Process mass changes and updates, for example: • Backdate multiple claims • Update work search requirement • Change Employer due date for multiple claims

		• Issue correspondence to multiple Claimants and Employers ▪ Convert weeks to different program types and claims ▪ Special Claim Maintenance • Trigger payment • Flip waiting week flag • Move balance to disqualification • Adjust amounts in disqualification • Change claim end date • Remove exhaust date ▪ Review issues and complete the claim to make it valid, such as: • Wage and name discrepancy • Incomplete claim • Void and invalid claims • Correct Employer/change account numbers • Unlock claims locked for ID theft victims ▪ Manage wages • Acknowledge, add, delete, initiate wage investigation on Kansas wages, • CWC wages, • Military wages, • Federal wages based on business rules
601.057	601	User must be able to View, resend, add IB transactions
601.058	601	User must be able to View, resend, add UCX/UCFE transactions
601.059	601	User must be able to Process DD 214s
601.06	601	User must be able to Update IRS Withholding
601.061	601	User must be able to Request and process federal proof of earnings
601.062	601	User must be able to Cancel payments (warrants)
601.063	601	User must be able to Update child support obligation (very limited)
601.064	601	User must be able to Add entitlement (Completion/Remedial TRA)
601.065	601	User must be able to Correct earnings on weeks claimed
601.066	601	User must be able to add and modify notes
601.067	601	User must be able to Change payment method (very limited)
601.068	601	User must be able to Update and reissue correspondence (return mail)
601.069	601	User must be able to Log manual correspondence
601.07	601	User must be able to Change claim date (backdate)
601.071	601	User must be able to Change work search requirements based on business rules
601.072	601	Users must be able to Change SSN for reasons such as ID theft, etc.
601.073	601	User must be able to Request work search logs based upon business rules (i.e., random, number established by staff, immediately, etc.)
601.074	601	The system must provide the capability to obtain completed work search logs for review based upon business rules (i.e., random, number established by staff, etc.) ▪ Request work search log if required ▪ View and update work search log status • Enter verification results • Create a case(s)
601.075	601	The system must provide the capability to obtain samples of completed work search log validations for quality assurance
601.076	601	The system must Process wage corrections such as ▪ Update SSN on wage records ▪ Change amounts on wage records
601.077	601	The system must Issue Claimant corrected 1099-G, and the System must correct IRS 1099 transmission amount
601.078	601	The system must Update normal wage
601.079	601	The system must Update customary hours
601.08	601	The system must Withdraw the Initial Claim (WIC) ▪ Notify another state

		▪ Issue a decision ▪ Return other state wages ▪ Unmark Kansas wages ▪ Issue billing adjustments (Employer charging) ▪ Etc.
601.081	601	The system must track progress toward lifting a previous disqualification and take action according to business rules ▪ Automatically closing ▪ Send notification to Claimant
601.082	601	The system must allow authorized Staff to view current and prior claim information (payment status, pending items, EMPRESP, etc.), including but not limited to: ▪ Detail of certified continued week applications including all information requested of the Claimant at the time of filing the continued week application ▪ Overpayment for the Claimant, including overpayment status ▪ Week(s) overpaid ▪ Amount of overpayment ▪ Reason for the overpayment ▪ Program under which overpayment occurred ▪ Statute of limitations and balances (Fraud, Non-Fraud, Fraud Penalty Trust Fund, Fraud Penalty, Interest, Court Costs, Other penalties, and penalty week balances)
601.083	601	System/Staff must be able to move some or all of a claim record from one benefit year, program, or SSN to another benefit year, program, or SSN
601.084	601	Detailed information attached to a nonmonetary issue/determination includes but isn't limited to: ▪ Claim type, ▪ Issue type, ▪ Issue reason, ▪ Detection date, ▪ Start/end dates, ▪ Decision code, ▪ Fact-finding, ▪ Contact attempts, ▪ Status, ▪ Adequate/Inadequate (for EMPRESP) ▪ Count/No Count ▪ Adjudicator
601.085	601	The system must preserve the integrity of a fraudulent claim while allowing the true identity holder to file a valid claim (called "Pseudo Claims")
601.086	601	The system must allow Staff to correct any actions that were previously taken
601.087	601	The system must send a notification to the victim and alert Staff when they can file their claim
601.088	601	This process includes all activities required to request payments. The system must allow Claimants to request payment via internet, IVR, or paper ▪ Dynamically generate questions and record answers • Document employment/1099/Contract labor ▪ English and Spanish ▪ Determine date to file
601.089	601	System must capture Actor's confirmation of truth in filing statement of the information provided (Claimants and Employers only)
601.09	601	The system must allow Claimants to document their work search activities
601.091	601	The system must allow for a biweekly claiming cycle with exceptions for one-week, late filing, and backdated claim certifications
601.092	601	The system must ensure that a continued week-ending date is within the benefit year for it to be claimed. Exceptions are for other programs (not all-inclusive) such as Federal extensions and TRA/RTAA
601.093	601	The system must ensure that a Claim will be paid based on the preferred method (default is bank card)

		▪ Inform Claimant of the current method ▪ Allow Claimant to change the method
601.094	601	The system must perform validations based on the type of claim ▪ SSNs ▪ Active claim ▪ Time to file ▪ Work search required ▪ Etc.
601.095	601	SSNs
601.096	601	The system must provide the ability for Staff, Claimants, or Employers to record a return to full-time employment
601.097	601	The system must take appropriate action based on business rules (including Supreme Court Java decision), and information received ▪ Breaks in filing ▪ Breaks in reported earnings ▪ Stop if failure to report earnings past return to work date ▪ Stop if new hire issue ▪ Stop if wage benefit issue ▪ Stop if incarceration issue ▪ Identify potential issues; such as Claimant quit, refused an offer of work, was discharged, was unable to work, or was unavailable for work; and present dynamic fact-finding ▪ Return to work ▪ Etc.
601.098	601	The system must support the following alternate activities and special cases: Shared Work· Payment request on hold· Incompletes· Not allowed to request payment
601.099	601	The system must provide the ability to file and process continued claim applications to determine eligibility to pay R/ATAA benefits
601.1	601	The system should have the ability to trigger the creation of a nonmonetary Issue based on responses recorded during the claim and weekly claim filing process.
601.101	601	The system should have the ability to support two-party Fact-Finding interviews.
601.102	601	The system should have the ability to present intelligent Fact-Finding questionnaires in the claim and weekly claim applications.
601.103	601	The system should have the ability to identify an open Issue and automatically schedule a Fact-Finding interview based on Agency set parameters (e.g., number of interviews, interview timeframes)
601.104	601	The system should have the ability to automatically assign scheduled Fact-Finding interviews to available staff, the day of the interview.
601.105	601	The system should have the ability to support document attachments for Fact-Finding interview workflows. Please make sure to include information regarding the automated and manual processes.
601.106	601	The system should have the ability to integrate Benefits and Appeals functions. Please provide specific examples.
601.107	601	Describe the adjudication process (e.g., where is the information taken by the Staff during the interview recorded, how is a decision selected, how is the decision issued).
601.108	601	The system should have the ability to automatically adjudicate monetary and non-monetary determinations.
601.109	601	The system should have the ability to process multi-claimant adjudication issues. Please provide specific examples.
601.11	601	The system should have the ability to automatically determine the due date for the resolution of an Issue based on the detection date.
601.111	601	The system should have the ability to automatically adjudicate an Issue if requalification requirements are satisfied.
601.112	601	The system should meet the US DOL adjudication timeliness requirements.
601.113	601	The system should meet the non-monetary separation and non-separation adjudication of U.S. DOL quality standards.

601.114	601	The system should automatically recognize that a Notice of Claim is late and issue and the appropriate too late non-monetary decision
601.115	601	The system should allow staff the ability to change an issued decision based on certain parameters set by KDOL (e.g., within ten days)
601.116	601	The system should have the ability to automatically record and adjudicate an issue transmitted to the system via an interface(s) (e.g., a missed appointment for RESEA - issue information transmitted to the system, the system issues a denial decision and generates appropriate correspondence).
601.117	601	The system should have the ability to perform automated benefit charging.
601.118	601	The system should have the ability to automatically recalculate monetary eligibility and employer charge ability when changes occur on a claim (e.g., wages are added, removed, corrected, or transferred, wages are temporarily removed from the claim due to an issue, determination, employer account number is changed, dependents are added or removed, benefit extensions are added, relief of employer charges when overpayment established).
601.119	601	The system should have the ability to automatically relieve charges on a subsequent claim for any wages earned during the period of employment for which the employer was granted relief from benefit charges.
601.12	601	The system should have the ability to automatically determine if the Claimant is eligible for ABP and apply the ABP.
601.121	601	The system should have the ability to substitute the Claimant's base period quarters with quarters immediately preceding the period in which the Claimant received workers' compensation or indemnity insurance benefits.
601.122	601	The system should have the ability to identify and assign wages as "available" (can be used on a claim) and "unavailable" (cannot be used on a claim).
601.123	601	The system should have the ability to process adding and removing out-of-state, UCFE, and UCX wages. Please include information regarding the manual and automated processes.
601.124	601	The system should provide the ability for Agency to configure the State's minimum and maximum WBA, MBA, AWW amounts. If the process includes submitting a change request to the Vendor, please list the average turn-around time for completion.
601.125	601	The system must confirm eligibility
601.126	601	The system must convert weeks to different program types and claims based on business rules
601.127	601	The system must perform cross-matches on Incarceration records ▪ Perform cross-matches ▪ Staff validates incarceration using Justice Exchange ▪ Contact parties if needed ▪ Make determinations ▪ Determine fraud and no-fraud
601.128	601	System/Staff must establish an overpayment
601.129	601	The system must flag claims where KDOL has already determined that the Claimant did not work for a specific Employer (e.g., in ID theft situations) to prevent reinvestigation of the same issue
601.13	601	The system must perform high-risk hits using predictive analysis/score for Identity Theft ▪ Verify the identity of true SSN holder ▪ Make determinations
601.131	601	The system must allow Staff to investigate potential high-risk activity ▪ Internal • Staff analyze data • Staff opens case if necessary ′ Contact parties ′ Create Report of Findings ′ Issue recommendations ▪ Fictitious Employers • Staff analyze data

		• Staff opens case if necessary ′ Contact parties ′ Make determinations ′ Determine fraud and no-fraud ′ Relate associated claims to multi-claimant, fictitious employment/Employer, and other schemes ′ Establish joint and several liability for court-ordered restitution on multi-Claimant, fictitious employment/Employer, and other schemes ′ Notify state and/or federal probation of collections by KDOL through offset, absorption, or the Treasury Offset Program, or other, for court-ordered restitution ▪ Tips and Leads • Staff analyze data • Staff opens case if necessary ′ Contact parties ′ Make determinations ′ Determine fraud and no-fraud • If fraud, a senior investigator review is required (second vote) ′ Establish overpayment
602	601	For all fraud determinations, System must: ▪ Count the case for DOL case tracking ▪ Establish an additional fraud monetary penalty on willful fraud amount and allow for allocation between funds based upon current law ▪ Allow Investigators to add additional interested parties (one or more Employers) ▪ Determine willful and administrative earnings corrections based on business rules
602.001	602	The system should have the ability to automatically re-calculate the monetary entitlement and employer charge ability when a Business Closing Issue is adjudicated to allow business closing benefits
602.002	602	The system should have the ability to identify a parent claim to determine the Claimant has met second benefit year eligibility, that Trade programs are applicable.
602.003	602	The system should have the ability to process claims citing labor disputes as to the separation reason.
602.004	602	The system should have the ability to generate an ETA 934 Request and process an ETA 934 Response.
603.001	603	The system should provide staff the ability to manually add and remove wages on a claim.
603.002	603	The system should be able to integrate with the ICON/Conduent system to exchange claim, wage, benefit charge, payment, and overpayment information for HCTC, Combined Wage (CWC), Federal Ex-Service Members (UCX), and Federal Employee (UCFE) claims.
603.003	603	The system should provide the ability to detect errors and/or missing information (e.g., there are no IB4 requests matching the incoming IB5 response, the information from the incoming IB5 response does not match the IB4 request).
603.004	603	The system should be able to automatically send IB4 request(s) to the states identified on the initial claim application for CWC benefits and to the states where wages are identified through the ICON/Conduent process.
603.005	603	The system should be able to validate the wage response and automatically add wages to the claim.
603.006	603	The system should be able to detect when responses to wage requests are not answered promptly.
603.007	603	Please list which ICON/Conduent functions your system utilizes.
603.008	603	The system should have the ability to automatically trigger an updated monetary if any updates are made to wage lines and/or dependents
603.009	603	The system should provide staff the ability to access the ICON SID/SIDI and IBIQ features within the system.

603.01	603	The system should ensure that the US DOL requirement of first payment timeliness is satisfied.
603.011	603	The system should have the ability to support the following three payment methods for UI Benefits payments: debit cards, direct deposits.
603.012	603	The system should have the ability to maintain a record of payments issued to the Claimant for a benefit week, including all modifications to the payment record for the referenced benefit week.
603.013	603	The system should have the ability to process payments returned or rejected by the Receiver or Receiving Depository Financial Institution.
603.014	603	The system should provide the ability for Staff to view the routing number, account number, account type (savings or checking), and the name of the bank where the benefit payment was sent for the deposit (permission-based).
603.015	603	The system should have the ability to calculate benefit payment amounts based on reported earnings, tax withholdings, child support withholdings, and deductions (severance, pension).
603.016	603	The system should have the ability to correct the reported earning amounts before and after payment is issued for the week.
603.017	603	The system should have the ability to determine the benefits program for which the Claimant is eligible to receive benefit payments.
603.018	603	The system should have the ability to apply the deductions to benefit payments based on the hierarchy specified by the Agency.
603.019	603	The system should have the ability to process and maintain ACH transactions. Please include information regarding the automated and manual processes for the following: • Processing payment reversals • Processing notifications of change (NOC) • Reflecting the payment status for the week
603.02	603	The system should have the ability to utilize all services provided by State Information Data Exchange System (SIDES) (e.g., Earnings Verification, Separation Information, Determination and Appeal Monetary and Potential Charges, Billing and Charge Notices).
603.021	603	List and describe the general ledger transactions the system supports.
603.022	603	The system should have the ability to perform automated payment transfers between programs and claims.
603.023	603	The system should have the ability to process the request for a duplicate 1099-G Form.
603.024	603	The system should have the ability to automatically create an overpayment record.
603.025	603	The system should have the ability to allow authorized Staff to manually remove overpayments.
603.026	603	The system should have the ability to apply payments to overpayment debt (e.g., money orders, checks, cash, credit card payments) and offsets (e.g., tax offsets, casino offsets, vendor offsets, lottery offsets, benefit payment offsets). Please distinguish between manual and automated processes.
603.027	603	The system should have the ability to process refunds of payments that are more than an overpayment.
603.028	603	The system should have the ability to waive overpayment debt.
603.029	603	The system should have the ability to write off overpayment debt.
603.03	603	The system should have the ability to remove applied payments.
603.031	603	The system must confirm eligibility
603.032	603	The system must process payment requests based on business rules ▪ Payable weeks ▪ Payment amount ▪ Reported earnings ▪ Reported hours (customary) ▪ Overpayments ▪ Deductions and Offsets (child support, withholding, overpayments, etc.) ▪ Payment method (warrant or ACH transaction) ▪ Release past payment request
603.033	603	The system must identify, support, and display Predecessor/Successor accounts such as

		▪ Shared liability ▪ Shared charge amounts ▪ Account relationships on claims
603.034	603	The system must determine whether the Employer is Reimbursable or Contributory
603.035	603	The system must generate and process CWC benefit charges (IB-6)
603.036	603	The system must allow Staff to accept data from other states ▪ CWC-0212 (timely and adequate) ▪ IB-5 (determination of state liability) ▪ Etc.
603.037	603	The system must support the incoming and outgoing billing and payment process of IB-6 charges as defined in ETA 399
603.038	603	The system must support ICON CWC functionality
603.039	603	The system must support SIDES functionality related to charging
603.04	603	The system must calculate Employer charge to the ten-thousandths of the decimal-based on business rules
603.041	603	The system must apply charges and billing to Federal and Military accounts (ETA 191)
603.042	603	The system must correctly assess charges when wage suppression determination has been issued
603.043	603	The system must reconcile benefit charges such as ▪ Payments ▪ Overpayments ▪ Cancellations ▪ Refunds ▪ Etc.
603.044	603	The system must generate and issue benefit charge statements on a timely basis
603.045	603	The system must support the reimbursable Employer billing processes
603.046	603	The system must accept and process benefit charge and reimbursement protests
603.047	603	The system must accept and process adjustments to Employer charging or billing
603.048	603	The system must allow authorized Staff, Employer and TPA's to view charge information, including historical information
603.049	603	The system must allow Staff to view the distribution of benefit charges and credits to Employers (including those charged to the Non-chargeable Benefits Account) for each continued claim week, including any amount mutualized
603.05	603	The system must take appropriate action based on business rules, and information received, including but not limited to: ▪ Calculate Tax rates ▪ Establish quarterly billing ▪ Timing of charge statements
604.001	604	The system should have the ability to manage the end-to-end process for the 1099G generation. Please include information regarding the following: • Identifying and resolving errors • Data quality control • Transmitting the information to Internal Revenue Service
604.002	604	The system should have the ability to cancel/stop a benefit week payment (before the issuance of a payment).
604.003	604	The system should provide the ability for Claimants to select their preferred language for interpretation and Staff to be able to view their selection.
604.004	604	The system should provide the ability for Staff to upload documents for claims to view in their portal in real-time.
604.005	604	Describe how the claimant portal will be available for mobile devices.
604.006	604	The system must process claims for all Claimants included in the application, create and rule (when applicable) on appropriate cases, and send all appropriate correspondence to Claimant based on business rules such as ▪ Handbook ▪ Filing instructions ▪ Etc.
604.007	604	The system must keep the claim in pending status until Claimant chooses to participate

604.008	604	If the Claimant requests payment, the System must complete the claim and send additional appropriate correspondence to Claimant based on business rules such as ▪ Statement of benefits ▪ Etc.
604.009	604	The system must send all appropriate correspondence to Employers, such as ▪ Wage Verification Notice
604.01	604	The system must allow Employers to respond to notices if they are signed up for sides ▪ Notice of UI claims both individually and in mass (e.g., Disaster Unemployment Assistance (DUA) claims) ▪ Chargeback ▪ Earnings verifications (includes quarterly cross-match/wage benefit, new hire, interstate wage benefit, etc.) ▪ Request for earnings to close a disqualification
604.011	604	The system must allow Employers to initiate and respond to inquiries (e.g., fact-finding, secure messages, etc.)
604.012	604	The system must allow Employers to report issues (e.g., fraud tips, job refusals, additional pay, etc.)
604.013	604	The system must allow Employers to view estimates of charges and/or reimbursements
604.014	604	The system must allow Employers to request information including but not limited to: ▪ Chargeback summary ▪ Copies ▪ Check claims status
604.015	604	The system must allow Staff, Employer and Authorized TPA's to view, update, or delete chargeback address, designated claims address, physical address, or other addresses
604.016	604	The system must record changes in real-time, where possible
604.017	604	The system must take appropriate action based on business rules, and information received, including but not limited to: ▪ Create an issue and assignment ▪ File an appeal ▪ Create a wage investigation ▪ Change or edit an existing case ▪ Adjudicate a case ▪ Close, reverse, maintain a disqualification or ineligibility • Issue letters based on business rules ▪ Process incoming correspondence ▪ Process and send outgoing correspondence ▪ Etc.
604.018	604	The system must allow Staff to add, update, cancel, and view demographic information based on business rules and permissions, including but not limited to the items listed above and: ▪ SSN ▪ Certification method ▪ Victims of ID theft based upon SSN require enhanced identification procedures
604.019	604	The system must prepare, send, and resend withholding amounts to appropriate parties ▪ IRS ▪ OAG ▪ Interstate Reciprocal Overpayment Recovery Agreement (IRORA) ▪ Etc.
604.02	604	The system must generate an ACH file containing the benefit payment information (examples: Claimant information, account information, amount of the payment, and payment method) to disburse payment
604.021	604	The system must coordinate with RTM (must stay manual) ▪ Authorize and release ACH payments ▪ Verify warrant run (send email to ATOS) ▪ System must generate entries to Workforce, Reporting, Accounting, and Purchasing System (WRAPS) and Uniform Statewide Accounting System (USAS) after verification by RTM

		▪ System must allow data to be imported to a database via Open Database Connectivity (ODBC) link or other systems capable
604.022	604	The system must retain the history of all payments
604.023	604	The system must process TRA payment and RTAA Wage subsidy requests based on business rules and take appropriate action
604.024	604	The system must allow Staff to enter/update Trade Adjustment Assistance petition certifications under the Trade Act of 1974, as amended in 2002, 2009, 2011, 2015, and any future updates
604.025	604	The system must account for a different earnings exemption under the TRA program if the individual is in full-time training and earnings are less than the UI Weekly Benefit Amount that established TRA
604.026	604	The system must allow Staff, before system electing choice automatically, to select a choice between a Claimant continuing on TRA/RTAA program and beginning their UI entitlement
604.027	604	The system must verify payment transmission
604.028	604	The system must support the following alternate activities and special cases:• Pull/cancel a payment• Returned ACH payments• Process notices of changes ▪ Bank account number changes ▪ Bank routing number changes ▪ Bank account closures• Assignments or notifications ▪ Notification of payment failures ▪ Creation of assignments and workflows based upon business rules • Void by statute ▪ Send correspondence ▪ Fund reversal ▪ Post corrections • Special pull-backs (fraudulent accounts)• Refund reversals
604.029	604	The system must implement all available SIDES modules
604.03	604	The system must allow Staff, Employers, and TPAs to log into SIDES using SSO
604.031	604	The system must allow Staff, Employers, and TPAs to view requests and responses from SIDES, the web, etc.
604.032	604	The system must allow Staff to run multiple sessions at the same time (e.g., review a Claimant and an Employer side by side)
604.033	604	The system must provide a claim summary to Staff to eliminate accessing multiple screens ▪ Case association ▪ Allow for filtering, sorting, and searching ▪ Sort by date and time
604.034	604	System and Staff must be able to create and handle issues from a variety of sources (cross-matches, Employer responses, claims taking, tips, leads, etc.) that require additional research to resolve, such as: ▪ Non-Separation Issues ▪ Separation Issues ▪ Monetary Issues (e.g., alternate base period) ▪ Fraud
604.035	604	The system must flag cases for additional review based on business rules such as ▪ Unidentified regular and federal Employers ▪ Workforce Connect notification of • Claimant being hired • Job refusal • RESEA non-attendance • And other issues ▪ Wage additions
605.001	605	The system should provide the ability for Staff to enter mass notes related to multiple Claimant accounts.
605.002	605	The system should have the ability to automatically process mass claims.

605.003	605	The system should provide the ability for staff to enter mass claims.
605.004	605	The system must allow Claimants to switch to any other claim program from a Mass Claim
605.005	605	The system must allow the Employer to submit Mass Claim modifications up to the day before the layoff date
605.006	605	The system must allow the Employer or appropriate Staff to cancel the Mass Claim request up to the day before the layoff date
605.007	605	The system must void pending claim(s) based on Business Rules
605.008	605	The system must allow Staff to manually perform all activities within Mass Claim
605.009	605	The system must allow representatives/TPAs to manage Mass Claims for the employer is listed on the account
605.01	605	The system must display a warning message when Staff attempts to complete a claim that was filed via the mass claims process (if in incomplete status)
605.011	605	The system must support mass updates to all claims filed under the mass claim
606.001	606	The system must process payment requests based on business rules ▪ Payable weeks ▪ Payment amount ▪ Reported earnings ▪ Reported hours (customary) ▪ Overpayments ▪ Deductions and Offsets (child support, withholding, overpayments, etc.) ▪ Payment method (warrant or ACH transaction) ▪ Release past payment request • Appeal reversal • Monetary redeterminations • Previously underpaid • Waiting week • Etc.
606.002	606	The system must automatically enroll Claimants in the debit card program if necessary
606.003	606	Staff, Claimants, Employers, and TPAs must be able to complete conditional fact-finding
606.004	606	The system must provide the ability to schedule fact-finding and follow up interviews and document the deadlines for messages, fact-finding, and follow up interviews per business rules
606.005	606	Staff and System must be able to (re)trigger conditional fact findings (a request for information) for Claimants and Employers to complete with notification by the preferred method
606.006	606	The system must provide a way to track future issues and reopen cases per business rules (e.g., job offer, pension, etc.)
606.007	606	The system must allow Staff to create a fact-finding
606.008	606	The system must allow Staff who created fact-finding the ability to edit it within a specified time limit based on business rules
606.009	606	System and Staff must be able to issue decisions, including ▪ Selection of determinations from a drop-down list where ever possible ▪ Selection of determinations, count/no-count, multiple interested parties to include Unions, chargeback, etc. where ever possible based on business rules ▪ If unable to auto-determine, the system must guide Staff on count/no-count and interested parties based upon business rules ▪ Provide calendar feature for Staff when taking fact-finding or issuing decisions to assist with the correct begin and end date selection (intuitive date suggestions by the system) ▪ Ability to override system-identified issue detection date
606.01	606	The system must preclude adjudication of an issue that has been resolved in another state when wages are received from another state (20 Code of Federal Regulations (CFR) 616.8)

606.011	606	The system must use decisions to take appropriate action to process adjustments based on business rules, including but not limited to: o Evaluate eligibility ▪ Creation of overpayment ▪ Release of payment o Notification to UI Tax • Duplicate wage records • SSN corrections • Etc.
606.012	606	Decisions issued by the System must conform with KDOL and DOL-established guidelines on what constitutes a "quality" nonmonetary decision.
606.013	606	The system must issue an appropriate system-generated written decision to all interested parties. If Staff must deny benefits to the Claimant, the decision should contain sufficient information to enable those receiving the decision to understand why.
606.014	606	The system must include all functionality necessary to perform benefit charging and reimbursements
606.015	606	The system must identify benefit charges, no-charges, and reimbursements for claims
606.016	606	The system must issue appropriate Employer correspondence when first pay is released
606.017	606	The system must determine which Employers or pooled accounts are chargeable and/or non-chargeable
606.018	606	The system must support TPA functions granted by Employers
606.019	606	The system must create assignments or cases based on business rules
606.02	606	The system must be able to identify when an account is liable for charges or reimbursements and issue determinations based on business rules
607.001	607	The system must support Appeal reversal
607.002	607	The system must support Monetary redeterminations
607.003	607	The system must support Previously underpaid
607.004	607	The system must support Waiting week
607.005	607	The system must convert weeks to different program types and claims based on business rules
607.006	607	The system must allow authorized Staff to reissue payment according to business rules
607.007	607	The system must recalculate a benefit payment when payment variables change
607.008	607	The system must allow a weekly payment from multiple sources (e.g., Federal Additional Compensation).
607.009	607	The system must automatically enroll Claimants in the debit card program if necessary
607.01	607	The system must send a notification to the Claimant of Child Support withholding if necessary and update adjustments
607.011	607	The system must prenote validation of direct deposit
607.012	607	The system must electronically submit/receipt any new or modified information related to debit cards or EFTs to/from the benefits payment vendor
607.013	607	The system must issue program payment based on business rules (hierarchy) ▪ The system must only issue a benefit payment if there is an unencumbered balance on the claim
607.014	607	The system must prepare, send, and resend withholding amounts to appropriate parties: ▪ IRS ▪ OAG ▪ Interstate Reciprocal Overpayment Recovery Agreement (IRORA)
607.015	607	The system must generate an ACH file containing the benefit payment information (examples: Claimant information, account information, amount of the payment, and payment method) to disburse payment
607.016	607	The system must notify the Department of Commerce of any Claimants that meet Reemployment Services and Eligibility Assessments (RESEA) criteria
607.017	607	The system must retain a history of all payments
607.018	607	The system must process TRA payment and subsidy requests based on business rules and take appropriate action.

607.019	607	The system must allow Staff to enter/update Trade Adjustment Assistance petition certifications under the Trade Act of 1974, as amended in 2002, 2009, 2011, 2015, and any future updates
607.02	607	The system must account for a different earnings exemption under the TRA program if the individual is in full-time training and earnings are less than the UI Weekly Benefit Amount that established TRA
607.021	607	The system must allow Staff, before system electing choice automatically, to select a choice between a Claimant continuing on TRA program and beginning their UI entitlement
607.022	607	The system must verify payment transmission
607.023	607	The system must support the following alternate activities and special cases: ▪ Pull/cancel a payment ▪ Returned ACH payments ▪ Process notices of changes • Bank account number changes • Bank routing number changes • Bank account closures
607.024	607	Assignments or notifications ▪ Notification of payment failures ▪ Creation of assignments and workflows based upon business rules
607.025	607	Special pull-backs (fraudulent accounts)
607.026	607	Please submit a sample of a Monetary Determination notice.
607.027	607	Please submit a sample of a Fact-Finding questionnaire for a separation Issue (e.g., Discharge due to absences) and a non-separation Issue (e.g., Able and Available-illness).
607.028	607	The system should allow for the Agency to input which party the "fault" is assessed on for USDOL reporting requirements.
607.029	607	Please submit a sample of a decision letter for a separation Issue and a non-separation issue.
607.03	607	List and describe the self-services offered by the system.
607.031	607	The system should provide identity verification for Claimants (e.g., SSA, LexisNexis, SAVE, others).
607.032	607	The system should provide the ability for Staff to manually verify Claimants.
607.033	607	The system should provide the ability to display to staff the verification attempts and current verification status.
607.034	607	The system should have the ability to save a partially completed UI claim, weekly claims and allow for completion of the claim during the Agency-approved timeframe.
607.035	607	The system should collect work search information each week.
607.036	607	The system should have the ability to display the benefit's right Information that the Claimant acknowledged during the claim filing process in the Portal at all times.
607.037	607	The system should have the ability to display to claimants their potential benefit estimates.
607.038	607	The system should provide the ability for a Claimant to view their adjudicated decisions online (Appeals and Benefits decisions).
607.039	607	The system should have the ability to make available all data related to the status of a benefit payment.
607.04	607	The system should have the ability for Claimants to upload and save documents, including picture files.
607.041	607	The system should allow the Claimant to personalize preferences for displays, correspondence, and language.
607.042	607	The system should have the ability to verify the SSN of a dependent through the Social Security Administration and against all non-expired claims on file.
607.043	607	The system should provide the ability for Claimants to view details regarding their scheduled Fact-Finding and Appeal hearings (e.g., date, time, phone number the Agency has on file, files submitted by parties for the interview).

607.044	607	The system should provide the ability for Claimants to access and print their 1099G forms.
607.045	607	The system should provide the ability for Claimants to view details regarding their current claim (e.g., effective date, ending date, applied benefit amount, maximum benefit amount, gross weekly benefit amount, balance, payments, claim status).
607.046	607	The system should provide the ability for Claimants and Staff to update payment methods.
607.047	607	The system should provide the ability for Claimants and Staff to update tax withholdings (Federal taxes 10%, State taxes 5%).
607.048	607	The system should allow Claimants to update their personal information.
607.049	607	The system should provide the Agency the ability to send files to Claimants electronically, accessible by claimants through their Claimant Portal (e.g., adjudication and determination notices, payment exhaustion notices).
607.05	607	The system should provide the ability for Claimants to file an appeal through their Claimant Portal.
608.001	608	The system must allow Staff to manually perform all activities within Employer Charging
608.002	608	The system must generate an appropriate chargeback document when the Employer has been changed from the Last Employer to Base Period Employer only
608.003	608	The system must enable Staff to initiate and respond to inquiries via: ▪ Phone ▪ Electronic (Email, chat, or secure messaging) • Forms or templates available to capture identifying information ▪ Mail ▪ Fax
608.004	608	The system must allow Staff to verify the name, address, and SSN/Alternate ID of the Claimant
608.005	608	The system must enable Staff to research Claim information
608.006	608	The system must provide information to Staff in a concise manner, allowing Staff to dive down for additional details as needed, a summary page of some sort so Staff can see the entire Claimant record.
608.007	608	The system should use intuitive language and reduce the use of acronyms and codes

608.008	608	The system must allow Staff to respond to inquiries
		▪ The system must record a summary of response tied to a Claimant, Employer, or TPA and associated with their record
		    • Email
		    • Phone number
		    • Time
		    • Date
		    • Topic
		    • Staff member
		    • Etc.
		▪ Respond based on requestor's preferred communication method
		▪ Display/Insert context-sensitive statements using preformatted text (e.g., how to file an appeal) depending on the contact method, editable by Business Staff

608.009	608	The system must allow for Nudges (behavioral economics) at various points in the claims process, including just-in-time information. The Bidder must describe how their system: ▪ Notifies Claimants and processes their responses ▪ Filters the responses ▪ Takes appropriate action
608.01	608	The system must perform cross-matches ▪ Incarceration (currently Appriss and TDCJ) ▪ Death (DSHS) ▪ Wage Benefit (UI Tax) ▪ Locked or Blocklists ▪ Interstate Wage Benefit and Claims

608.011	608	The system must analyze cross-matches to prioritize them and take appropriate action based on business rules, which may include the following (not an exhaustive list): ▪ Automatically creating an investigation, if appropriate ▪ Automatically send earnings verification letters to Employers and process returns, and take appropriate action, if appropriate ▪ Automatically produce an overpayment, if appropriate
608.012	608	The system must analyze UI Benefits and system data to identify suspicious claim activity, such as fictitious Employers and identity theft, using predictive analysis/score and fraud criteria in a machine learning environment ▪ Based on fraud matrix score and business rules ▪ Automatically create cases and issue contact requests ▪ Create, categorize, and prioritize fraud watch list ▪ Generate reports for Staff to review • Data visualization ▪ Manually create cases • Issues contact requests ▪ Assign cases to Staff The system automatically adjudicates based on business rules and case status/type
608.013	608	The system must detect high-risk activity from internal Staff
608.014	608	The system must process tips and leads submitted using Hotline, email, or Staff
608.015	608	The system must allow Staff to identify multi-Claimant schemes (e.g., identify multiple claims with the same bank account, address, IP address, same demographic features, etc.) ▪ Relate associated claims ▪ Establish joint and several liabilities
608.016	608	The system must perform cross-matches on New Hire and Wage Benefits. The Bidder must describe how their system notifies Employers and processes their responses, filters the responses, and takes appropriate action ▪ Perform cross-matches ▪ Create non-monetary assignment based on business rules, including Business Staff to adjust threshold criteria
608.017	608	The system must generate and distribute ▪ Earnings Verification letter to Employer ▪ Potential Fraud Claimant Contact request
608.018	608	The system must allow Employer to submit and process Earnings Verification response for requested weeks and any subsequent weeks provided by Employer
608.019	608	The system must allow Employer to submit Earnings Verification response by type of earnings ▪ Regular wages ▪ Additional pay ▪ Vacation/Paid Time Off ▪ Etc.
608.02	608	The system must allow Staff to view earnings verification requests and responses that are processed through the SIDES interface
608.021	608	The system must convert unstructured payroll information into weekly earnings and populate an earnings verification response the SIDES interface can process
608.022	608	The system must analyze data using predictive analysis/score and fraud criteria in a machine learning environment and provide a recommendation to be reviewed by Staff to accept, modify, or reject
608.023	608	The system must allow Supervisor to review Staff recommendation and accept, modify, or reject
608.024	608	The system must contact parties
608.025	608	The system must make determinations and auto-adjudicate non-fraud earnings corrections
608.026	608	The system must provide a fraud recommendation to be reviewed by Staff to accept, modify, or reject ▪ If fraud, a Senior Investigator review is required (second vote)

		▪ If a vote is overturned by the Senior Investigator, The system must allow Supervisor to conduct the final review
608.027	608	The system/Staff must establish an overpayment
610.001	610	The system must allow the appropriate Actors to apply for Special Programs such as ▪ TRA • Same basic steps as Regular claim, but with some items specific to TRA • The system must provide the ability to file, process, and determine eligibility for TRA claims based upon new or existing federal legislation • The system must generate a monetary determination for Basic TRA, Additional TRA, and Completion TRA entitlement • The system must generate a monetary determination for Remedial/Prerequisite TRA entitlement • The system must process Health Care Tax Credit (HCTC) eligibility under both the TRA/ATRA and Reemployment Trade Adjustment Assistance and Alternative Trade Adjustment Assistance (R/ATAA) programs
610.002	610	The system must allow the appropriate Actors to apply for Special Programs such as ▪ DUA • Same basic steps as Regular claim, but with some items specific to DUA • The system must provide the ability to file, process, and determine eligibility for DUA claims based upon new or existing federal legislation • The system must send monetary and nonmonetary determinations for the DUA program
610.003	610	The system must allow the appropriate Actors to apply for Special Programs such as ▪ RTAA • The system must provide the ability to file, process, and determine eligibility for R/ATAA claims based upon new or existing federal legislation • Application must be specific to RTAA • The system must send monetary and nonmonetary determinations for the R/ATAA program
610.004	610	The system must allow the appropriate Actors to apply for Special Programs such as ▪ Emergency Unemployment Compensation (EUC) • The system must provide the ability to file, process, and determine eligibility for Emergency Unemployment claims based upon new or existing federal legislation
610.005	610	The system must send monetary and nonmonetary determinations for the EUC program ▪ Extended Benefits (EB)
610.006	610	The system must provide the ability to file, process, and determine eligibility for State EB claims based upon new or existing state legislation
610.007	610	The system must send monetary and nonmonetary determinations for the EB program ▪ Shared Work
610.008	610	The system must provide the ability to file, process, and determine eligibility for Shared Work (STC) based upon new or existing state or federal legislation
610.009	610	The system must send monetary and nonmonetary determinations for the Shared Work program
610.01	610	The system must provide the ability to file, process, and determine eligibility for UC using the mass claims program based upon business rules
610.011	610	The system must send monetary and nonmonetary determinations for claims filed using mass claims
610.012	610	For all Special Programs, The system must include customized workflow based on the type and DOL and Kansas program-specific rules and questions
610.013	610	The system must perform the following validations based on the type of claim, including but not limited to: ▪ SSNs ▪ Active claim (e.g., benefit year has not ended, and the claim has a balance available)

		▪ Time to file (e.g., previous benefit year ended, and Claimant needs to file a new claim) ▪ Work search required ▪ Etc.
610.014	610	The system must notify Staff and Claimant of any errors that occur when filing a claim or when a claim cannot be filed
610.015	610	Bidder must describe how their system can interface with WIT to demonstrate how the Claimant met work search requirements
610.016	610	The system must support the following alternate activities and special cases: Cannot locate Employer account ▪ Capture claim details and mark them as incomplete ▪ Create assignment for Staff to validate ▪ Complete claim Take claim without the last Employer (e.g., no work record, entitlement programs, etc.) Wrong named Employer ▪ Voiding and re-complete with correct Employer ▪ Change account number
610.017	610	The system must allow Staff to access and update partially completed applications (claims in progress)
610.018	610	The system must automatically establish the new (transitional) claim for benefits when the benefit year has ended with the current weekly claim
610.019	610	The system must determine if a Claimant is potentially eligible for a new program type based on a new quarter of wages and business rules
610.02	610	The system must interface with a business intelligence or network traffic monitoring tool (such as Splunk) and flag claims
610.021	610	The system must allow Claimants to add, update, and view demographic information based upon business rules and permissions, including but not limited to: ▪ Name (add only) ▪ Address (mailing and residential) ▪ Email address ▪ Driver's license or other ID ▪ Date of birth ▪ Veterans Status ▪ Education Level ▪ Race ▪ Ethnicity ▪ Gender ▪ Citizenship or work authorization ▪ Union status ▪ Language preference (currently English or Spanish) ▪ Phone numbers and type (home, work, mobile) ▪ Email address ▪ Correspondence preferences (including text messaging, email, phone, etc.) ▪ Payment method ▪ IRS Withholding ▪ Customary hours
610.022	610	With some exceptions (e.g., domestic violence, fraud cases, etc.), The system must notify the Claimant of changes made to some of the above fields
610.023	610	The system must allow authorized Staff to reissue payment according to business rules
610.024	610	The system must recalculate a benefit payment when payment variables change
610.025	610	The system must allow a weekly payment from multiple sources (e.g., Federal Additional Compensation).
610.026	610	The system must send a notification to the Claimant of Child Support withholding if necessary and update adjustments
610.027	610	The system must prenote validation of direct deposit

610.028	610	The system must electronically submit/receipt any new or modified information related to debit cards or EFTs to/from the benefits payment vendor
610.029	610	The system must issue program payment based on business rules (hierarchy) ▪ The system must only issue a benefit payment if there is an unencumbered balance on the claim
611.001	611	The system must allow Claimants to register for an account online (self-service)
611.002	611	The system must capture registration data including but not limited to:o First and last name ▪ User IDo Password ▪ Email address ▪ Security questions ▪ DOB ▪ SSN ▪ Addresses ▪ Phone number
611.003	611	This process includes all activities required for Claimants to manage claims (self-service).
611.004	611	The system must allow Claimants to manage claims using a secure portal or similar functionality
611.005	611	The system must allow Claimants to request 1099-G (initial and corrected)
611.006	611	The system must allow Claimant to change certain claim related information, including but not limited to: ▪ Payment method (bank card, direct deposit, etc.) ▪ IRS Withholding
611.007	611	With some exceptions (e.g., domestic violence, fraud cases, etc.), The system must notify the Claimant of changes made online, such as ▪ Personal Identification Number (PIN) changes ▪ Password changes ▪ Address changes
611.008	611	The system must allow Claimant to opt-in and out of electronic correspondence
611.009	611	The system must allow Claimant to file an appeal
611.01	611	The system must allow Claimant to respond to fact-finding and information requests
611.011	611	The system must allow Claimant to upload and download documents
611.012	611	The system must allow Claimant to initiate a wage investigation
611.013	611	The system must allow Claimant to view claim(s) data, such as but not limited to: ▪ Payment status ▪ Weekly benefit amount ▪ Maximum benefit amount ▪ Electronic correspondence
611.014	611	The system must allow Claimant to submit a request for claim information, such as but not limited to: ▪ Proof of claim (POC) ▪ Exhaustion letter ▪ Fact-finding statements
611.015	611	The system must allow Claimant to repay overpayments (not in current filing status)
611.016	611	The system must allow Claimant to submit a work search log
611.017	611	The system must allow Claimant to request payment of a waiting week
611.018	611	The system must allow Claimant to request wages earned in other states (combined wage claim) and initiate a wage investigation in another state
611.019	611	The system must allow Claimant to report returned to work
611.02	611	The system must take appropriate action based on business rules, and information received, including but not limited to: ▪ Process a payment ▪ Create an issue and assignment ▪ Process an appeal ▪ Create a wage investigation ▪ Change or edit an existing case

		▪ Adjudicate a case ▪ Close, reverse, maintain a disqualification or ineligibility ▪ Process incoming correspondence ▪ Process and send outgoing correspondence ▪ Record changes in real-time ▪ Etc.
611.021	611	The system must interface with a business intelligence or network traffic monitoring tool (such as Splunk) and flag claims
612.001	612	The system must support the following alternate activities and special cases: ▪ Move the fraudulent claim off of the true owner's SSN and generate a unique identifier to track the fraudulent claim or portion thereof ▪ Retain all accounting records ▪ Link, cross reference, and display SSNs/IDs (valid and all fraudulent) ▪ Lock SSN/ID to prevent further fraud whether the victim wants to file or not ▪ Ensure system doesn’t take any automatic actions on pseudo claims • No issue of 1099s • Collection efforts of the overpayments • TOP collection ▪ The system sends corrective letters to the true identity holder
612.002	612	The system should mark files as "read" with a date and time stamp of when a verified user opens the file.
612.003	612	The system should provide the claimant the ability to request an adjustment due to incorrectly reported earnings through the portal.
612.004	612	Claimant portal should allow them to request a waiver of overpayment
612.005	612	The system should allow claimants or employers to set up text notifications to notify them of new information.
612.006	612	The system must allow Claimants, Employers, and Staff to upload documents
612.007	612	The system must validate upload/receipt of the union acknowledgment form
612.008	612	The system must create non-monetary issues based upon answers in the Shared Work initial, additional, and continued claim filing process
612.009	612	The system must allow Employers to file weekly or bi-weekly claims certifications (indicating reduced hours)
612.01	612	The system must make appropriate payment for each Claimant based on a prorated percentage of their UI weekly benefit amount according to business rules
612.011	612	The system must allow for breaks in the filing of claim certifications by Employer
612.012	612	The system must allow Claimants to switch to any other claim program from a Shared Work Claim based on business rules
612.013	612	The system must allow the Employer to submit plan modifications to an approved plan, including adding to the participant list
612.014	612	The system must automatically terminate the plan when the plan end date is reached based on business rules
612.015	612	The system must allow Staff to terminate the plan for good cause based on business rules
612.016	612	The system must allow the Employer to withdraw their Shared Work Plan
612.017	612	The system must charge base period Employers for any benefits paid during the claim year
612.018	612	The system must allow Claimants to withdraw from the Shared Work Plan
612.019	612	The system is not required to withhold child support obligations from Shared Work payments
612.02	612	The system must allow Employers to submit plan modifications to a pending plan up to the day before the estimated beginning date for work reduction
612.021	612	The system must allow Employers to submit a shared work plan application, the union form (if union affected), and the names and SSN of participants for plan approval.
612.022	612	The system must allow the following plan status; approved, denied, expired, incomplete, pending, and terminated
612.023	612	The system must allow the employer to search for a plan in any status

612.024	612	The system must allow the employer to print and/or save the plan
612.025	612	The system must allow representatives/TPAs to manage shared work claims for the employer
612.026	612	The system must allow Employers to submit a mass layoff request, agreement letter, and questionnaire, and list of employees to participate in the Mass Claim program - Electronically (Portal, email)
612.027	612	The system must allow Employers to have multiple Mass Claim requests in progress
612.028	612	The system must allow Employers to provide employee demographics, mailing address, and details needed to establish a claim
612.029	612	The system must allow Employers to give fact-finding information, such as when they report additional pay on the questionnaire
612.03	612	The system must allow Staff to review and validate Mass Claim requests based on business rules
612.031	612	The system must perform cost-effective identity-proofing services in real-time to verify Claimant identity using public and proprietary data sources ▪ Kansas Driver's License ▪ SSN with SSA ▪ Alien ID with SAVE ▪ Other innovative data sources and approaches
612.032	612	The system must electronically interface with external software (during the UI claims filing process) to validate address information (such as Code-1). Bidder must specify if additional third-party data verification options exist ▪ Phone number ▪ Email address ▪ Etc.
612.033	612	The system must allow Claimant to address open issues in a real-time, interactive manner using messaging, portals, predefined scripts, and interactive fact-finding, including but not limited to: ▪ Investigations ▪ Cross-matches ▪ Availability ▪ Earnings ▪ Etc.
612.034	612	The system must notify Staff when Claimant has out of state wages
612.035	612	When a case is remanded or referred, The system must create a work item to be researched by the appropriate party to gather additional information, track the work item, and return the response to the requestor
612.036	612	The system must support the following alternate activities and special cases: ▪ Special investigations ▪ Multi-Claimant schemes ▪ Code claims as part of a special investigation or multi-claimant scheme for ETA 227 reporting and historical purposes ▪ Former KDOL employee files a non-liable Last Employing Unit (LEU) claim ▪ DUA claims-2 specific fraud decisions for DUA ▪ TRA and/or TRX claims
612.037	612	The system must identify BPC Earnings fraud determinations for use by Prosecutions unit, based on business rules, and save them in the CMS: ▪ Claim ID ▪ Claimant name and address ▪ County ▪ SSNs ▪ Egregiousness level • Breakdown of willful fraud weeks and administrative forfeiture weeks ▪ Fraud determination date ▪ Form of payment (direct deposit or debit card) ▪ Number of List Employers involved during the fraud period

612.038	612	The system must send Notices of Potential Prosecution based on prosecution status codes, templates, and business rules.
612.039	612	The system must present Staff with a list of cases likely for prosecution The system must allow Staff to further investigate the case and select the case for the prosecution or instead move to the collection path The system must generate and send out subpoena notices on cases for prosecution based on templates
612.04	612	The system must move the case to the collection path and change Prosecutions monthly minimum payment (MMP) amount to the collections MMP amount
612.041	612	The system must replace the deselected case with the next likely case for the prosecution
612.042	612	The system must allow Staff to save case evidence in the CMS
612.043	612	The system must allow Staff to create a Profit Analysis report ▪ Benefit week ending ▪ File date ▪ Earnings reported for claim week by Claimant ▪ Benefits received for the claim ▪ Actual earnings for Claimant from Employer ▪ Amount would have received if truthful about earnings (the net amount) ▪ The system must allow Staff to modify a report
612.044	612	The system must allow Staff to create an Identity Report based on template and business rules ▪ Attach evidence The system must allow Staff to modify a report
612.045	612	The system must allow Staff to indicate when the investigation is complete ▪ Staff makes a recommendation ▪ Manager makes the final decision
612.046	612	The system must create a Case Summary, basically, a fraud storyline, based on case details, templates, and business rules
612.047	612	The system must allow Staff to modify Case Summary details
612.048	612	The system must allow Staff to attach evidence, screenshots, electronic correspondence, etc. to Case Summaries
612.049	612	The system must be able to print or save electronically preselected UI benefit records in a specific order ▪ Staff makes a recommendation The system must allow Staff to modify the report ▪ Manager makes the final decision
612.05	612	The system must be able to output Case data ▪ Print ▪ Electronic media ▪ Including Business Records Affidavit based on business rules and templates
612.051	612	The system must allow Staff to track/account for restitution ordered and paid in criminal prosecutions based on business
612.052	612	The system must have connected functionality with other KDOL Units so that a Prosecution case and related actions are placed on hold (and can later be reactivated if appropriate) based on business rules
612.053	612	The system must support the following alternate activities and special cases: ▪ Stop collection actions if Claimant enters into a payment plan and makes the minimum payment

700: UI Tax Requirements		
Requirements ID	**Requirements Section**	**Requirement Description**
701.001	701	The system should have the ability to notify an employer of a Notice of Claim electronically (SIDES).
701.002	701	The system should allow the employer to receive a Notice of Fact-Finding electronically.
701.003	701	The system should allow the employer the ability to upload and save documents for Fact-Finding interviews and appeal hearings.
701.004	701	The system should allow an employer to update their contact information for an upcoming Fact-Finding interview if an authorized user.
701.005	701	The system must allow Employers and TPAs to register online (self-service) ▪ Unique ID using the current numbering scheme create a unique username. TPA can register for multiple employer accounts ▪ Associate/Dissociate a TPA to Employer account-client needs to register them- the poor system currently for TPA and accountants to register- they upload quarterly reports for their clients. Bigger payroll companies do not dissociate – time outs ▪ Authorize and identify the service functions for which the TPA may act on behalf of that Employer ▪ Upload, Optical Character Recognition (OCR), image multiple source documents (IRS 147c, articles of organization, etc.) KDOL does manually no employer uploads ▪ Employers and Staff to complete and modify partially saved Employer registrations within a configurable time ▪ View registration status ▪ An Employer account must have one individual assigned as the administrator who can (de)authorize access to the Employer account for other individuals and TPAs ▪ An Employer account can have multiple individuals who can access it, each assigned to different roles, with different access rights, and with unique contact information don't have this currently
701.006	701	The system must prevent Benefits Claimants from accidentally registering for UI Tax Accounts and vice versa
701.007	701	The system must allow for Employment Titles associated with Employer and/or contact names (i.e., Corporate President, CPA, TPA, Service Agent, General Partner, Trustee, Executor, Executrix, Administrator, etc.) for entity styling, bankruptcy, and trust/estate UI & RID matters
701.008	701	The system must take appropriate action to process wage record adjustments based on business rules, including but not limited to: ▪ Quarterly chargebacks ▪ Update tax rate ▪ Etc.
701.009	701	The system must include all functionality necessary to identify potential SUTA dumping cases (currently SUTA Dumping Detection Software (SDDS)). The Bidder must describe how the system cross-matches Employer records and quarterly wage data to identify Employers who meet the criteria for potential SUTA dumping as well as how The system tracks and maintains those flagged records through to completion
702.001	702	The system must capture registration data including but not limited to: ▪ First name, middle initial or name, and last name ▪ Suffixes (i.e., SR, JR, III, IV, MD, etc.) as a separate field ▪ User ID ▪ Password ▪ Email address

		▪ Security questions ▪ FEIN ▪ Owner/Officer Information (i.e., SSN, title, residence address, email address, etc.) ▪ Addresses, with an option for all foreign addresses ▪ Phone number, with area and country code, if required ▪ Registrants relationship with the employer ▪ Business entity name ▪ General Partner name (if a partnership, except for general partnerships when we require all partner names) ▪ Trade name (DBA) ▪ Business type (i.e., Individual/Sole Proprietor, Corporation, LLC, General Partnership, LLP, Political Subdivision, Non-Profit, Reimbursing, etc.) ▪ Employment type (i.e., regular, domestic, or agricultural) ▪ Nature of [business] activity ▪ Liability information (i.e., employment state date, wages start date, first $1500 quarter, 20th week of employment date, FUTA years, US citizens employed outside the US, the current number of employees, subject subsection of TUCA 201.021-8, etc.) ▪ Acquisition information (business acquired, date, total or partial, etc.) ▪ Secretary of State information (i.e., state of jurisdiction, filing/charter number, registered agent information, filing date, original name, etc.) ▪ TPA selection ▪ TPA authorization (i.e., selection of KDOL area handling such as UI Tax reports and/or tax payment, Benefits claims and/or Appeals; POA document completion with electronic/digital signature; etc.) ▪ TPA selection changes (i.e., remove one TPA and revoke POA, add different TPA and new POA completion, etc.) ▪ Etc. Must include fuzzy logic to associate answers and deny conflicting information- drop-down options to align to answers submitted
703.001	703	The system must allow Staff to upload wage reports on behalf of Employers who send their report in via paper
703.002	703	The system must allow Employers/TPAs to upload wage reports via a secure Employer Portal or FTP option. ▪ No limit on the number of employees included in the report ▪ No limit on the number of Employer reports submitted in a batch by a TPA ▪ Allowed file formats include • NASWA • ICESA • MMREF • XLS or CSV • Popular payroll software (e.g., QuickBooks/Intuit) • Adaptable to accommodate future approved standards
703.003	703	The system must include the ability to add or modify upload data fields based on law or rule changes
703.004	703	The system must scan files for viruses, validate uploaded data with warnings and upload prevention if required, notify the user if errors found, provide receipt confirmation, and posting confirmation notifications
703.005	703	The system must allow Employers/TPAs to manually enter wage reports
703.006	703	The system must Allow Employers/TPAs to import information from the prior quarter if desired
703.007	703	The system must Allow Employers/TPAs to quickly report zero (0) wages
703.008	703	The system must Save partially completed reports
703.009	703	The system must Delete or edit incorrect or incomplete reports

703.01	703	The system must reprocess wage data, replace it with correct wage data, and take appropriate action based on how the data changed
703.011	703	The system must validate uploaded data and provide notification of errors
703.012	703	The system must compare reported Kansas Total Taxable Wage amount with system calculated amount and require Employers/TPAs to resolve discrepancy (i.e., multi-state employment, unreported acquisition with predecessor wages, etc.) before processing
703.013	703	The system must allow Staff to prevent Employers/TPAs from modifying certain data ▪ While an audit is in process ▪ Audit findings ▪ Fraud blocks ▪ Bankruptcy stop ▪ Etc.
703.014	703	The system must allow Staff to upload wage reports on behalf of Employers who send their report in via paper
703.015	703	The system must notify Employers/TPAs o Default is email; otherwise, via United States Postal Service (USPS)o Advanced notice that report is coming due ▪ Report is past due ▪ Tax payment is due ▪ Tax payment is past due
703.016	703	The system must determine if a payment is due and allow Employers/TPAs to Submit a Payment
703.017	703	The system must send confirmation to Employers/TPAs
703.018	703	The system must support the following alternate activities and special cases: Splitting Wage Reports across same or multiple Employers for the same quarter
703.019	703	Bidder should describe the payment processing features of its offering
703.02	703	The system must accept, validate, and post wage reports from Employers ▪ All reports must be processed, even supplementals, after the Employer is presented a warning (e.g., "There is already a wage report on file for this quarter. Do you wish to Replace, Adjust, or Proceed to File?") ▪ Post Employer quarterly reports real-time ▪ Calculate taxable wages, taxes, penalties, and interest ▪ Record and retain a full audit trail of all transactions ▪ Must associate predecessor/successor relationships in calculations Manual today ▪ Must allow for multistate employment in calculations ▪ Must allow for SSN, Taxpayer Identification Numbers (TINs), and pseudo numbers (whenever an SSN is unavailable, a unique employee reference number needs to be assigned for taxable wage calculations, every employee must receive a different reference number for taxable wage calculation purposes)
703.021	703	The system must allow Staff and Employers/TPAs to add and modify quarterly reports for acquisitions (predecessor/successor) ▪ Total acquisition ▪ Partial acquisition ▪ Split quarterly reports for the same quarter between accounts • Overall total and taxable wage amounts • Employees and their wage records
703.022	703	The system must allow Staff to adjust dates ▪ Report postmark date ▪ Report due date
703.023	703	The system must be able to flag an Employer who is permitted to file paper quarterly wage reports (electronic hardship) and must automatically provide paper forms to those Employers
703.024	703	The system must allow Employers, TPAs, and Staff to view historical information ▪ Wage reports submitted ▪ Adjustments ▪ Report transfers to another account not online today ▪ Unemployment active claims, historical claims, chargebacks not online today

		▪ Etc.
703.025	703	The system must allow Staff to delete reports and reinstate reports if archived in micro-fiche
703.026	703	The system must allow approved Staff to transfer reports between accounts
703.027	703	The system must automatically create, issue, and post estimated reports for an Employer who fails to file within a certain timeframe based on business rules
703.028	703	The system must allow Staff to estimate wage reports if the system cannot
703.029	703	The system must indicate or flag when wage reports are estimated
703.03	703	The system must remove estimated flag or indicator when the quarterly report has been adjusted for actual wages
703.031	703	For TPAs filing wages on behalf of their Employers, The system must indicate or flag when wages have already been filed for each Employer
703.032	703	The system must notify Employers/TPAs of actions such as ▪ Processing confirmation or processing issues ▪ Adjustments ▪ Estimates ▪ Failure to file on time ▪ Etc.
703.033	703	The system must upload and process Wage Record adjustments or allow Staff to process adjustments manually, one or many, in real-time and calculate taxable wages, taxes, penalties, and interest ▪ For adjustments to multiple quarters, The system must be able to handle any order of entry (i.e., the order does not need to be chronological) ▪ The system must allow adjustments that transfer wage records between Employer accounts - be sure it is real-time and takes excess wages into account (based on 1st quarter) despite sequencing of load ▪ The system must provide employee count adjustments to LMIS for statistical purposes
703.034	703	If a Wage Record adjustment results in a decrease in wages or a change in the number of employees originally reported, The system must ▪ Capture reason for decrease (from a selection list or field details provided via upload file) ▪ Create an assignment for Staff review before processing ▪ Inform user entering data that adjustment will be reviewed ▪ If a Benefits Claim is associated with the Wage Record adjustment, increase the priority of assignment for Staff review ▪ We want a configuration capability to set the assignment to occur at a prescribed % of wages decreased (currently 20%)
703.035	703	The system must prevent Employers/TPAs from adjusting certain quarterly Wage Records based on business rules ▪ While an audit is in process ▪ Audit findings ▪ Fraud blocks ▪ Bankruptcy stop ▪ Beyond 13 quarters statute ▪ Etc.
703.036	703	The system must allow Employer/TPA to adjust Other State Taxable Wages if originally reported incorrectly and recalculate Kansas Taxable Wages accordingly
703.037	703	The system must maintain a Wage Record adjustment audit trail and allow Staff to reverse a Wage Record adjustment is determined to be unreasonable with notification to the submitter of reversal and reason
703.038	703	The system must allow Staff to solicit additional information from submitter related to Wage Record adjustment required to make the final determination
703.039	703	The system must allow Employer/TPA to upload support documentation required for Wage Record adjustment review & final determination
703.04	703	The system must interface with the audit program to allow uploading of Wage Record adjustments with the inclusion of misclassified worker penalties

703.041	703	The system will recalculate Total Wages and Kansas Taxable Wages when Wage Record adjustments are processed, as well as adjust tax, penalties, and/or interest
703.042	703	The system must allow authorized users (Employers and TPAs) to: ▪ View status of Wage Record adjustments ▪ Edit, modify, cancel Wage Records adjustments that have yet to process
703.043	703	The system must correct and post the information and calculate any Tax and/or Benefit changes resulting from an adjustment with audit trail tracking of all changes
703.044	703	The system must notify the Employer of any adjustment transactions
703.045	703	The system must use the following tax rate components based on KDOL Rules, including but not limited to: ▪ General Tax Rate • Benefit Ratio ▪ Replenishment Tax Rate • Replenishment Ratio (Surcharge) ▪ Employment and Training Investment Assessment (ETIA) ▪ Obligation Assessment • Obligation Assessment Ratio • Prior Year Rate ▪ Deficit Tax Rate • Deficit Ratio • Prior Year Rate ▪ Interest Tax Rate
703.046	703	The system must automatically calculate and assign tax rates using: ▪ First wages date ▪ Liability date ▪ First chargeable quarter ▪ Eligibility date ▪ Acquisitions ▪ North American Industry Classification The system (NAICS) code ▪ Calculations are based on rate formulas- Need Kansas references
703.047	703	The system must use the following tax rate components based on KDOL Rules, including but not limited to: ▪ General Tax Rate • Benefit Ratio ▪ Replenishment Tax Rate • Replenishment Ratio (Surcharge) ▪ Employment and Training Investment Assessment (ETIA) ▪ Obligation Assessment • Obligation Assessment Ratio • Prior Year Rate ▪ Deficit Tax Rate • Deficit Ratio • Prior Year Rate ▪ Interest Tax Rate
703.048	703	The system must (re)calculate the following rate types: ▪ Preliminary ▪ Political Subdivision ▪ Interim ▪ Annual • Regular • Domestic ▪ C Rate (account activity caused rate change) ▪ F Rate (acquisition-related rate, combined rate) ▪ G Rate (special industry rate) ▪ H Rate (acquisition-related rate, highest rate value) ▪ N Rate (rate components changed, but no change in overall rate)

		▪ X Rate (Forced rate based on a court order)
703.049	703	The system must recalculate tax rates and taxes due based on account changes, including but not limited to: ▪ Acquisitions ▪ Voids of acquisitions ▪ First chargeable quarter ▪ Reallocation of remittances ▪ NAICS code change ▪ Voluntary contributions ▪ Chargeback adjustments ▪ Reopened accounts ▪ Transferred reports and remittances
703.05	703	The system must not calculate rates for reimbursing accounts
703.051	703	The system must delete rates for established-in-error accounts
703.052	703	The system must calculate shared rates for situations such as
703.053	703	Franchisor/Franchisee, reacquisitions
703.054	703	Partial acquisitions
703.055	703	The system must allow Staff to override automatic rate calculations
703.056	703	The system must allow Employers/TPAs to upload and process the partial transfer of experience data (Form KCNS 052) according to Kansas Law
703.057	703	The system must allow Staff to override partial transfer of experience data (Form KCNS 052)
703.058	703	The system must allow Staff to view all historical rates, including the reason for changes and no changes
703.059	703	The system must allow Staff to override shared rate information between predecessor and successor accounts for partial acquisitions and transfer of taxable wages
703.06	703	The system must allow Staff to update transfer taxable wages
703.061	703	The system must generate an Employer Chargeback summary report upon request
703.062	703	The system must include all functionality necessary to identify potential SUTA dumping cases (currently SDDS)
703.063	703	The Bidder must describe how the system cross-matches Employer records and quarterly wage data to identify Employers who meet the criteria for potential SUTA dumping as well as how the system tracks and maintains those flagged records through to completion
703.064	703	The system must manage UI trust fund floor and ceiling amounts based on Kansas Law
703.065	703	The system must calculate surplus credit rate reduction based on Kansas Law
703.066	703	The system must process voluntary contributions for situations.
703.067	703	The system must apply payments to the Employer account and lower their General Tax Rate
703.068	703	The system must apply credits to the Employer account (e.g., Appeals) and manual today reallocate the payment from Voluntary Contribution Journal to the General Cash Journal
703.069	703	The system must allow Staff to post corrections
703.07	703	The system must allow Staff and Employers to perform voluntary contribution and "what if" scenarios to view the outcome of new tax rate calculations before the outcome becoming official
703.071	703	The system must generate and distribute outgoing correspondence ▪ Based on templates ▪ Customizable by Staff Allows Staff to create a new template ▪ English and Spanish ▪ Distributed based on Employers preferred method ▪ The system to capture and retain the history of all correspondence sent ▪ Types of correspondence including, but not limited to: • Tax rate notices

		• Annual rate notices • Voluntary contribution • Letters
703.072	703	The system must support the following alternate activities and special cases: ▪ Tax rate surplus credit rate reduction ▪ Benefit chargebacks adjustments ▪ Automatically calculate the tax rate of single or multiple predecessors or successors Employer(s) account when there is a total or partial transfer of business ▪ Group accounts ▪ For multiple transactions on the same day, process transactions based on the order of precedence ▪ Allow TPAs to extract a rate file for multiple Employer accounts
704.001	704	The system must include all functionality necessary to select Employers to be audited ▪ Random ▪ Stratified by characteristics of an Employer account
704.002	704	The system must allow Business Staff to change characteristics without technical support assistance
704.003	704	The system must allow Staff to manually select audit candidates
704.004	704	At a minimum, the Bidder must describe how their system notifies Employers of an audit; downloads existing Employer and wage data; allows for expanded audits; accepts audit findings; process results into The system; and sends post-audit correspondence
704.005	704	The system must update the Employer account based on audit results
704.006	704	The system must generate and distribute outgoing correspondence ▪ Based on templates ▪ Customizable by Staff ▪ Allows Staff to create new templates ▪ English and Spanish ▪ Distributed based on Employers preferred method ▪ The system to capture and retain a history of all correspondence sent ▪ Types of correspondence including, but not limited to: • Audit appointment letter • Pre-audit questionnaire • Post-audit letter including audit findings • Survey
704.007	704	The system must include all functionality necessary to assign investigative tasks to Staff, such as ▪ Wage investigations ▪ Misclassified worker referrals ▪ Account liability ▪ Missing or incorrect FEIN ▪ Refund requests ▪ Abatement requests ▪ Adjustment review ▪ Identify duplicate Employer accounts ▪ Update Employer accounts (e.g., Employer quarterly reports, a notice of discontinued employment, etc.) ▪ Etc.
704.008	704	The system must allow a liability assignment workload item to be created when an Employer FEIN/Employer account number is not detected in our system
704.009	704	Bidder must describe how their system allows for ▪ Prioritization ▪ Dates (created, assigned, due, etc.) ▪ Role-based assignment ▪ The system generated assignments ▪ Staff manually issued assignments

		▪ Workload balancing ▪ Transfers and voids assignments ▪ Tracks assignments and provides dashboard functionality ▪ Search and header sorting ▪ Dashboards ▪ Supervisor/Management review/approval and quality control review with a request to Staff for corrective actions ▪ Notifications and Alerts ▪ Generates summary and detailed reports for management ▪ Metrics ▪ Spreadsheet historical assignment trend analysis (e.g., dashboard)
704.01	704	The system must include Case Management, Correspondence, and Workflow functionality, described in General Process Descriptions,
704.011	704	The system must allow Employers to submit a Rule 13 hearing request in writing ▪ Internal system message ▪ Email ▪ Letter • Mailed and scanned into the system • Uploaded by Employer
704.012	704	Upon arrival, The system must ▪ Link request to one or more accounts ▪ Place a stop to halt all standard assessment actions, but continue the collection process ▪ Notify Staff of Rule 13 work assignment ▪ Assign a Tax Decision number ▪ Record the issue of the hearing ▪ Issues assignment ▪ Alert Staff
704.013	704	The system must allow Staff to upload supporting documents into Rule 13 Packet ▪ Drag and drop or similar functionality to determine which documents to include in the packet
704.014	704	The system must track the entire process (beginning to end) and allow Staff to view status with a complete audit trail ▪ Alert Staff of status changes
704.015	704	The system must allow Staff to search all fields on all Rule 13 hearings
704.016	704	The system must not allow assignments to be closed until 30 calendar days after a decision is rendered and all account actions are completed ▪ Adjustments ▪ Rate changes ▪ Etc.
704.017	704	Allow Employer to submit a Motion for Reconsideration ▪ Allow Employer to submit for Motion to Withdrawal
704.018	704	The system must calculate and generate ETA 581 reports
704.019	704	Including Active2
704.02	704	The system must perform data validation for ETA 581 reports
704.021	704	The system must generate DOL reports
704.022	704	The system must distribute DOL reports to Tax Management for approval
704.023	704	The system must allow Staff to correct and modify DOL reports
704.024	704	The system must upload reports to DOL
704.025	704	The system must integrate reports with dashboards for a visual representation of data
704.026	704	The system must store and index reports
704.027	704	The system must be able to generate operational, performance, and management reports
704.028	704	The system must allow Staff to schedule reports to be generated automatically
704.029	704	The system must allow Staff to run reports on demand

704.03	704	The system must allow Staff to run reports indicating an “As of” date
704.031	704	The system must allow Staff to develop and schedule ad hoc reports
704.032	704	The system must integrate reports with dashboards for a visual representation of data
704.033	704	The system must store and index reports
704.034	704	The system must enable Staff to receive an inquiry via: ▪ Phone ▪ Electronic (Email, chat, or secure messaging) • Forms or templates available to capture identifying information ▪ Mail
704.035	704	The system must allow Staff to verify the name, address, and SSN/Alternate ID of the Inquiry Contact (e.g., company owner, accountant, Power of Attorney (POA), Claimant, etc.)
704.036	704	The system must enable Staff to research case information
704.037	704	The system must allow Staff to capture and redact (if necessary) any required documentation or system screens, account audit trail, notes/comments, etc.
704.038	704	The system must allow Staff to respond to inquiries
704.039	704	The system must record a summary of response tied to a Claimant, Employer, or TPA and associated with their record ▪ Email ▪ Phone number ▪ Time ▪ Date ▪ Topic ▪ Staff member ▪ Etc. Respond based on requestor's preferred communication method Display/Insert context-sensitive statements using preformatted text (e.g., how to file an appeal) depending on the contact method, editable by Business Staff
704.04	704	The system must allow Staff to research account history, including archived data, and construct a linear timeline of account events, including account establishment, acquisitions, and transactions
705.001	705	The system must allow a third-party administrator (TPA) to register online for a TPA account with multiple addresses and locations using the current TPA number assignment structure. ▪ The TPA process will consist of multiple service functions ▪ TPAs can handle Benefits and/or Tax for Employers
706.001	706	The system must allow Staff to register Employers (phone, mail, fax, paper documents) ▪ Unique ID using the current numbering scheme ▪ Upload, OCR, image multiple source documents (IRS 147c, articles of organization, etc.) ▪ Employers and Staff to complete and modify partially saved Employer registrations within a configurable period ▪ View registration status ▪ Send required forms to Employers (approved hardship only)
706.002	706	The system must capture and validate registration data including but not limited to: ▪ Domestic and Foreign Addresses (payroll address, unemployment address, chargeback address, special address such as refund warrant delivery, etc.), country code, county, county FIPS code, phone numbers (UI, claims, and tax purposes), Officer or Ownership information (i.e. entity/ownership type, partner/general partner name(s), officers and titles), trade name(s)/DBA(s), points of contact, email addresses, Charter/Filing number, filing agent, filing date & jurisdiction state (domestic=KS, foreign=non-KS) ▪ Federal ID

		▪ Account recovery information (phone number, email, Federal Employer Identification Number (FEIN), Employer ID, other) ▪ Acquisition/Predecessor/Successor information if applicable ▪ Seasonal designation ▪ Licenses • Kansas Insurance Commission for licensed staff leasing companies or Professional Employer Organizations (PEOs)
706.003	706	The system must validate new accounts
706.004	706	The Bidder must describe their system's process for validating new Employer accounts
706.005	706	The Bidder must describe how their validating process eliminates scammers creating fake or fraudulent Employer accounts
706.006	706	The system will flag exceptions for manual review and Staff corrections
706.007	706	The system must (re)determine the type of liability
706.008	706	The system must track account status ▪ Currently, Kansas has Active, Inactive, (Multiple reason codes) Terminated (Multiple reason codes), Archived, Pending
706.009	706	The system must be able to identify all accounts that were established that have not met liability and update the liability accordingly
706.01	706	The system must be able to calculate timeliness for both new business and successors according to the ETA 581 business rules
706.011	706	The system must offer multiple correspondence methods selectable by Employers, including ▪ Electronic (default with an opt-out for other options, override for approved hardship)o Mail (allow Employer to designate an address for each program)o SIDESo TPAso Electronic Fax
706.012	706	The system must automatically inactivate accounts based on business rules
706.013	706	The system must provide a list of available resources as determined by Staff that the Employer might find useful, editable by Staff ▪ New hire ▪ Employment posters ▪ Kansas Business Conference
706.014	706	The system must display dashboards for Staff, customizable by Staff
706.015	706	The system must allow Staff to merge duplicate accounts and record notes on how the duplicate was resolved
706.016	706	Non-liable accounts ▪ Employer should be prevented from creating an account if they are non-liable, except for the voluntary election of coverage ▪ The system should inform Employers if their account is non-liable ▪ Staff should be able to create or make accounts non-liable Allow, but flag the account or notify the team
706.017	706	Pending accounts ▪ The system must allow Staff to track the investigation ▪ The system must allow Staff to update account based on investigation findings ▪ The system may notify the Employer of resolution in writing after an investigation is complete
706.018	706	Benefits/Tele-center cannot locate Employer account ▪ Capture benefits claim details and mark as incomplete (Pending determination) ▪ Create assignment for Staff to validate ▪ Complete benefits claim
706.019	706	The system must allow Employers and TPAs to update their account online (self-service) ▪ Multiple points of contact with the defined role (e.g., Tax only, Benefits only, etc.) ▪ Authorize, revoke, and identify the service functions for which the TPA may act on behalf of that Employer

		▪ Upload multiple source documents (audit documents, IRS 147c, articles of organization, etc.) (Mail-in currently) ▪ Retrieve and view all accounts (active, archived, etc.) ▪ Data to capture • Entity Name • Addresses (Tax address, chargeback address, designated claims address, physical address, other) • Phone number, points of contact, email address • Federal ID • Wage information • Acquisitions (to use wages reported by another entity)
706.02	706	Allow posting of supplemental wage reports and provide a warning before posting that an original report has already posted and suggest an adjustment instead of supplemental, then flag for assignment)
706.021	706	Adjust wage report data
706.022	706	Submit inquiries and provide feedback
706.023	706	Send confirmations to Employers
706.024	706	The system must capture and geo-locate (including but not limited to country, region, city, latitude, longitude, zip code, time zone, ISP, domain, net speed, area code, weather, mobile, elevation, port), Internet Protocol (IP) addresses in all versions (including but not limited to IPv4 and IPv6) associated with self-service to assist Staff in detecting fraudulent schemes
706.025	706	The system must allow Staff to update Employer accounts (phone, mail, fax) ▪ Multiple points of contact with the defined role (e.g., Tax only, Benefits only, etc.) ▪ Upload multiple source documents (audit documents, IRS 147c, articles of organization, etc.) ▪ Retrieve and view all accounts (active, archived, etc.) ▪ Data to capture • Entity name • Addresses (Tax address, chargeback address, designated claims address, other) • Phone number, points of contact, email address • Federal ID • Wage information • Acquisitions (to use wages reported by another entity) ▪ Allow posting of supplemental wage reports and provide a warning before posting that an original report has already posted and suggest an adjustment instead of supplemental ▪ Adjust wage report data ▪ Add, abate, and adjust penalties, interest, and fees ▪ Reallocate money ▪ Transfer reports, wage records, and money ▪ Taxable wage balancing ▪ Process refunds, including the statute of limitation rules with management and legal override ▪ Process refunds automatically for established-in-error accounts ▪ Process requests for IRS 940C FUTA certifications (i.e., system-generated or special, manual abstracts) - manual option still needed. ▪ Receive, verify, and process IRS 940B requests for 940C FUTA certifications ▪ Make inquiries to Employers/TPAs and record account comments, with access to or creation of macro scripts • Etc. ▪ Employee leasing (PEOs) ▪ Payrolling ▪ Multi-state employment • Etc.

706.026	706	The system must be able to capture, track, and display any dollar amounts (e.g., total wages, taxable wages, etc.) regardless of size.
706.027	706	The system must include Case Management, Correspondence, and Workflow functionality, described in General Process Descriptions
706.028	706	The system must allow Employers/TPAs to upload wage reports via a secure Employer Portal or FTP option. Need to verify that posting and impacts are real-time ▪ No limit on the number of employees included in the report ▪ No limit on the number of Employer reports submitted in a batch by a TPA ▪ Allowed file formats include • NASWA • ICESA • MMREF • XLS or CSV • Popular payroll software (e.g., QuickBooks/Intuit) • Adaptable to accommodate future approved standards ▪ The system must include the ability to add or modify upload data fields based on law or rule changes ▪ The system must scan files for viruses, validate uploaded data with warnings and upload prevention if required, notify the user if errors found, provide receipt confirmation, and posting confirmation notifications
706.029	706	The system must allow Employers/TPAs to manually enter wage reports ▪ Allow Employers/TPAs to import information from the prior quarter if desired ▪ Allow Employers/TPAs to quickly report zero (0) wages ▪ Save partially completed reports ▪ Delete or edit incorrect or incomplete reports • The system must reprocess wage data, replace it with correct wage data, and take appropriate action based on how the data changed ▪ The system must validate uploaded data and provide notification of errors ▪ The system must compare reported Kansas Total Taxable Wage amount with system calculated amount and require Employers/TPAs to resolve discrepancy (i.e., multi-state employment, unreported acquisition with predecessor wages, etc.) before processing ▪ The system must allow Staff to prevent Employers/TPAs from modifying certain data • While an audit is in process • Audit findings • Fraud blocks • Bankruptcy stop • Etc.

800: Appeals		
Requirements ID	**Requirements Section**	**Requirement Description**
800.001	800	The system should provide the ability to view adjudicated decisions online (Benefits and Appeals).
800.002	800	The System must allow appeals to be filed via fax, mail, online, and in-person; appeals cannot be filed by email
800.003	800	The System must provide appeal forms and instructions for how to file an appeal on the internet, but no special form is needed to file an appeal.
800.004	800	The System must capture the following appeal data elements, at a minimum: ▪ Name ▪ SSN/Alternate ID ▪ Current address ▪ Date KDOL mailed the Determination Notice ▪ A copy of the Determination Notice, if possible ▪ Any dates on which Appellant will not be able to participate in a hearing ▪ Reason for appeal ▪ Accommodations, e.g., interpreter, in-person hearing, scheduling conflicts
800.005	800	The system should send an alert of upcoming appointments (Fact Findings or Appeals) and due dates (Notice of Claim)
800.006	800	The System must include all functionality necessary to file an appeal.
800.007	800	The System must include all functionality necessary to receive and route an appeal.
800.008	800	The System must include all functionality necessary to process an appeal.
800.009	800	The System must include all functionality necessary to submit documentation.
800.01	800	The System must include all functionality necessary to schedule a hearing.
800.011	800	The System must include all functionality necessary to create and send hearing notices.
800.012	800	The System must include all functionality necessary to conduct a hearing.
800.013	800	The System must include all functionality necessary to issue a decision.
800.014	800	The System must include all functionality necessary to record a decision.
800.015	800	The System must include all functionality necessary to respond to inquiries.
800.016	800	The System must include all functionality necessary to generate and transmit reports.
800.017	800	The System must include all functionality necessary to assign an appeal to a Reviewing Attorney.
800.018	800	The System must include all functions necessary to support an attorney's review of an appeal, including producing a recommendation for the Board.
800.019	800	The System must include all functionality necessary to assign CA appeals to a docket.
800.02	800	The System must include all functionality necessary to issue a decision.
800.021	800	The System must include all functionality necessary to record a decision.
800.022	800	The System must include all functionality necessary to schedule a hearing.
800.023	800	The System must include all functionality necessary to create and send hearing notices.
800.024	800	The System must include all functionality necessary to conduct a rehearing.
800.025	800	The System must include all functionality necessary to respond to inquiries.
800.026	800	The System must include all functionality necessary to generate and transmit reports.
800.027	800	The System must allow appeals to be filed via fax, mail, online, and in-person; appeals cannot be filed by email
800.028	800	The System must provide appeal forms and instructions for how to file an appeal on the internet (currently https://KDOL.Kansas.gov/jobseekers/how-appeal-decision), but no special form is needed to file an appeal
800.029	800	The System must capture the following appeal data elements, at a minimum: Name SSN/ Alternate ID

		Current Address Date KDOL Mailed the determination notice Any dates on which Appellant will not be able to participate in a hearing Reason for an Appeal Accommodations, e.g., interpreter, in-person hearing, scheduling conflicts
800.03	800	The System must help direct Parties to Local KDOL offices (Tax and Workforce) available for assistance when filing an appeal
800.031	800	The system must support the following alternate activities and special cases: Appeals can still be filed without an adverse determination or appeal rights, although the correspondence may lead to a response other than creating the case Do not display a determination/decision as appealable when a party does not have appeal rights to a determination/decision
800.032	800	The System must interface with KDOL's CMS, currently FileNet, or include all functionality necessary to store documents, correspondence, and related materials in a CMS. The Bidder must describe how their system allows conversion of documents to digital format; digital formats supported; parties to upload files (e.g., audio, video, documents, etc.); users to view in real-time and in color; users to delete, re-order, annotate, orient, and split pages, and redact similar to Adobe Pro
800.033	800	The System must ingest documents, correspondence, and related materials into the CMS and begin appropriate workflow depending on the transmission method ▪ In-person, fax, online/self-service portal, and mail
800.034	800	The System must allow Staff to initiate workflow if required
800.035	800	The System must verify the Name and SSN/Alternate ID of the Claimant
800.036	800	The System must determine the appeal level and route appropriately
800.037	800	The System must allow Staff to route an appeal between appropriate departments depending on user permissions ▪ Lower Authority ▪ Higher Authority ▪ Tele-center ▪ Chargebacks ▪ SH
800.038	800	The System must allow Staff to view ▪ Existing appeals cases ▪ Existing UI information, including attachments associated with issues ▪ High-level summary for an appeal hearing (e.g., base period wages, interested parties, timeliness of the appeal, opt-in for electronic correspondence, special accommodations, etc.)
800.039	800	The System/Staff must research adverse determinations and/or decisions
800.04	800	The System must allow Staff to route an appeal between appropriate departments depending on user permissions ▪ Lower Authority ▪ Higher Authority ▪ Tele-Center ▪ Chargebacks ▪ Special Hearings ▪ Other
800.041	800	The System/Staff must create a new case or new appeal as appropriate o The System generates case or appeal number or identifier The System/Staff inputs appeal data ▪ Appeal date ▪ Filing method ▪ Appellant ▪ Receipt date ▪ Accommodations (languages, type of Employer, restrictions on availability, in person, etc.)
800.042	800	The System must allow for the creation of multiple appeals cases based on a single appeals document

		▪ Staff manually or The System automatically must associate determination correspondence to the appeals case for use in hearing packets
800.043	800	The System must perform edit checks (e.g., timeliness check, flagged Employer account numbers, flagged Claimants, etc.) and displays customizable messages based on the edit checks
800.044	800	The System/Staff must add or remove ▪ Parties ▪ Issues ▪ Special instructions ▪ Time zone instructions ▪ Addresses ▪ Scheduling Parameters • Hearing Officer skill level • Assign/Exclude a specific Hearing Officer • Program code • Employer account • Issue • Priority • Accommodations • Language • Type of business
800.045	800	The System must provide status is secure, self-service portal
800.046	800	The system must support the following alternate activities and special cases: ▪ Pend for various reasons such as • Documentation • Rule 13 • Accommodations • Investigations • Language translations ▪ Delete case data (e.g., processed in error) ▪ Multi-claim ▪ Companion cases ▪ Resets ▪ Re-openings ▪ Continuances ▪ Remands ▪ Expedited ▪ Withdrawals ▪ Cancellations ▪ On the Record ▪ Order of Dismissal ▪ Generate correspondence ▪ Favor letter (e.g., determination favorable, no appeal necessary) ▪ Cancellation letter ▪ Request for information letter (representation, scheduling, etc.) ▪ Early appeal letter ▪ Ad hoc letters
800.047	800	The System must receive and process all incoming correspondence and associate it with an electronic identifier (e.g., SSN, Entity ID, alternate ID) ▪ Mail ▪ Fax ▪ Online uploads ▪ Email ▪ In person ▪ Goal is to associate documents with a case within two (2) hours of receipt

800.048	800	The System must capture (e.g., OCR or similar) and store data from incoming documents (both electronic and paper) such as: ▪ Date received Method received (electronic or paper) ▪ Date postmarked and submitted ▪ Document type ▪ Sender information ▪ Document text
800.049	800	The System must allow Staff to manually key entry of document information
800.05	800	The System must read bar codes or similar coding to support the automated processing of the item when returned by the recipient
800.051	800	The System must ingest document information into the CMS and begin the workflow ▪ In-person, fax, online, email, and mail ▪ Intra- and inter-departmental transfers
800.052	800	The System must automatically or manually schedule or assign an appeal ▪ Automatic scheduling must be based on business defined criteria, including: • Hearing officer skill level and schedule • Program code • Employer account • Issue • Priority • Case age • Time off • Accommodations • Language • Criteria set during appeal processing • Etc.
800.053	800	The System must notify all parties of scheduled hearings
800.054	800	The System must verify that all required documentation exists in the CMS before scheduling
800.055	800	The System must transmit hearing data to the telephone conferencing system such as ▪ Hearing date ▪ Hearing time ▪ Hearing Officer name and phone number ▪ Case number ▪ Etc.
800.056	800	The System must generate a dashboard for the Hearing Officer, including caseload and time-lapse information
800.057	800	The System must capture metrics and generate management reports
800.058	800	The system must support the following alternate activities and special cases: ▪ Reschedule or unscheduled hearings/cases ▪ Expedited ▪ Multi-claims ▪ Companion cases
800.059	800	The System must generate required documentation in the CMS (currently FileNet) based on hearing schedule, instructions, issues, etc.
800.06	800	The System must allow Staff to add and associate documentation to the appeals case for use in hearing packets
800.061	800	The System must generate outgoing correspondence in English and Spanish
800.062	800	The System must retrieve required documentation from the CMS (currently FileNet): ▪ Hearing Notice (case details, scheduling details, and issues) ▪ Hearing Instructions ▪ Fact-Finding Statements (questions and answers taken to adjudicate the claim at the benefits level) ▪ Employer's Response

		▪ Relevant Documents (interdepartmental and correspondence submitted by parties) ▪ Determinations ▪ Appeal Documents ▪ All prior higher authority and/or lower authority decisions
800.063	800	The System must compile generated and retrieved documentation into a Notice of Hearing Packet, annotate it with page numbers, and make the compiled document available in the CMS (currently FileNet)
800.064	800	The System must transmit Notice of Hearing Packet to all parties and Hearing Officers using electronic correspondence, as well as allow for local printing when needed, based on customer preferences ▪ Allow for electronic and paper printing ▪ Allow Staff to choose which items are to be included in the Hearing Packet ▪ Allow Staff to customize the item ordered ▪ Allow for the backup system to access Notice of Hearing packets during internet or network outage ▪ ADC must mail Notice of Hearing Packets to parties not subscribed to Electronic Correspondence
800.065	800	ADC must mail Notice of Hearing Packets to parties not subscribed to Electronic Correspondence
800.066	800	The System must update the UI data, including: ▪ Document that correspondence was sent, method, and to whom ▪ Update case information to reflect the scheduled hearing
800.067	800	The system must support the following alternate activities and special cases: ▪ Returned mail ▪ Reprint Notice of Hearing Packets ▪ Corrected Notice of Hearing Packet ▪ Correction of documents included in the file or correspondence ▪ Ability to remove and move documents or correspondence ▪ Letters ▪ Tracking ▪ Edit metadata ▪ Redacting
800.068	800	The system must interface with the Telephone Conferencing system (currently Clear2There) for conducting hearings or provide similar functionality
800.069	800	The System must be able to: ▪ Record phone calls ▪ Playback at variable speeds and other playback features ▪ Provide online hearing registration ▪ Perform incoming and outgoing hearing data transfer (date, time, names of parties, case number, proceeding number, length of recording, etc.) ▪ Store recordings (currently four years as defined by retention schedule) ▪ Provide telephone conferencing service for unlimited parties and international phones, including disconnect, muting
800.07	800	The System/Staff must be able to: ▪ Create a new entry for hearing in the Telephone Conferencing system ▪ Add/edit participant details (name, job title, phone number, special instructions, registration information) ▪ Add/edit case notes ▪ Add/edit bookmarks ▪ Search (Claimant, name, SSN, hearing officer, date, Employer account number, Employer name, case number, proceeding number, hearing number) ▪ Upload/clip/modify/download/burn recordings ▪ Associate recording with an electronic case file
800.071	800	The System must allow Staff to view case information during the hearing, including but not limited to: ▪ Electronic hearing packet optimized to conduct an electronic hearing

		▪ UI data as appropriate • Claim certifications • Fact-finding from other determinations • Liable accounts • Reported wages • Etc.
800.072	800	The System must allow Staff to view a high-level summary for an appeal hearing (e.g., base period wages, interested parties, timeliness of the appeal, opt-in for electronic correspondence, special accommodations, etc.)
800.073	800	The System must allow Staff to exchange documentation during a hearing between all participants
800.074	800	The system must support the following alternate activities and special cases: ▪ No shows ▪ Withdrawals ▪ Resets/Continuances ▪ Hearing substitution/reassignment of the scheduled hearing to another hearing officer ▪ Backup system in case conference system unavailable ▪ Unscheduled Interpreter request ▪ Create UI/Fraud/Tax investigation based on testimony and evidence • Ineligibilities • SUTA dumping • Acting as an unlicensed PEO • Identity theft • Etc.
800.075	800	The System must allow Staff to view cases assigned to Hearing Officer in case management software
800.076	800	The System must allow Staff to search and select a hearing to begin drafting a decision
800.077	800	The System prepopulates data to the greatest extent possible
800.078	800	The System must allow Staff to create a decision in the case management software ▪ Addresses • Edit and validate addresses if necessary • Add recipients if necessary ▪ Appearances • Import call-ins/registrations from telephone conferencing system • Add appearances ▪ Case History • Automated insert of statements based on case criteria • Insert statements using preformatted text templates, including retrieving data from UI/Appeals system • Insert ad hoc text ▪ Findings of fact • Insert statements using preformatted text templates, including retrieving data from UI/Appeals system (e.g., initial claim date, employment dates, job title, etc.) • Insert ad hoc text (e.g., narrative description of findings of fact) ▪ Issues • Automated insert of statements based on case criteria (e.g., issue statements) • Insert statements using preformatted text • Insert ad hoc text ▪ Conclusions • Automated insert of statements based on case criteria (e.g., sections of law) • Insert statements using preformatted text (e.g., precedent decisions and sections of law)

		• Insert ad hoc text (e.g., narrative description of conclusions of law) ▪ Decision • Automated insert of statements based on case criteria (e.g., decision rulings) • Insert statements using preformatted text (e.g., decision rulings) • Insert ad hoc text (e.g., customized decision ruling), may require supervisor approval
800.079	800	The System must allow Staff to view the complete decision and allow editing of all sections
800.08	800	The System must allow Staff to submit decision for mailing
800.081	800	The System must add mail date and appeal deadline
800.082	800	The System must transmit the decision to the state printing agency or local printers ▪ Print and stuff envelopes ▪ Mail decision based on business rules
800.083	800	The System must include templates in English and Spanish
800.084	800	The System must upload decision into CMS/self-service portals
800.085	800	The system must support the following alternate activities and special cases: ▪ Customizable form decisions (ability to issue a standardized decision with minimal data entry) ▪ Non-appearance ▪ Chargebacko Withdrawal ▪ Timelinesso Good cause • Issue "On The Record" decisions ▪ Out of state overpayment agreement ▪ Multiple good cause issues without stating a reason ▪ Orders of dismissal • Pulling decisions o Removing a decision from printing/mailing/publishing queue ▪ Rollback data update ▪ Delete inserted document(s) • Decision review (e.g., for new hires or complicated issues) • Foreign mail • Interoffice mail • Corrected decision • Hearing officers using typists
800.086	800	The System must automatically capture and record decision/hearing properties from Conduct Hearing and Issue Decision (contingent on workflow approval in various departments) ▪ Appearances ▪ Recording length ▪ Appellant favored or not ▪ Issues ▪ Ruling • Pay or no pay • Dates of ineligibilities/disqualifications • Void determinations/decisions • Etc. ▪ Affected party ▪ Liability status • Charge or no charge • Adequacy of Employer's response • Etc. ▪ Decision type ▪ Hearing officer ▪ Date submitted and mailed ▪ Change or no change (is an update to the UI system required?) to the determinations

800.087	800	The System must allow Staff to exchange documents with the Records Management Center (RMC) as needed
800.088	800	The system must support the following alternate activities and special cases: ▪ Hearing officer using typist (record date dictated and date typed) ▪ Corrected decision
800.089	800	The System must enable Staff to receive an inquiry via: ▪ Phone ▪ Electronic (Email, chat, or secure messaging) • Forms or templates available to capture identifying information ▪ Mail ▪ Fax
800.09	800	The System must allow Staff to verify the name, address, and SSN/Alternate ID of the Claimant
800.091	800	The System must enable Staff to research case information
800.092	800	The System must allow Staff to respond to inquiries
800.093	800	The System must record a summary of response tied to a Claimant and associated with a Case/SSN, Email, Phone number, Time, Date, Topic, Staff member, Etc. ▪ Respond based on requestor's preferred communication method ▪ Display/Insert context-sensitive statements using preformatted text (e.g., how to file an appeal) depending on the contact method, editable by Business Staff
800.094	800	The System must provide the ability to notify all parties of a status change
800.095	800	The System must allow Staff to route an inquiry between appropriate departments depending on user permissions ▪ Lower Authority ▪ Higher Authority ▪ Tele-Center ▪ Chargebacks ▪ SH ▪ Supervisor/Management ▪ Other
800.096	800	The system must support the following alternate activities and special cases: ▪ No appeal filed or on record ▪ Change of address ▪ Language translations ▪ Withdrawal of an appeal ▪ Submit case documentation ▪ Complaint ▪ Postponement request ▪ Expedite request ▪ Scheduling requests ▪ Interpreter requests ▪ Recording requests ▪ Subpoena requests ▪ Ability to flag inquiries for a specific Staff member • Topic • Claimant • Employer • Etc. ▪ Create UI/Fraud/Tax investigation based on status inquiry • Ineligibilitieso ID theft
800.097	800	The System must generate DOL reports
800.098	800	The System must distribute DOL reports to Appeals and CA Management for approval
800.099	800	The System must allow Staff to correct and modify DOL reports
800.1	800	The System must upload reports to DOL
800.101	800	The System must integrate reports with dashboards for a visual representation of data

800.102	800	The System must store and index reports
800.103	800	The System must allow Staff to schedule reports to be generated automatically
800.104	800	The System must allow Staff to run reports on demand
800.105	800	The System must allow Staff to develop and schedule ad hoc reports
800.106	800	The System must integrate reports with dashboards for a visual representation of data
800.107	800	The System must store and index reports
800.108	800	The System must allow appeals to be filed via fax, mail, email, online, and in-person;
800.109	800	The System must provide appeal forms and instructions for how to file an appeal on the internet, but no special form is needed to file an appeal
800.11	800	The System must capture the following appeal data elements, at a minimum: ▪ Name ▪ SSN/Alternate ID ▪ Attorneys/ Authorized Representative's information ▪ Current address ▪ Date KDOL mailed you the Referee's decision Notice ▪ A copy of the Referee's decision Notice, and date if possible ▪ Reason for appeal
800.111	800	Appeals can still be filed without an adverse determination or appeal rights, although the correspondence may lead to a response other than creating the case
800.112	800	Bidder to explain how PUA Appeals work within the system
800.113	800	The System must ingest into the Case Management System (CMS) and begin appropriate workflow depending on the transmission method, In-person, fax, online/self-service portal, email, and mail
800.114	800	The System must allow Staff to initiate workflow if required
800.115	800	The System must verify the Name and SSN/Alternate ID of the Claimant
800.116	800	The System must determine the appeal level and route appropriately
800.117	800	The System must allow Staff to route an appeal between appropriate departments depending on user permissions ▪ Lower Authority ▪ Higher Authority ▪ Tele-Center ▪ Chargebacks ▪ Fraud Team ▪ BAM Team
800.118	800	The System automatically assigns case numbers and must be able to locate an existing case in the system by an assigned number.
800.119	800	The System must display ▪ Existing appeals cases ▪ Existing UI information, including attachments associated with issues ▪ High-level summary for Staff review (e.g., base period wages, interested parties, timeliness of the appeal, opt-in for electronic correspondence, etc.)
800.12	800	The System must create preceding sequential case numbers distinct from but linked to the lower authority appeals case.
800.121	800	The System must perform edit checks (e.g., timeliness check, flagged Employer account numbers, flagged Claimants, etc.) and displays customizable messages based on the edit checks
800.122	800	The System must create and send an acknowledgment letter ▪ Print ▪ Route ▪ Mail/electronic correspondence
800.123	800	The System/Staff must initiate the workflow ▪ Pend appeal (waiting for AT documentation) ▪ Un-pend appeal
800.124	800	The System must include the ability to generate reports for Higher Authority Appeal ETA requirements

800.125	800	The system must support the following alternate activities and special cases: ▪ Duplicates ▪ Appeal tied to archived data ▪ Non-appeal documentation (additional documents) submitted by Claimants or Employers ▪ Ad hoc letters ▪ Withdrawals ▪ Remands ▪ Cancellations/Vacates or Set-Asides ▪ Correction of documents included in the file or correspondence ▪ Ability to remove and move documents or correspondence ▪ Letters ▪ Tracking ▪ Edit metadata ▪ Redacting
800.126	800	The System must receive and process all incoming correspondence and associate it with an electronic identifier (e.g., SSN, Entity ID, alternate ID, Case ID) ▪ Mail ▪ Fax ▪ Online uploads ▪ Email ▪ In person
800.127	800	The System must capture (e.g., OCR or similar) and store data from incoming documents (both electronic and paper) such as: ▪ Date received ▪ Method received (electronic or paper) ▪ Date postmarked and submitted ▪ Document type ▪ Sender information ▪ Document text ▪ Etc.
800.128	800	The System must allow Staff to manually key entry of document information
800.129	800	The System must read bar codes or similar coding to support the automated processing of the item when returned by the recipient
800.13	800	The System must ingest document information into the CMS and begin the workflow ▪ In-person, fax, online, email, and mail ▪ Intra- and inter-departmental transfers
800.131	800	The system must support the following alternate activities and special cases: ▪ Returned mail and bad addresses ▪ Submitted documentation before Appeal processed
800.132	800	Bidder should describe the options for assignment of cases
800.133	800	The System must allow Staff to override system assignments
800.134	800	The System must allow Staff to generate an assignment list for all attorneys (e.g., using a dashboard): ▪ Caseload (Current, Week, Month, and Year-to-Date) ▪ Status by case ▪ Appeal Age at assignment
800.135	800	The System must include a Management Assignment Dashboard ▪ Searchable ▪ Cases not making target docket flag/alert ▪ Attorney, date, and docket number Sortable ▪ Translation Status/missed Docket
800.136	800	The system must support the following alternate activities and special cases: ▪ Expedited cases must be assigned immediately ▪ Companion cases ▪ Multi-claims

		▪ Special requests from management
800.137	800	The System must generate an attorney dashboard ▪ Caseload (weekly quota) ▪ Status by case ▪ Show the current assignment and all prior assigned cases not yet mailed easily viewable on one screen
800.138	800	The System must allow RA to select a specific case and display UI and appeals information such as ▪ Underlying determinations ▪ Address change history ▪ Examiners Determination and Referee's decision ▪ Correspondence list ▪ Wage credit detail ▪ Case documentation ▪ Claim certifications filing history ▪ Staff notes
800.139	800	The System must generate attorney recommendation documents based on templates with versioning. Including, but not limited to: ▪ Cover Sheet • Case number • SSN • Issues • Claim type • Appearances • Determinations • Attorney • Docket • Examiner and Referee's Decision • Hearing Officer • Length of Hearing • Recommendation Code • Insert information using preformatted text templates, including retrieving data from UI/Appeals system • Insert ad hoc text • Needs a check box for Acknowledgement Letter Change • Needs a check box for simple affirm decision (Default) • Needs a check box to deny MR • Needs a set of checkboxes for the Distribution Stamp (Claimant, Claimant Attorney, Employer, Employer Attorney, File, Additional Addresses • Users must be able to add and modify fields on form templates within the system with minimal need to seek outside programming assistance ▪ Case Summary • Indicator that a Case Summary is a supplement to the original • Procedural note • Employer and/or Claimant testimony • File documents • AT Decision • Recommendation • Insert statements using preformatted text templates, including retrieving data from UI/Appeals system • Insert ad hoc text
800.14	800	Users must be able to add and modify fields on form templates within the System with minimal need to seek outside programming assistance
800.141	800	The System must capture decisions in the CMS ▪ Addresses

		• The System must be able to flag address changes by parties after the case has been processed and assigned up until the date of the mailing • Edit and validate addresses if necessary • Alert/Flag any address changes • Add recipients if necessary ▪ Short Form Decisions- Template Affirm, Deny, Non-Appearance, and Dismiss ▪ Long Form Decisions • Case History • Automated insert of statements based on case criteria • Insert statements using preformatted text templates, including retrieving data from UI/Appeals system • Findings of fact • Insert statements using preformatted text templates, including retrieving data from UI/Appeals system • Insert ad hoc text • Conclusions • Automated insert of statements based on case criteria (e.g., sections of law) • Insert statements using preformatted text (e.g., precedent decisions and sections of law) • Insert ad hoc text (e.g., narrative description of conclusions of law) ▪ Decision • Automated insert of statements based on case criteria (e.g., decision rulings) • Insert statements using preformatted text (e.g., decision rulings) • Insert ad hoc text (e.g., customized decision ruling)
800.142	800	Users must be able to add and modify fields within the program without the need to seek outside programming assistance
800.143	800	The System must store RA work product and allow for permission-based access and versioning
800.144	800	The System must allow access to digital records at variable speed with search and bookmarks
800.145	800	The System must transcribe digital recordings and allow Staff to edit
800.146	800	The System must allow Staff to complete a review of the appeal and produce recommendation documents, the RA must designate the distribution of decision to be mailed
800.147	800	The System/Staff must send recommendation documents to the supervisor or docket based on business rules. Staff can manually modify business rules by individual
800.148	800	The System must generate an assignment list for each attorney (Dashboard) ▪ Caseload ▪ Status by case ▪ Weekly assignment report for RA and management
800.149	800	The System must allow Staff to view a high-level summary for an attorney review/rehearing (e.g., base period wages, interested parties, timeliness of the appeal, opt-in for electronic correspondence, special accommodations, etc.)
800.15	800	The system must support the following alternate activities and special cases: ▪ Send cases for translation ▪ Rehearing worksheet (supervisor review) ▪ Automatic rehearing (timeliness) ▪ Recommended rehearing • Voting sheet • Void requests • Intra-agency referral • Supplemental summary request
800.151	800	The System must allow Staff to assign case and associated documentation (cover sheet, summary, proposed decision, etc.) to the docket ▪ Docket date ▪ Docket number

		▪ Check the distribution stamp for the number of copies to be mailed to interested parties
800.152	800	The System/Staff makes copies of docket packets (cover sheet, summary, AT decision(s), etc.)
800.153	800	The System/Staff prepares lists of all cases on the docket ▪ Alpha list – list of docketed cases by Claimant name ▪ Legal list – list of docketed cases by appeal case number for publication by Secretary of State due to state law ▪ Employer list – list of docketed cases by Employer name ▪ Numeric list – list of docketed cases by case number
800.154	800	The System must generate a Docket Dashboard to include ▪ Number of cases on the docket ▪ Number of pulled cases and who pulled them ▪ Which cases have short-form dissents ▪ Number of Rehearing votes ▪ Number of Remands ▪ How many assigned cases missed their target docket ▪ RA analysis by missed docket pulls, etc.
800.155	800	The system must support the following alternate activities and special cases: ▪ Removing a case from the docket at any point in the workflow ▪ Docket cancellation or rescheduling (keep docket number constant once assigned but allow docket date to change) ▪ Individual ▪ In mass for situations such as a Board member vacancy
800.156	800	The System/Staff stores case files submitted to the docket ▪ Electronic case files ▪ Case documentation including privileged attorney/client work product
800.157	800	The System/Staff modifies signatures (dissents, recuse, etc.) on a decision based on Board directive for uncontested cases
800.158	800	The System/Staff prepares decisions for mailing for uncontested cases ▪ Date stamp ▪ Make copies ▪ Fold and stuff envelopes ▪ Bundle and hold a pending vote
800.159	800	The System/Staff prepares lists of docketed cases ▪ Board List – all pulled/contested cases on the docket ▪ Attorney's List – identifies the RA associated with the pulled case ▪ Docket Slips – used to record docket meeting votes
800.16	800	The system must support the following alternate activities and special cases: ▪ Removing a case from the docket
800.161	800	The System must allow Staff to record docket votes and dissents, including notes associated with each case
800.162	800	The System must support Board voting processes; including using laptops, notebooks, tablets, and mobile devices; during the workflow process of an appeal
800.163	800	The System/Staff creates the final vote list memo with docket vote for pulled/contested cases ▪ Distributed to Board Members
800.164	800	The System/Staff prepares and stores the final vote list of all docketed cases
800.165	800	The System/Staff notifies RA of action required based on docket votes will include the following actions and others. ▪ Reversed, modified, and/or remanded decisions ▪ Rehear cases ▪ Resubmit cases ▪ Memo creation and distribution with interdepartmental tracking ▪ Pulled/Contested case log ▪ RID and OGC voted held cases ▪ Affirm AT decision contrary to RA recommendation

800.166	800	The System must circulate modified/reverse decisions to Management and Board for approval
800.167	800	The System/Staff records decisions in CMS
800.168	800	The System/Staff must print, fold, and stuff envelopes for remaining pulled/contested case decisions ▪ Include appeal rights with decision
800.169	800	The System must allow Staff to modify decisions in accordance with a vote (e.g., updating dissents, updating decision language, long-form dissent, etc.)
800.17	800	The System must allow Staff to search and select an assigned case to issue a decision
800.171	800	The System must allow Staff to submit a decision for mailing
800.172	800	The System must allow Staff to add mail date and appeal deadline
800.173	800	The System must include English and Spanish document templates
800.174	800	The System must transmit the decision to state printing agency or local printers, print and stuff envelopes
800.175	800	The System must upload decision into CMS/self-service portals
800.176	800	The System must mail decision-based on business rules
800.177	800	The system must support the following alternate activities and special cases: ▪ Pulling decisions • Removing a decision from printing/mailing/publishing queue • Rollback data update • Delete inserted document(s) ▪ Foreign mail ▪ Interoffice mail ▪ Re-date/Re-mail decisions ▪ RAs using typists ▪ Correction of documents included in the file or correspondence • Ability to remove and move documents or correspondence • Letters • Tracking • Edit metadata • Redacting
800.178	800	The system must support the following alternate activities and special cases: • Pulling decisions o Removing a decision from printing/mailing/publishing queue ▪ Rollback data update ▪ Delete inserted document(s) • Foreign mail • Interoffice mail • Re-date/Re-mail decisions • RAs using typists ▪ Correction of documents included in the file or correspondence • Ability to remove and move documents or correspondence • Letters • Tracking • Edit metadata • Redacting
800.179	800	The System must allow Staff to manually correct decision properties if necessary
800.18	800	The System must notify all parties of scheduled hearings
800.181	800	The System must verify that all required documentation exists in the CMS before scheduling
800.182	800	The System must transmit hearing data to the telephone conferencing system and CA programs such as ▪ Hearing date ▪ Hearing time ▪ Hearing Officer name and phone number ▪ Case number

		▪ Etc.
800.183	800	The System must generate a dashboard for the RA and management, including caseload and time-lapse information. The System must capture metrics and generate management reports
800.184	800	The system must support the following alternate activities and special cases: ▪ Reschedule or unscheduled hearings/cases ▪ Expedited ▪ Multi-claims ▪ Companion cases
800.185	800	The System must generate required documentation in the CMS based on hearing schedule, instructions, issues, etc.
800.186	800	The System must allow Staff to add and associate documentation, including determination correspondence, to the appeals case for use in rehearing packets
800.187	800	The System must generate outgoing correspondence in English and Spanish
800.188	800	The System must retrieve required documentation from the CMS
800.189	800	The System must compile generated and retrieved documentation into a Notice of Rehearing Packet, annotate it with page numbers, and make the compiled document available in the CMS ▪ Required documentation includes: • Rehearing Notice (case details, scheduling details, and issues) • Rehearing Instructions • Fact-Finding Statements (questions and answers taken to adjudicate the claim at the benefits level) • Employer's Response • Relevant Documents (interdepartmental and correspondence submitted by parties) • Determinations • Appeal Documents • All prior higher authority and/or lower authority decisions
800.19	800	The System must transmit Notice of Rehearing Packet to all parties using electronic correspondence, the ADC, as well as allow for local printing when needed, based on customer preferences ▪ Allow for electronic and paper printing ▪ Allow Staff to choose which items are to be included in the Hearing Packet ▪ Allow Staff to customize the item ordered
800.191	800	The System must update the UI data, including: ▪ Document that correspondence was sent, method, and to whom ▪ Update case information to reflect the scheduled hearing
800.192	800	The System must transmit Notice of Rehearing Packets to state printing agency, print, stuff, and mail envelopes
800.193	800	The system must support the following alternate activities and special cases: ▪ Returned mail ▪ Reprint Notice of Rehearing Packets ▪ Corrected Notice of Rehearing Packet ▪ Correction of documents included in the file or correspondence • Ability to remove and move documents or correspondence • Letters • Tracking • Edit metadata • Redacting
800.194	800	The system must interface with the Telephone Conferencing system (currently Clear2There) for conducting hearings or provide similar functionality. The System must be able to or allow for the integration of third party hearing software (e.g., Clear2There): ▪ Record phone calls ▪ Playback at variable speeds

		▪ Provide online hearing registration ▪ Perform incoming and outgoing hearing data transfer (date, time, names of parties, case number, proceeding number, length of recording, etc.) ▪ Store recordings (currently four years as defined by retention schedule) ▪ Provide telephone conferencing service for unlimited parties and international phones, including disconnect, muting
800.195	800	The System/Staff must be able to: ▪ Create a new entry for hearing in the Telephone Conferencing system ▪ Add/edit participant details (name, job title, phone number, special instructions, registration information) ▪ Add/edit case notes ▪ Add/edit bookmarks ▪ Search (Claimant, name, SSN, hearing officer, date, Employer account number, Employer name, case number, proceeding number, hearing number) ▪ Upload/clip/modify/download/burn recordings ▪ Associate recording with the electronic case file
800.196	800	The System must allow Staff to electronically mark exhibits in the CMS
800.197	800	The System must allow Staff to view case information during the hearing ▪ Electronic hearing packet ▪ UI data as appropriate • Claim certifications • Fact-finding from other determinations • Liable accounts • Reported wages • Etc.
800.198	800	The System must allow Staff to exchange documentation during a hearing between all participants
800.199	800	The system must support the following alternate activities and special cases: ▪ No shows ▪ Withdrawals ▪ Resets/Continuances/Reopenings ▪ Hearing substitution/reassignment of the scheduled hearing to another RA ▪ Backup system in case conference system unavailable ▪ Unscheduled Interpreter request ▪ Create UI/Fraud/Tax investigation based on testimony and evidence; examples include: • Ineligibilities • SUTA dumping • Acting as an unlicensed PEO
800.2	800	The System must enable Staff to receive inquiries ▪ Phone ▪ Electronic (Email, chat, or secure messaging) • Forms or templates available to capture identifying information ▪ Mail ▪ Verify name, address, and SSN/Alternate ID of the Claimant
800.201	800	The System must enable Staff to research case information
800.202	800	The System must allow Staff to respond to inquiries ▪ The System must record a summary of the response ▪ Respond based on requestor's preferred communication method ▪ Display/Insert context-sensitive statements using preformatted text (e.g., how to file an appeal) depending on the contact method, editable by Business Staff
800.203	800	The System must provide the ability to notify all parties of a status change
800.204	800	The System must allow Staff to route an appeal between appropriate departments depending on user permissions ▪ Lower Authority ▪ Higher Authority ▪ Tele-Center

		▪ Chargebacks ▪ Special Hearings ▪ Supervisor/Management ▪ Other
800.205	800	The system must support the following alternate activities and special cases: ▪ No appeal filed or on record ▪ Change of address ▪ Withdrawal of an appeal ▪ Submit case documentation ▪ Complaint ▪ Commissioner Vacancy ▪ Postponement Request ▪ Expedite Request ▪ Scheduling requests ▪ Interpreter requests ▪ Ability to flag inquiries for a specific Staff member ▪ Topic ▪ Claimant ▪ Employer ▪ Etc.
800.206	800	DOL Reports ▪ The System must generate DOL reports ▪ The System must distribute DOL reports to Appeals and Appeals Management for approval ▪ The System must allow Staff to correct and modify DOL reports ▪ The System must upload reports to DOL ▪ The System must integrate reports with dashboards for a visual representation of data ▪ The System must store and index reports
800.207	800	Operations, Performance, and Management reports ▪ The System must allow Staff to schedule reports to be generated automatically ▪ The System must allow Staff to run reports on demand ▪ The System must be able to generate and distribute reports ▪ The System must allow Staff to develop and schedule ad hoc reports ▪ The System must integrate reports with dashboards for a visual representation of data ▪ The System must store and index reports
800.208	800	The System must allow Requests to be filed via fax, mail, online, and in-person; no special form is needed to file a Request
800.209	800	The System must capture the following Request data elements, at a minimum: ▪ Name ▪ Tax Number ▪ Current address ▪ Date of adverse Tax determination ▪ Any dates on which appellant will not be able to participate in a hearing ▪ Reason for Request ▪ Accommodations, e.g., interpreter, in-person hearing, scheduling conflicts
800.21	800	The System/Staff must research adverse determinations and/or decisions
800.211	800	The System routes to the appropriate department, with limits based on user permissions ▪ Tax ▪ Special Hearings
800.212	800	The System/Staff must be able to research exclusions of Claimants with existing UI claims and notify the Appeals department as appropriate
800.213	800	The System/Staff creates a new case or new appeal as appropriate ▪ The System generates case or appeal number or identifier The System/Staff inputs appeal data

		▪ Appeal date ▪ Filing method ▪ Appellant ▪ Receipt date ▪ Accommodations (languages, type of Employer, restrictions on availability, in person, etc.)
800.214	800	The System/Staff adds determinations to appeal as appropriate
800.215	800	The System performs edit checks (e.g., timeliness check, flagged Employer account numbers, flagged Claimants for exclusions, etc.) and displays customizable messages based on the edit checks
800.216	800	The System/Staff adds or removes ▪ Parties ▪ Issues ▪ Special instructions ▪ Time zone instructions ▪ Addresses ▪ Scheduling Parameters ▪ Hearing Officer skill level ▪ Assign/Exclude a specific Hearing Officer ▪ Program code ▪ Employer account ▪ Issue ▪ Priority ▪ Accommodations ▪ Language ▪ Type of business
800.217	800	The System updates status in the self-service portal
800.218	800	The system must support the following alternate activities and special cases: ▪ Pend (suspend action on case and note account) for various reasons such as • OGC (lawsuit or other action in a different forum) • Re-investigation • Delete case data (e.g., processed in error) • Companion cases • Resets • Motions for Reconsideration • Continuances • Expedited • Withdrawals • Generate correspondence • Request for information letter (representation, scheduling, etc.) • Refer to Appeals letter
800.219	800	The System must receive and process all incoming correspondence and associate it with an electronic identifier (e.g., case number, Tax account number) ▪ Mail ▪ Fax ▪ Online uploads ▪ Email ▪ In person
800.22	800	The System must capture (e.g., OCR or similar) and store data from incoming documents (both electronic and paper) such as ▪ Date received ▪ Method received (electronic or paper) ▪ Date postmarked and submitted ▪ Document type ▪ Sender information ▪ Document text ▪ Etc.

800.221	800	The System must allow Staff to manually key entry of document information
800.222	800	The System must read bar codes or similar coding to support the automated processing of the item when returned by the recipient
800.223	800	The System must ingest document information into the CMS and begin the workflow ▪ In-person, fax, online, email, and mail ▪ Intra- and inter-departmental transfers
800.224	800	The goal is to associate documents with a case within two (2) hours of receipt
800.225	800	The system must support the following alternate activities and special cases: ▪ Returned mail and bad addresses ▪ Submitted documentation before Request processed
800.226	800	The System must automatically or manually schedule or assign a request. Automatic scheduling must be based on business defined criteria, including: ▪ Hearing officer skill level and schedule ▪ Program code ▪ Employer account ▪ Issue ▪ Priority ▪ Case age ▪ Time off ▪ Accommodations ▪ Language ▪ Criteria set during the request processing ▪ Etc.
800.227	800	The System must notify all parties of scheduled hearings
800.228	800	The System must verify that all required documentation exists in the CMS before scheduling
800.229	800	The System must transmit hearing data to the telephone conferencing system such as ▪ Hearing date ▪ Hearing time ▪ Hearing Officer name and phone number ▪ Case number ▪ Etc.
800.23	800	The System must generate a dashboard for the Hearing Officer, including caseload and time-lapse information
800.231	800	The System must capture metrics and generate management reports
800.232	800	The system must support the following alternate activities and special cases: ▪ Reschedule or unscheduled hearings/cases ▪ Expedited ▪ Multi-claims ▪ Companion cases
800.233	800	The System must generate required documentation in the CMS based on hearing schedule, instructions, issues, etc.
800.234	800	The System must generate outgoing correspondence in English and Spanish
800.235	800	The System must retrieve required documentation from the CMS, including: ▪ Hearing Notice (case details, scheduling details, and issues) ▪ Hearing Instructions ▪ Relevant Documents (interdepartmental and correspondence submitted by parties) ▪ Determinations ▪ Request Documents
800.236	800	The System must transmit Notice of Hearing Packet to all parties using electronic correspondence, the ADC, as well as allow for local printing when needed, based on customer preferences ▪ Electronic ▪ Paper
800.237	800	The System must update the Tax data, including:

		▪ Document that correspondence was sent, method, and to whom ▪ Update case information to reflect the scheduled hearing
800.238	800	The system must support the following alternate activities and special cases: ▪ Returned mail ▪ Reprint Notice of Hearing Packets ▪ Corrected Notice of Hearing Packet ▪ Correction of documents included in the file or correspondence • Ability to remove and move documents or correspondence • Letters • Tracking • Edit metadata • Redacting
800.239	800	The system must interface with the telephone conferencing system (currently Clear2There) for conducting hearings or provide similar functionality ▪ Recording phone calls ▪ Provide online hearing registration ▪ Case notes ▪ Incoming and outgoing hearing data transfer (date, time, names of parties, case number, proceeding number, length of recording, etc.) ▪ Stores recordings (currently four (4) years as defined by retention schedule) ▪ Associate recording with the electronic case file ▪ Upload/clip/modify/download/burn recordings ▪ Search (Hearing Officer, date, Employer account number, Employer name, case number, proceeding number, hearing number) ▪ Provide telephone conferencing service for unlimited parties and international phones, including disconnect, muting ▪ New case entry ▪ Add/edit participant details (name, job title, phone number, special instructions, registration information) ▪ Playback at variable speeds ▪ Add/edit bookmarks
800.24	800	The System must allow Staff to electronically mark exhibits in the CMS
800.241	800	The System must allow Staff to view case information during the hearing ▪ Electronic hearing packet ▪ Tax data
800.242	800	The System must allow Staff to view case information during the hearing ▪ Electronic hearing packet ▪ Tax data
800.243	800	The system must support the following alternate activities and special cases: ▪ No shows ▪ Withdrawals ▪ Resets/Continuances ▪ Hearing substitution/reassignment of the scheduled hearing to another Hearing Officer ▪ Backup system in case conference system unavailable ▪ Unscheduled Interpreter request ▪ Create Tax investigation based on testimony and evidence • o SUTA dumping • o Acting as an unlicensed PEO
800.244	800	The System must generate a hearing officer dashboard ▪ Caseload ▪ Status by case ▪ Show the current cases and all prior assigned cases not yet mailed easily viewable on one screen
800.245	800	The System must allow Hearing Officers to select a case and display tax information such as: ▪ Account number

		▪ Case documentation ▪ Tax worksheet or another form ▪ Tax reports ▪ Proposals are attorney work products and cannot be accessed by anyone other than certain Special Hearings staff and Hearing Officers based on business rules
800.246	800	The System must allow Staff to generate a case list for all Hearing Officers (e.g., using a dashboard): ▪ Case-load ▪ Status by case ▪ Appeal Age at assignment
800.247	800	The System must include a Management Assignment Dashboard ▪ Searchable ▪ Hearing date and docket number Sortable
800.248	800	The System must generate hearing officer proposal documents based on templates with versioning, including ▪ Proposal • Case Number • Tax account number • Issues
800.249	800	The System must generate a Worksheet from the template, including ▪ Appearances ▪ Hearing Officer ▪ Length of Hearing ▪ Subject Code ▪ Insert information using preformatted text templates, including retrieving data from UI/Appeals/Tax system ▪ Additional distribution addresses
800.25	800	The System must allow Staff to assign case and associated documentation, Hearing File and proposal to the docket ▪ Docket date ▪ Docket number
800.251	800	The System/Staff makes copies of docket packets (cover sheet and proposals)
800.252	800	The System/Staff prepares lists of all cases on the docket ▪ Legal list – list of docketed cases by Tax case number for publication by Secretary of State due to state law ▪ Numeric list – list of docketed cases by case number
800.253	800	The System must restrict access to the docket to only certain Special Hearings Staff and offices based on business rules
800.254	800	The system must support the following alternate activities and special cases: ▪ Removing a case from the docket at any point in the workflow ▪ Docket cancellation or rescheduling (keep docket number constant once assigned but allow docket date to change) • Individual • In mass for situations such as a vacancy
800.255	800	The System must track proposal workflow, including supplemental requests and distribution
800.256	800	The system must support the following alternate activities and special cases: ▪ Request for more information, other departments or program advice, or correction to Proposals from Board
800.257	800	The System/Staff stores case files submitted to docket with restricted access ▪ Electronic case files ▪ Case documentation including privileged attorney/client work product
800.258	800	The system must support the following alternate activities and special cases: ▪ Removing a case from the docket
800.259	800	The System must allow Staff to record docket votes and long-form and short-form dissents, including notes associated with each case

800.26	800	The System must support Board voting processes during the workflow process of an appeal
800.261	800	The System/Staff must prepare and store the final vote list of all docketed cases
800.262	800	The System/Staff must notify the Hearing Officer of action required based on docket votes ▪ Reversed, modified, and/or remanded proposals ▪ Rehear cases ▪ Resubmit cases ▪ Memo creation and distribution with interdepartmental tracking
800.263	800	The System must circulate modified proposals to Board for approval The System/Staff must record proposals in the CMS The System must allow Staff to search for past Rule 13 decisions
800.265	800	The System must allow Staff to create a decision in case management software ▪ Addresses • Edit and validate addresses if necessary • Add recipients if necessary ▪ Appearances • Import call-ins/registrations from the Telephone Conferencing system • Add appearances ▪ Case History • Automated insert of statements based on case criteria • Insert statements using preformatted text templates, including retrieving data from the Tax system ▪ Findings of fact • Insert ad hoc text (e.g., narrative description of findings of fact) ▪ Issues • Automated insert of statements based on case criteria (e.g., issue statements) • Insert statements using preformatted text ▪ Conclusions • Automated insert of statements based on case criteria (e.g., sections of law) • Insert statements using preformatted text (e.g., sections of law) • Insert ad hoc text (e.g., narrative description of conclusions of law) ▪ Decision • Automated insert of statements based on case criteria (e.g., decision rulings) • Insert statements using preformatted text (e.g., decision rulings) • Insert ad hoc text (e.g., customized decision ruling), may require supervisor approval
800.266	800	The System must display complete decision and allow editing of all sections
800.267	800	The System must submit a decision for mailing
800.268	800	The System must add mail date and appeal deadline
800.269	800	The System must transmit the decision to the state printing agency or local printers
800.27	800	The System must include English and Spanish templates
800.271	800	The System must upload into CMS and self-service portals
800.272	800	The System/Staff must print, fold, and stuff envelopes
800.273	800	The System/Staff must mail decision-based on business rules
800.274	800	The system must support the following alternate activities and special cases: ▪ Form decisions (ability to issue a standardized decision with minimal data entry) • Non-appearance • Withdrawal • Timeliness ′ Issue On-The-Record decisions ′ Pulling decisions • Removing a decision from printing/mailing/publishing queue • Rollback data update • Delete inserted document(s)

		• Decision review (e.g., for new hires or complicated issues) • Foreign mail • Interoffice mail • Corrected decision • Hearing officers using typists
800.275	800	The system must support the following alternate activities and special cases: ▪ Form decisions (ability to issue a standardized decision with minimal data entry) • Non-appearance • Withdrawal • Timeliness ′ Issue On-The-Record decisions ′ Pulling decisions ▪ Removing a decision from printing/mailing/publishing queue ▪ Rollback data update ▪ Delete inserted document(s) • Decision review (e.g., for new hires or complicated issues) • Foreign mail • Interoffice mail • Corrected decision • Hearing officers using typists
800.276	800	The System must allow Staff to manually correct decision properties if necessary
800.277	800	The System must notify Appeals of decisions with exclusions so Appeals can take appropriate action
800.278	800	The System redacts identifying information and includes redacted attachment for Appeals use
800.279	800	The System must allow Staff to manually redact identifying information
800.28	800	The System must notify Tax of decisions issued each docket with all attachments available
800.281	800	The System must use decisions to take appropriate action to process adjustments based on business rules, including but not limited to: ▪ Tax account adjustments ▪ Etc.
800.282	800	The System must allow Staff to receive inquiry ▪ Phone ▪ Electronic (Email, chat, or secure messaging) • Forms or templates available to capture identifying information ▪ Mail ▪ Verify Employer identifying information
800.283	800	The System must allow Staff to research case information
800.284	800	The System must record the summary of response tied to an Employer and associated with a Case ▪ Email ▪ Phone number ▪ Time ▪ Date ▪ Topic ▪ Staff member ▪ Etc.
800.285	800	The System must allow Staff to respond to inquiries ▪ Respond based on requestor's preferred communication method ▪ Display/Insert context-sensitive statements using preformatted text (e.g., how to file an appeal) depending on the contact method, editable by Business Staff
800.286	800	The System must provide the ability to notify all parties of a status change
800.287	800	Route inquiries to appropriate department/Staff ▪ Lower Authority ▪ Higher Authority

		▪ Tele-Center ▪ Chargebacks ▪ Special Hearings ▪ Supervisor/Management ▪ Other
800.288	800	The system must support the following alternate activities and special cases: ▪ No Request filed or on record ▪ Change of address ▪ Withdrawal of a Request ▪ Submit case documentation ▪ Complaint ▪ Postponement request ▪ Expedite request ▪ Scheduling requests ▪ Interpreter requests ▪ Ability to flag inquiries for a specific Staff member ▪ Topic ▪ Employer ▪ Etc. ▪ Create UI/Fraud/Tax investigation based on status inquiry ▪ Other misclassified workers discovered ▪ Other acquisition possible
800.289	800	The System must generate a weekly report with the status of pending cases, including current state and red flags
800.29	800	The System must allow Staff to schedule reports to be generated automatically
800.291	800	The System must allow Staff to run reports on demand
800.292	800	The System must be able to generate and distribute reports
800.293	800	The System must allow Staff to develop and schedule ad hoc reports
800.294	800	The System must integrate reports with dashboards for a visual representation of data
800.295	800	The System must store and index reports

900: Legal Requirements		
Requirement ID	**Requirement Section**	**Requirement Description**
902.001	902	The system must provide the ability to electronically interface with the U.S. Bankruptcy Courts Centralized Electronic Bankruptcy Notifying (EBN) system to receive notification and updates of Employer and Claimants bankruptcy filings for Kansas and Western District of Missouri debtors
902.002	902	The system automatically and daily identifies Employer tax accounts and officers that have filed for bankruptcy through Public Access to Case Electronic Records (PACER) match program.
902.003	902	The system must allow Staff to electronically submit and alter a Proof Of Claim for either Employers or Claimants with associated attachments to PACER
902.004	902	The system must allow Staff to enter, update, and view bankruptcy cases as well as interface with the court system
902.005	902	The system must allow Staff to draft and file adversary proceedings in Kansas and the Western District of Missouri (WDMO) ▪ Initiate Adversary Proceeding by filing a complaint and associated documents ▪ Allow staff to monitor deadlines for answers ▪ Allow Staff to either pursue the default process or the hearing process ▪ Hearing Process involves the submission of the discovery requests and responding to the discovery requests, notifying witnesses, and may include settlement agreements
902.006	902	The system must flag Bankrupt Employer tax accounts based on business rules
902.007	902	The system must flag Bankrupt Claimant Overpayment accounts based on business rules
902.008	902	The system must flag Bankrupt officers accounts based on business rules to stop collections and prevent any inadvertent violation of the bankruptcy stay
902.009	902	The system must flag Bankrupt Claimant accounts based on business rules to stop collections and prevent any inadvertent violation of the bankruptcy stay
902.01	902	Accounts Examiners verify the validity of the tax debt, review the system to ensure there has not been any collection action is taken that may be in violation of the Bankruptcy Code, and send out field assignments to obtain any delinquent quarterly tax reports.
902.011	902	Accounts Examiners verify the validity of the Overpayment, review the system to ensure there has not been any collection action is taken that may violate Bankruptcy Code.
902.012	902	Received payments must be reversed out of the system and refunded to the trustee or debtor as applicable
902.013	902	Upon completion of the review of the Employer or liable officer tax account, Staff will file a Proof Of Claim with the respective bankruptcy court through the Electronic Court Filing (ECF) system for certain cases (all pre-petition tax debt in Chapter 13 and Chapter 11 cases). ▪ Staff monitors adherence to the plan under Chapter 11 in PACER. ▪ Staff change tax balance to Uncollectable status (unless there is Officer Liability debt that can be pursued) for entities that have been fully liquidated under Chapter 7 ▪ Staff advises other departments to take appropriate action if the Employer defaults on bankruptcy plan (Chapter 11) or after the plan is confirmed for post-petition debt (Chapter 13) • Lien • Bank freeze • Etc. ▪ If the Employer does not default on the bankruptcy plan, Staff monitor the bankruptcy case to ensure payment is received from the Employer in accordance with the court's payment plan.

902.014	902	Upon completion of the review of the Claimant Overpayment account, Staff will file a Proof Of Claim with the respective bankruptcy court through the Electronic Court Filing (ECF) system for certain cases (all pre-petition tax debt in Chapter 13 and Chapter 7 cases). ▪ Staff monitors adherence to the plan under Chapter 13 in PACER. ▪ Staff change Overpayment balance to Uncollectable status for debt that has not been accepted from discharge. ▪ Staff advises other departments to take appropriate action if Claimant's main bankruptcy petition is dismissed without a discharge. • Lien • Levies • Etc. ▪ If the Claimant does not default on the bankruptcy plan, Staff monitor the bankruptcy case to ensure payment is received from the Trustee in accordance with the court's payment plan.
902.015	902	The system must be able to generate operational, performance, and management reports
902.016	902	The system must allow Staff to schedule reports to be generated automatically
902.017	902	The system must allow Staff to run reports on demand
902.018	902	The system must be able to generate and distribute reports
902.019	902	The system must allow Staff to develop and schedule ad hoc reports
902.02	902	The system must collect and track performance metrics
902.021	902	The system must integrate reports with dashboards for a visual representation of data
902.022	902	The system must store and index reports
902.023	902	The system must support the following alternate activities and special cases: ▪ Staff authorizes the system to generate bank freeze release if the freeze was generated in error (for employer bankruptcies) ▪ Staff authorizes the system to generate lien release if the lien was generated in error ▪ Staff can accelerate the collection process ▪ Fast path • Liens • Default notices • Freezes ▪ Additional liens and freezes
903.001	903	The system must generate determinations with appeal rights as appropriate and send them to Claimant
903.002	903	The system must generate collection notices and send them to Claimant
903.003	903	The system must allow Staff to reissue a collection notice with appeal rights as appropriate and send it to Claimant
903.004	903	Staff responds to Claimant inquiries Review system to relay reason for the overpayment ▪ Set up repayment plans ▪ Obtain a copy of documents and send to Claimant
903.005	903	The system must allow Claimant various options for payment submission, including electronic payment (debit, credit, and EFT)
903.006	903	The system must automatically process absorptions and offsets
903.007	903	The system must track and store FTI data separately
903.008	903	The system must follow FTI security and audit requirements (IRS Publication 1075)
903.009	903	The system must track overpayment and recovery types and apply them correctly, in cases such as: ▪ Claimant payments ▪ Bankruptcy Trustee payments ▪ Title company payments ▪ Mortgage company payments ▪ Offset/Absorption benefits

		▪ Court-ordered restitution ▪ Vendor Hold captures ▪ TOP captures ▪ TOP payments from Claimant ▪ IRORA
903.01	903	The system must be capable of notifying paying states requesting the recoupment of a Kansas established overpayment
903.011	903	The system must allow Staff to process repayments to be applied to outstanding overpayment from TOP where needed and excluding TOP as appropriate
903.012	903	The system must allow Staff to process repayments to be applied to outstanding overpayment from Department of Administration Set-Off where needed and excluding Department of Administration Set-Off as appropriate
903.013	903	The system must track overpayment at the following levels: ▪ Debt-type ▪ Claim ▪ Week
903.014	903	The system must allow Staff to scan court judgments and court-ordered restitution in FileNet or a similar system and link to Claimant(s) accounts
903.015	903	The system must allow Staff to waive overpayments, cancel absorptions/offsets, put the collection of overpayments on hold, transfer overpayments based on appeal or court-ordered (jointly and severally), and issue refunds ▪ Process individually ▪ Process in mass ▪ Capture reason for rejection/correction ▪ Adjust overpayment balance accordingly ▪ Process adjustments when a recovery exceeds debt based on business rules ▪ Process TRA/TRX overpayment waivers per regulation
903.016	903	The system must allow repayments to be accepted and applied to overpayments even after the statute of limitation on overpayment collection has expired and allowed monthly overpayment statements to be generated
903.017	903	The system must maintain an order of precedence for applying repayments and benefit offsets to overpayment debt based on business rules
903.018	903	The system must allow a Staff user to manually override the default hierarchy for applying cash repayments to overpayments
903.019	903	The system must automatically initiate Vendor Holds
903.02	903	The system must be capable of processing and securing FTI to allow Kansas to participate in TOP
903.021	903	The system must be compliant with all TOP and IRS Publication 1075 security requirements
903.022	903	The system must send/receive debt to IRS for TOP ▪ Calculate the amount to send to TOP • Single overpayment established • Multiple overpayments established ▪ Generate notices to Claimant before referral to TOP ▪ Send change transactions ▪ Process transmission errors identified by IRS ▪ Track remaining balance ▪ Process intercepts and reversals ▪ Process Agency Debt Extract file from TOP to synchronize/reconcile systems
903.023	903	The system must send the debt to KDOL Fiscal ▪ Process recoveries ▪ Track remaining balance
903.024	903	The system must allow Staff to view collection and payment history
903.025	903	The system must allow Staff to initiate notices of assessment ▪ Assessments group reviews list for accurate information (name, SSN, address, etc.)

		▪ Assessments group authorizes the system to generate an assessment packet. The system generates a notice of assessment packet • Purchase order • Notice of assessment certification (for the Civil process server to sign notifying of results of service attempt) • Notice of assessment
903.026	903	Civil process server serves Employer with notice of assessment- ▪ If successfully served, Staff generates an abstract of assessment ▪ Staff files abstract of assessment with the county clerk
903.027	903	The system must have the capability to report ill-gotten gains to IRS
903.028	903	The system must support the following alternate activities and special cases: ▪ Fraudsters who have never had a claim but committed fraud • Restitution • Collections • Notify state and/or federal probation of collections by KDOL through offset, absorption or the Treasury Offset Program, or other, for court-ordered restitution
903.029	903	The system must allow for the recoupment of an overpayment from another state
903.03	903	The system must allow Staff to request recoupment of an overpayment from another state
903.031	903	The system must send the recovering state an electronic or written request for overpayment recovery assistance based on business rules and include the following: ▪ Certification that the overpayment is legally collectible under the requesting state's law ▪ Certification that the determination is final and that any rights to the postponement of recoupment have been exhausted or expired ▪ A statement as to whether the State is a member of IRORA ▪ Copy of the initial overpayment determination and a statement of the outstanding balance
903.032	903	The system must send the recovering state a new outstanding overpayment balance, either electronic or written, whenever their state receives a payment from a source other than the recovering State
903.033	903	The system must notify Staff when an overpayment balance goes to zero in Kansas ▪ Stop collecting benefits based on business rules ▪ Notify the other state
904.001	904	The system must send a notification to the Claimant that Kansas is requesting assistance from the other state in the recovery of the overpayment
904.002	904	The system must automatically or allow Staff to manually create and track work items for Staff to handle incoming and outgoing recoupment requests
904.003	904	The system must create an interstate overpayment Claimant case file for each request
904.004	904	The system must allow Staff to unarchive or recreate old determinations
904.005	904	The system must identify when an overpayment involves a Combined Wage Claim (CWC) ▪ Certify that the overpayment determination was not issued more than three years before the effective date of the CWC ▪ Confirm the determination is final ▪ Ensure repayment of the overpayment is legally required and enforceable under the law of the transferring state based on business rules ▪ If there are two transferring states requesting recovery of an overpayment, the amount recovered shall be divided in proportion to the wages each State contributed to the monetary determination
904.006	904	The system must identify and flag when a claim associated with an overpayment request is not in current pay status based on business rules
904.007	904	The system must send a notification to Staff when a claim associated with an overpayment request becomes payable based on business rules
904.008	904	The system must allow Staff to initiate the recoupment transaction

904.009	904	The system must retain a history of all IRORA transactions
904.01	904	The system must allow authorized Staff to make changes to IRORA transactions based on business rules